

If you cannot access your NEA award in REACH, check the following:

Have you received your official award letter?

If not, it is likely access to your award is turned off in REACH. Once NEA program staff receives all the information they need for your recently offered award (Revised Project Budget, Accessibility Questions, etc), they send the offer file to the Office of Grants Management (OGM). While OGM is finalizing the award, grantee access is turned off and you will not see the offer in your REACH account. Once the final review is complete, you will get an emailed award notification and your access will be turned back on.

Are you new to your organization?

You may not be a current participant (staff contact). Each award has a set of three required roles that are filled by grantee staff. These names were provided to the NEA at the application stage and perhaps updated on the revised budget or through further communication. If there is staff turnover at a grantee organization, a Change Request must be submitted to ensure that everyone who needs access to the award will have it. Existing participants can request access for new staff through the REACH Change Requests tab, Option A. This change must be requested in each open award.

Are you using the correct URL?

The NEA shares REACH with other federal agencies, such as NEH and IMLS, but each has a separate login. Your organization may have an award with one of these other agencies, but you will not be able to see your NEA award in their portals. Access your NEA award here: <https://reach.arts.gov/Login>

Do you have an email address that is used by more than one person?

Shared email addresses (such as grants@abcarts.org or development@abcmuseum.org) can cause various problems in REACH. When an email address is associated with multiple participants in REACH, Login.gov cannot determine which REACH profile to connect with, and returns an error message. In this case, the solution is to change your REACH and Login.gov emails to a unique address like jane@abcarts.org.

Do you have a shared email address in your Login.gov email list?

Even if the email address in your REACH profile is unique, if you have a shared email address in your Login.gov profile, it can cause routing issues and error messages in REACH. Delete any shared emails to solve this problem. Login.gov can be accessed here: <https://secure.login.gov/>.

Do you have an email address belonging to another staff member in your Login.gov email list?

This can also cause REACH access issues, often for multiple members of an organization. [Login.gov accounts cannot be shared](#). Each person must create their own account with only their own unique email address included.

Are you attempting to manage one REACH account for all staff contacts?

REACH access is by person, not organization. If we determine that a REACH account is being shared, award access will be blocked until separate Login.gov and REACH accounts have been established.

Have you forgotten the password to your Login.gov account, or lost access to the authentication methods?

We do not have access to Login.gov accounts and cannot update phone numbers or passwords. Please review the troubleshooting tips suggested by Login.gov here: <https://www.login.gov/help/trouble-signing-in/overview/>

Still having trouble? We're here to help! Email us at grants@arts.gov.