SLFRF Treasury Portal Account Access Help — Best Practices + Common Fixes

In preparation for the upcoming reporting period in April 2026, the top questions we receive in the SLFRF@Treasury.gov relate to accessing your treasury account and the portal. Specifically, we noticed that many of you have questions about how to update the points of contact associated with your account, the roles and responsibilities associated with different points of contact, and where to begin and/or what to do if, due to staff turnover, there is no designated account administrator. We understand that having the right information is crucial for timely reporting and compliance, so 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.

Step 1 — Confirm you have 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 a non-entitlement unit of local government (NEU) and/or annual reporter).
    - 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 — Ensure you 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.

- 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.
- Treasury recommends identifying an additional Account Administrator for continuity (staff changes, absences, etc.).

If your Account Administrator needs to add/update a user (role change)
Account administrators can log in, navigate to the account area, and add/designate a new user with the desired contact information and reporting roles. Please visit Understanding User Roles in the Treasury's Portal for more information.

If you are being asked for verification details in the portal
Once your Login.gov account is created, the portal may prompt you to verify information so the correct reporting roles attach to your account. You will need to inquire via SLFRF@Treasury.gov if asked for an account identifier. Please also note that, if asked for your community's zip code, it may be five digits or nine digits depending on what was originally provided.

Common issues and quick fixes

- Wrong sign-in method: If your access was originally set up under ID.me, try signing in via the ID.me portal link above.
- 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.
- Staff turnover/shared inbox: If your community used a shared email or a prior employee's Login.gov account, the fastest resolution is typically for the Account Administrator to designate the correct individual(s) using their own Login.gov accounts going forward.

For detailed guidance on how to designate and update your user roles, please visit our "Recipient Compliance and Reporting Guidance Responsibilities" webpage. Specifically, scroll to the "Updating User Roles in Portal" link under the "Accessing Treasury's Portal" section, and be sure to check out Section 3, "System Support- the Treasury Reporting Portal FAQs" of our SLFRF Self-Service Resources for more information on Points of Contact and Authorized Representatives.

For step by step instructions, visit page 2 "NEU Account Setup – Designating SLFRF Points of Contact" in the NEU User guide (https://home.treasury.gov/system/files/136/NEU-Non-UGLG-Agreements-and-Supporting-Documents.pdf) or **webinars** below for more information:

https://youtu.be/MS7EAO2uCs0
https://youtu.be/w7vbi94rVDI

If the issue persists, please email SLFRF@Treasury.gov with a brief description of the issue, a screenshot of the error or message (if applicable), and details on whether you are signing in via Login.gov or ID.me, including the email address you are using.

For recipients invited to close out:
If your community has been invited to close out, once you have portal access you can initiate closeout by navigating to **“Closeout Reports”**, checking the box next to the applicable closeout report, and clicking **“Request to Close Out.”**