eCivis Portal

Access and Login User Guide

State of Rhode Island | Grants Management Office

Accessing and Logging in to eCivis Portal

This section will review common challenges when logging in and accessing eCivis Portal.

Please review the steps below if you have having login or access issues.

How to Create an eCivis Portal Account

1. Navigate to https://portal.ecivis.com/#/login
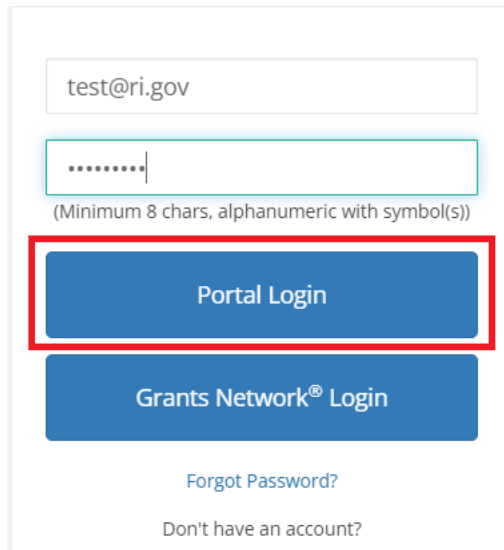
2. Click the green "Create an Account" button

3. Enter required information and choose password. Ensure that the password success bar is blue to indicate you have chosen a strong password. Then, click Sign Up

4. A verification email will be sent to the email you provided. Ensure you click the link provided in that email. If you do not verify your email, you will not be able to login in the future.

5. Once your email is verified, navigate back to eCivis and login

How to Login to eCivis Portal

1. Navigate to https://portal.ecivis.com/#/login

2. Enter your previously created username and password

3. Click "Portal Login" to access your account. Clicking the "Enter" key or selecting "Grants Network Login" will prevent you from logging in and may produce an error message
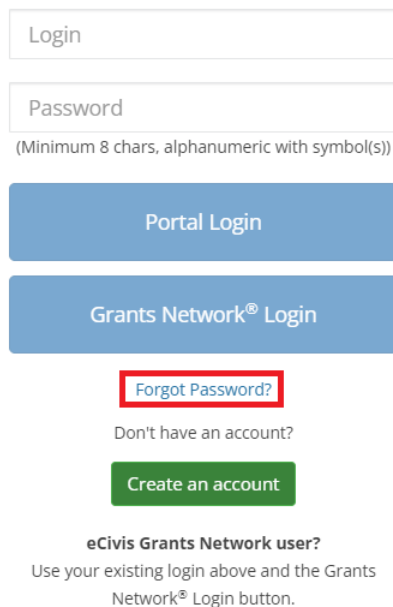

Password Reset/Forgot Password

1. Navigate to https://portal.ecivis.com/#/login

2. Click the "Forgot Password?" button

3. Enter the email address for your eCivis Portal account and click Reset.

Forgot password?

Enter your email address below and a link to reset your password will be emailed to you.

test@ri.gov

Reset

← Back to Login

4. You will receive an email to the email address provided with instructions on how to reset your password. Ensure you are clicking the link in the password reset email.

5. **NOTE:** If you received the below error message when trying to click "Forgot Password", the email address for this account has not been verified. Follow steps in the Verify Email section for assistance.

⚠ That email does not exist in Portal. If you need ✕ assistance, please contact support@ecivis.com or create an account.

Verify Email

When an applicant creates a Portal Account, a verification email is sent to the email utilized. The applicant must click on the link provided in the verification email. Make sure to check their spam/junk folder for the verification email (see example below). If you do not verify your email, you will receive an error message when attempting to login to your eCivis Portal account.

Welcome to the Portal

This service provided by eCivis makes it possible for interested parties to save, collaborate, and apply for solicitations.

Please **verify** your email!

Thank you for signing up. Please **verify** your email address by clicking the following link:

Confirm my account

If you are having any issues with your account, please don't hesitate to contact us by replying to this mail.

Thanks!

eCivis Portal Login Issues

Below are solutions that can solve login issues in eCivis Portal. Try the solutions below if you are receiving an error message when attempting to login.

Change Browser

Google Chrome is the preferred browser for accessing eCivis Portal. If you are using a different browser (such as Safari, Internet Explorer, Fire Fox etc.) use Google Chrome instead.

