

Need Help Logging In?

What is my user ID?

For charitable organizations, the user ID is the organization's federal employer identification number (FEIN).

The dash is included, so most user names will look like this: XX-XXXXXXX.

The user ID for paid solicitors and professional fundraising consultants is a number assigned by our office.

[Log in to your account](#)

My password isn't working. What's wrong?

Make sure that you are entering the password exactly as it should appear. The password is case sensitive and includes at least one upper-case letter and one number. Did you capitalize the first letter of your password?

Also, check to see if Caps Lock is on. You can try to log in as many times as you need to; you will not be locked out for multiple failed attempts.

The font used in our system causes upper-case "l", lower-case "L" and the numeral "1" to look nearly identical; be sure that you are entering the correct letters or numbers.

When using a temporary password, try copying it from the email and then pasting it into the password field to make sure that it is entered correctly.

If your password is lost or doesn't work, see below for information about how to reset your password.

[Log in to your account](#)

How do I reset my password?

Go to the [Charitable Solicitations login](#) and click on "[Forgot Password?](#)"

Enter the user ID for the account.

Enter the email address of the authorized officer.

Click on "Reset".

We will send a temporary password to the email address on the account.

The temporary password is good for four hours. Once you have logged in using this password, on the left-hand side of the page click on "Change Password" to choose a new one.

[Go to the Charities and Fundraisers home page.](#)