

QUICK SHEET: LOGIN.GOV ACCESS RESTRICTED

AUDIENCE: GRANTORS

PURPOSE:

Users logging into GrantSolutions through Login.gov using a PIV or CAC ID may encounter an *Access Restricted* error message, preventing log in. This message may appear when the user's Login.gov log in credentials do not match the Grantsolutions log in credentials. Login.gov is configured to store the most recent login method and credentials a user utilized when logging in. If the user has multiple email addresses, the most recent log in credentials used in Login.gov may not match the Grantsolutions log in credentials, and the *Access Restricted* error message may appear when attempting to log into GrantSolutions.

This Quick Sheet provides step-by-step instructions for resolving an *Access Restricted* error message if encountered when logging into Grantsolutions.gov using a PIV or CAC ID.

KEY POINTS TO REMEMBER:

- An Access Restricted error message may appear when attempting to log into GrantSolutions through Login.gov using a PIV or CAC ID.
- Login.gov stores the user's most recent login method and credentials.



RESOLVE ACCESS RESTRICTED ERROR

To resolve the "Access Restricted" error, perform the following steps:

1. From a browser such as Internet Explorer or Google Chrome, navigate to www.grantsolutions.gov and click the Login button.



Figure 1: GrantSolutions Public Website with Login button

2. The "GrantSolutions Login" screen appears. Click the Login.gov button to initiate the login process.

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|-------------------------------|---|---|----------------|---|--|
| GrantSolutions | | ABOUT BENI | EFITS SERVICES | PARTNERS | NEWS |
| Login | Login using any of the following services GrantSolutions Username: GrantSolutions Password: Submit OR | LOGIN.GOV be independent to Grander AMS for Grander | | Maintenan Next Downten Current Is: Updated 02/13 | ce Sche e (3/112/20 sues 1/2019 |
| | Forgot username or password? Don't have a GrantSolutions account? Request new user account. | | | | |

Figure 2: GrantSolutions Login screen with Login.gov button





3. The Login.gov "Sign in" screen appears. Existing users click the Sign in with your government employee ID link.

| GrantSolutions is allow you to sign safely an | s using login.gov to 1 in to your account 1d securely. |
|--|---|
| You will need to create a Logenail address you use for a Already have a Login.gov Add the email address you existing Login.gov profile. Learn More | ogin.gov account using the same GrantSolutions r account? |
| Password | Show password |
| s | ign in |
| Create | an account |
| <u>Sign in with your government en</u> | nployee ID |

Figure 3: Login.gov sign in screen with "Sign in with your government employee ID" link



4. On the Login.gov "Present your PIV/CAC" screen, click the **Present PIV/CAC card** button.

| ILOGIN.GOV GrantSolutions |
|---|
| Present your PIV/CAC Present the PIV/CAC that you associated with your account. Present PIV/CAC card Don't have your piv/cac card available? |
| Choose another authentication method Cancel |
| |

Figure 4: Login.gov "Present your PIV/CAC" screen with "Present PIV/CAC card" button

5. An Access Restricted error message may appear.

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| GrantSolutions | ABOUT BENEFIT: | S SERVICES PARTNERS NEWS |
| Login | Access Restricted: Currently, your agency does not allow you to login through this login mechanism. Please access the system using a different GrantSolutions login mechanisms. If you have any questions about accessing the system please contact the GrantSolutions Help Desk. | GrantSolutions Updates Standard downtines for security and system enhancements accur every Thursday from 9:00 pm ET until approximately 1:00 am ET on Filday. Next Planned Downtime: February 11th, 2021 Current Issues 5 Known Issues |
| Security Measures | Frequently Asked Questions | Grants Announcements |

Figure 5: "Access Restricted" message on GrantSolutions Login screen



- 6. In the browser URL, enter "Secure.login.gov/account" and press enter to navigate to your account.
- 7. The Login.gov "Your account" screen appears. Click the **Forget all browsers** button in the left menu to clear the browser history.

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|--|----------------------------|--------------|--|---|-------------|
| ← → C ≜ https://secure.login.gov/account | | | | | Ŕ |
| | @ -0 | -6- | Access your gove from your login.g Learn more abou | rnment benefits and services ov account. t <u>login.gov</u> | |
| Yo | ur Account Yo | our accou | int | | |
| | Add email address Em | nail prefere | nces | | |
| | Edit password | Email add | resses | + Add e | mail |
| | Delete account | | | De | lete |
| Yo | ur authentication thods | | | De | ete |
| | Add phone number | Language | | | |
| | Add authentication apps | English | | 1 | idit |
| | Add security key | | | | |
| | Add Federal Employee ID | | | | |
| | Get backup codes | Password | | | |
| Yo | ur connected accounts | | | | <u>.dit</u> |
| His | story | | | | |
| | Forget all browsers | Phone nur | nbers | + Add pl | ione |
| Cu | stomer support | | | default Man | age |
| | | | | | |

Figure 6: Login.gov "Your Account" screen with "Forget all browsers" selected



8. On the Login.gov "Forget all browsers" screen, click the **Confirm** button.

| Forget all browsers |
|---|
| Once you choose to 'forget all browsers,' we'll need additional information to know that it's actually you signing in to your account. We'll ask for a multi-factor authentication method (such as text/SMS code or a security key) each time you want to access your account. |
| Cancel |
| |
| |
| |

Figure 7: Login.gov "Forget all browsers" screen

9. Upon confirmation, click the **Sign out** link in the top right corner of the Login.gov "Your account" screen to sign out of Login.gov.

| ULOGIN.GOV | Welcome Sign out |
|--------------------------------|--|
| | Access your government benefits and services from your login.gov account. Learn more about login.gov |
| Your Account | Your account |
| • Add email address | Email preferences |
| Edit password | Empiledance |
| Delete account | Elifali addresses +A00 email |
| Your authentication methods | Delete |
| Add phone number | Language |
| Add authentication apps | English <u>Edit</u> |
| Add security key | |

Figure 8: Login.gov "Your account" screen with "Sign out" selected



10. On the Login.gov "Sign in" screen, log back into Login.gov using the email address associated with the PIV ID in the **Email address** field and enter the Login.gov password in the **Password** field. Click the **Sign in** button.

Note: For this step, users must use an email address and password credentials to log in.

| Learn More | |
|--------------------------|-------------------|
| mail address | - |
| Password | Show passe |
| | |
| | Sign in |
| | Create an account |
| iign in with your govern | iment employee ID |
| Back to GrantSolutions | i |
| orgot your password? | |
| ecurity and Privacy Pra | octices @ |
| ivacy Act Statement | |

Figure 9: Login.gov "Sign in" screen with "Email address", "Password" and "Sign in" selected



11. On the Login.gov "Present your PIV/CAC" screen, click the **Present PIV/CAC card** button to verify the PIN for access to Grantsolutions.gov

| ULOGIN.GOV GrantSolutions |
|--|
| Present your PIV/CAC Present the PIV/CAC that you associated with your account. |
| Don't have your piv/cac card available? Choose another authentication method |
| Cancel |
| |

Figure 10: Login.gov "PIV/CAC" screen with "Present PIV/CAC card" selected

12. Verify the PIN and access GrantSolutions.

Note: Upon successful log in, users can click the *Sign in with your government employee ID* link on the Login.gov "Sign in" screen to log in moving forward.