

Frequently Asked Questions (FAQs)

I am having trouble setting up my password sent to me using the Forgot your password? link on the Sign in page.

It is important that you use the correct username and email address that was entered when you registered. If you need any support during the process, please call PennDOT Information Technology Service Desk at (717) 783-8330 or toll-free at (855) 783-8330.

I received the new password after clicking the Forgot your password? link, when I log in, it won't let me go further?

After you log into dotGrants using the temporary password, you are required to enter a new password and confirm the password. Click FINISH. A confirmation box will appear at the top of the page. Click the Return to Destination to go to the home page.

I am trying to have my username sent to me using the Forgot your username? link on the Sign in page.

It is important that you use the correct email address that was entered when you registered. If you need any support during the process, please call PennDOT Information Technology Service Desk at (717) 783-8330 or toll-free at (855) 783-8330.

My account has been locked out, how do I get my account unlocked?

You will receive an error message if you enter the wrong password after three attempts. Please call PennDOT Information Technology Service Desk at (717) 783-8330 or toll-free at (855) 783-8330 to unlock your account or reset your password.