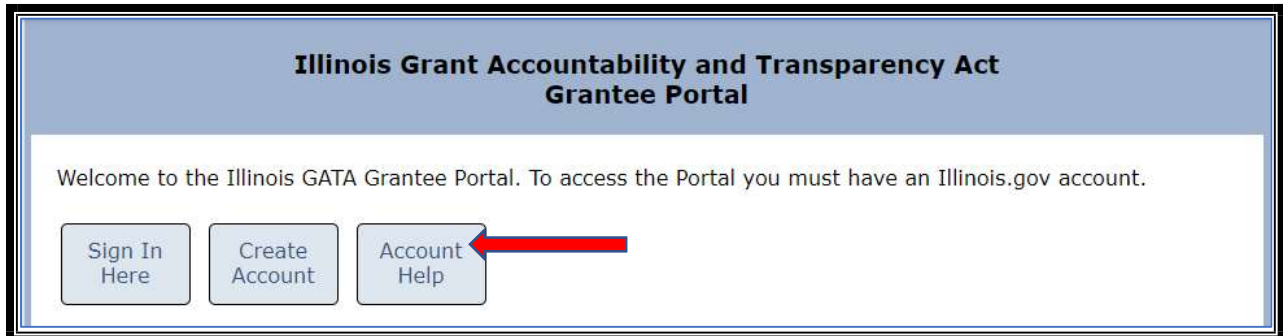


Unable to Access your Individual User Account (Illinois.gov Public Account)

Step 1 – Go to <https://grants.illinois.gov/portal>

Step 2 – Click the ACCOUNT HELP button



Step 3 – Click RESET YOUR PASSWORD or RECOVER YOUR USERNAME, depending on which issue you're experiencing.



Step 4 – Follow the instructions provided in the subsequent screen to Reset Your Password or Recover Your Username