SLFRF Treasury Portal Account Access - Common Issues & Quick Fixes

We continue to receive questions about accessing SLFRF accounts in Treasury's Portal, particularly following staff turnover or changes in points of contact. Common questions include how to update points of contact, how reporting roles work, and what to do when an organization no longer has an active Account Administrator. Maintaining current points of contact and reliable portal access is important for completing remaining SLFRF reporting and closeout requirements, as well as receiving communications from Treasury SLFRF@treasury.gov.

Below are step-by-step instructions and troubleshooting tips to help you access your SLFRF account in Treasury's Portal, including best practices for setting up Login.gov.

Instructions to Access the Treasury Portal

Step 1: Verify or confirm a Login.gov (or ID.me) account
Each designated individual must register with **Login.gov** or **ID.me** to access Treasury's Portal.

- If you have not previously registered, Treasury recommends registering through **Login.gov** (especially if you are an annual reporter and/or non-entitlement unit of local government (NEU)).
    - Create an account: https://login.gov/create-an-account/
    - Help guide: https://login.gov/help/get-started/create-your-account/

Login.gov best practices

- Use **your own individual work email** (or personal email) for Login.gov—avoid shared inboxes (e.g., clerk@..., info@...) or "someone else's" account. Shared credentials commonly lead to lockouts, MFA issues, and staff-transition problems.
- Set up **multi-factor authentication (MFA)** using a method you will reliably control (authenticator app or secure phone number) and keep backup methods updated.
- Save your Login.gov recovery information in a secure location consistent with your organization's policies.

Step 2: Sign in to Treasury's Portal

- Treasury Portal (Login.gov): https://portal.treasury.gov/compliance/s/
- Treasury Portal (ID.me): https://portal.treasury.gov/cares/s/slt

Step 3: Connect to your Government's Account

- If you believe you should have access but do not see SLFRF reporting options after logging in, please contact your organization's **Account Administrator** to confirm you are designated correctly.
- If your community does **not** have an account administrator, you will need to connect to your community's account. Contact SLFRF@treasury.gov to get the necessary account information. Please see Compliance portal account validation for visuals regarding account validation.

Step 4: Ensure you and your colleagues are properly designated for SLFRF reporting roles
SLFRF recipients must designate individuals for key roles in the portal.

- The **Account Administrator** maintains user designations and can add or update role assignments as needed; see instructions here: Updating User Roles in Portal.
- Treasury recommends identifying an additional Account Administrator for continuity (staff changes, absences, etc.).

Common Issues and Quick Fixes

- **Wrong email:** Please ensure that you are using the same email address as the primary email address associated with your Login.gov/ID.me account to log into the portal.

  Tip: *If there are multiple email addresses on your Login.gov/ID.me account, you will need to* ***change the primary email on your Login.gov/ID.me account*** *to match the one that you are using for accessing the Treasury Portal.*

- **Wrong sign-in method**: Logon using the portal where you first registered your account. If your access was originally set up under ID.me, try signing in via the ID.me portal link above, visa versa.

- **Role/designation issue:** If you can log in but cannot access SLFRF reports, it is often a designation/role issue that must be updated by the Account Administrator.

- **Technical Problems with Email:** If you are certain that you are using the correct email, but (a) you are using an ID.me account or (b) have inherited your email address from someone else (i.e. clerk@town.gov), there might be a technical issue.

- The fastest way to fix this problem is to create a **new** **Login.gov** account using a **new email address** *that is specific to you* as the primary email.
  - Identify an email you would like to use to login to the Portal.
  - Follow Account Access instructions (Parts 1-3) on the previous page.

- **Platform:** Using Chrome can sometimes solve sign-in difficulties
  - Clear the Cache and Cookies for Chrome (tutorial: https://support.google.com/accounts/answer/32050)
  - Restart Chrome and close all tabs/windows before attempting to login.
  - **Do not** use autofill or copy/paste emails and passwords when logging in.
  - **Do not** use bookmarks to access the Treasury Portal:
    - Login.gov: https://portal.treasury.gov/compliance/
    - ID.me: https://portal.treasury.gov/cares/s

- **Other general system issues:**
  - Ensure corporate Firewalls are not blocking access to the Treasury site.
  - If all else fails, try rebooting your computer.

Contact us for Further Assistance

If the issue persists, please reply to this email (SLFRF@treasury.gov) with:

- ✓ Your community's name and address
- ✓ The email you are using to try to login to the Treasury Portal
- ✓ Whether you are signing into Treasury's Portal via: **Login.gov** or **ID.me**
- ✓ A brief description of the issue, and
- ✓ A screenshot of the error/message (if applicable)