

## How to reset your password

If you already have an eGrants account and have forgotten your password, you can use the Reset Password form to reset your password. The Reset Password form contains a series of screens that assist you in resetting your password.

### 1. If you do not currently have an eGrants account

You can register for an account now by clicking the “Register Now” button located at the bottom of the screen. This will open the [Create New Account](#) screen. Follow the steps in creating your account.

### 2. If you already have an eGrants account, enter all the information in the first screen

Enter your first name, last name, and e-mail address in the space provided on the form. If you click the “Cancel” button, you will be exited from this form.



Reset Password (reset\_pwd/citizen)

Use this screen to reset your password if you have forgotten it. To continue, enter your name and E-Mail address below and press the Continue button.

First Name

Last Name

E-Mail Address

If you have not previously registered for an eGrants account, press the Register Now button.

Cancel Register Now Continue

### 3. Click Continue

On this next screen you will be asked to answer the challenge question you supplied when you created your account. You will have three chances to get the answer correct. If you input an incorrect answer, you will receive a warning message indicating that the answer is incorrect. After the third unsuccessful try, you will be logged out of the system and will have to try again.

### 4. Click Reset Password

Once you have entered the correct answer, and clicked the “Reset Password” you will be e-mailed with your new password and the confirmation screen below will be displayed.

### 5. Click Finish

This will exit you out of the Reset Password form. You can then log into eGrants with your newly assigned password. If you have errors the “Display Error” button is enabled. You can click the button, view the error, and take the appropriate action or call the eGrants administrator.