Selecting "Portal Login"

Ensure you are selecting "Portal Login" when logging in. Do not click "Enter" or select "Grants Network Login". That will prevent you from logging in and may produce an error message.

Clear Browser Cookies and Cache (Google Chrome)

1. Open Google Chrome

2. At the top righthand corner of the screen, click the three dots
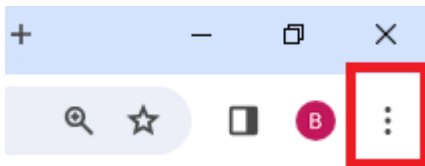
3. Select Clear Browsing Data

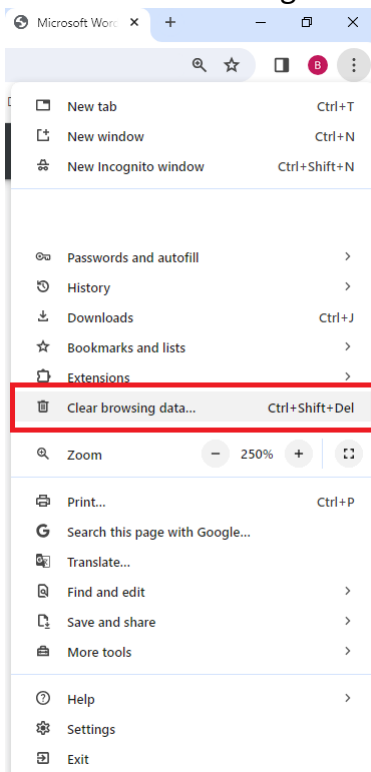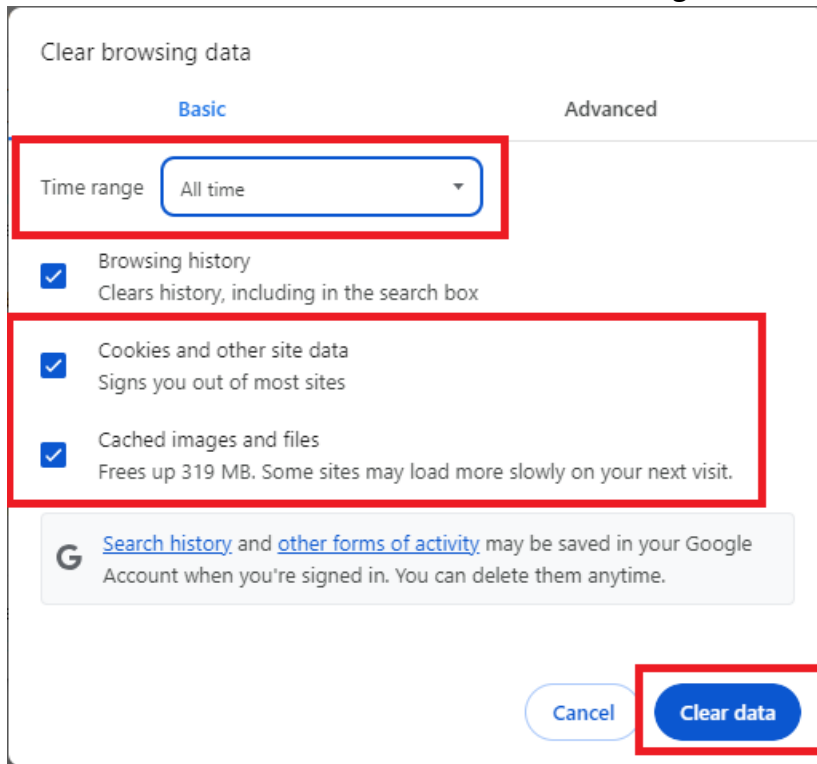4. A new screen will open. At the top, choose a time range. To delete everything, select "All time" from the "Time Range" drop down menu. Otherwise, select an alternate time range

5. Next to "Cookies and other site data" and "Cached images and files", check the boxes to clear this data.

6. Click the blue "Clear data" button in the bottom right of the screen

Clear browsing data

Basic   Advanced

Time range   All time

☑ Browsing history
   Clears history, including in the search box

☑ Cookies and other site data
   Signs you out of most sites

☑ Cached images and files
   Frees up 319 MB. Some sites may load more slowly on your next visit.

G Search history and other forms of activity may be saved in your Google
   Account when you're signed in. You can delete them anytime.

