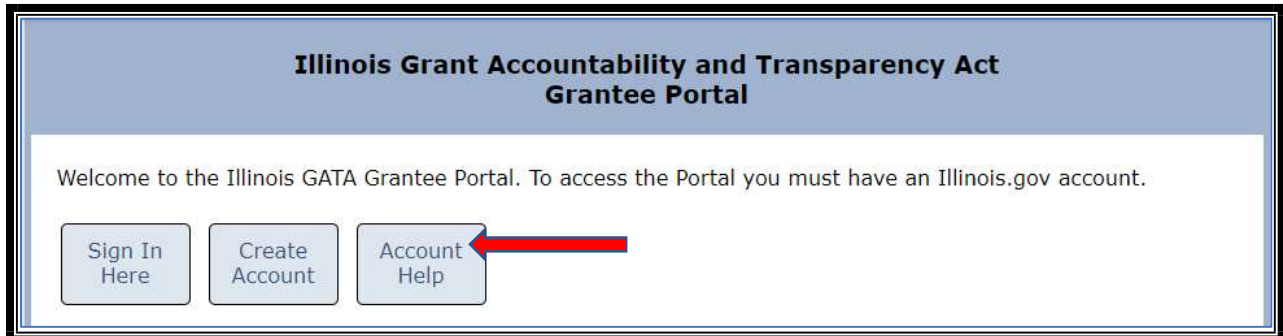


## Unable to Access your Individual User Account (Illinois.gov Public Account)

**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