Requesting a New Password (Forgot Password?) Instructions

eGrants Password General Information

➢ TxDOT staff does not have access to eGrants users passwords for security reasons.

➢ TxDOT staff can not reset, change or send new passwords to eGrants users.

➢ If you forgot your password then you can use the instructions below to retrieve a new password to login to the eGrants system. You can then change your password to anything you want by going into your **Profile** and updating you password.

➢ If an eGrants user forgets their password; they must follow the **Forgot Password?** instructions so the eGrants system can email them a new password.

➢ Every time you submit a **Forgot Password?** request your password is reset.

➢ Your Username is what you use to log in to eGrants; it is not your email address. Your password is the one you choose when completing the New User Form associated with your Username.

➢ It is important to keep your **Profile** Information, including your email address, current in eGrants.

Step 1. eGrants Users: Requesting a new password

a. Go to the eGrants Login Page: https://www.txdot.gov/apps/egrants

Login
Username
Password
LOGIN
New User? Forgot Password?

b. Underneath the Login Fields ; click the **Forgot Password?** link.

c. You are on the Forgot Your Password? page.

d. Enter your Username (not your email address) in the:

Please enter your login _____* field.

e. Enter your email address associated with your Username in your **Profile** contact information in eGrants in the:

Please enter your email address _____* field

f. Click **RESET MY PASSWORD AND EMAIL ME THE NEW ONE** .

g. If your login/Username and email address match the systems records you will receive the following message:

Page Information
Your new password has been sent. Please login here.

h. If you enter an incorrect Username or password you will receive the following error message:

Page Information
Your information cannot be found .
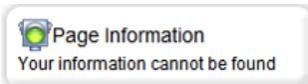
Step 2. eGrants Users: Login with new password

a. The new password will be emailed to you with the **Subject Line:** Password Reset and **From:** egrantshelp@dot.state.tx.us **or** egrantshelp@txdot.gov

● Note: If you do not receive the email, check your email program's SPAM filter/folder.

b. The email will contain the message below and the new password:

You have requested a new password for your account. Passwords are case sensitive. Your new password is:

● Note: Enter new password exactly as noted in email.

● Note: Do Not copy and paste password into the Password Field; sometimes a space is added.

c. Once you login in with the temp password, immediately click **Profile** and enter a new password of your choosing. **SAVE** the page. You will receive a confirmation message that the page is saved.

d. You will Login with your Username and the new password you just entered the next time you login.