                                          Cancel   **Clear data**

Allow Third Party Browser Cookies (Google Chrome)

1. Open Google Chrome

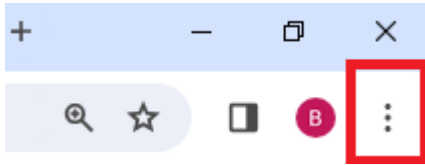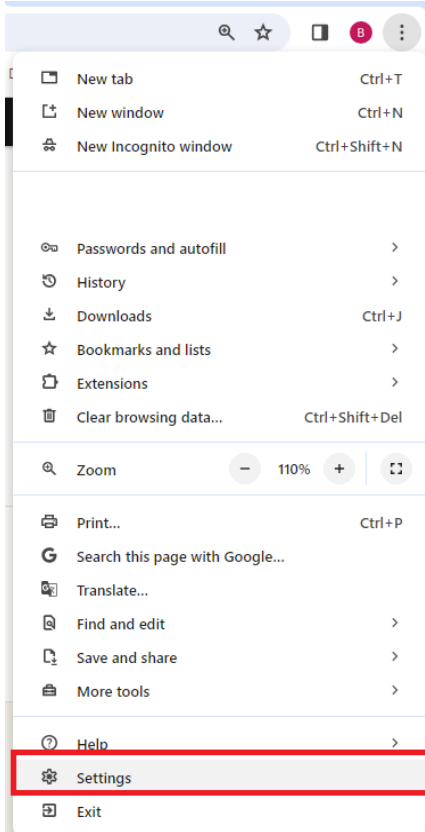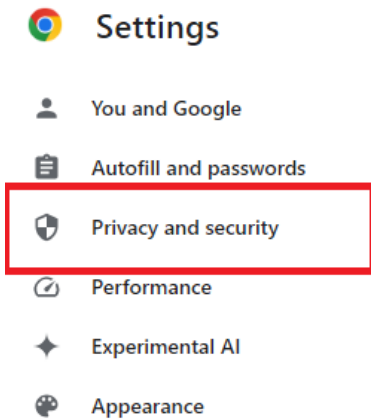2. At the top righthand corner of the screen, click the three dots
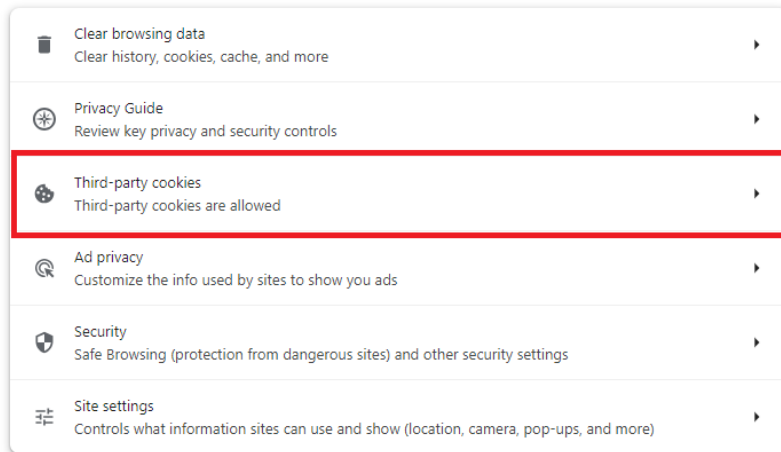

3. Click Settings

4. In the lefthand menu, select "Privacy and Security"

5. Select "Third-party cookies"

Privacy and security

🗑	**Clear browsing data** Clear history, cookies, cache, and more	▶
⊕	**Privacy Guide** Review key privacy and security controls	▶
🍪	**Third-party cookies** Third-party cookies are allowed	▶
◎	**Ad privacy** Customize the info used by sites to show you ads	▶
🛡	**Security** Safe Browsing (protection from dangerous sites) and other security settings	▶
⇄	**Site settings** Controls what information sites can use and show (location, camera, pop-ups, and more)	▶

6. Click "Allow third-party cookies"

Default behavior

Sites automatically follow this setting when you visit them

⦿ Allow third-party cookies ⌃

🍪 Sites can use cookies to improve your browsing experience, for example, to keep you signed in or to remember items in your shopping cart

🍪 Sites can use cookies to see your browsing activity across different sites, for example, to personalize ads

○ Block third-party cookies in Incognito mode ⌄

○ Block third-party cookies ⌄

Send a "Do Not Track" request with your browsing traffic ⬤

See all site data and permissions ▶