

I am having trouble logging in / It says I am not authorized to view

- Are you using a password that is more than 30 days old? To ensure confidential information is not viewed by those unauthorized persons, Enhanced Vendor Remittance passwords expire every 30 days. If you have forgotten your password, you can click on the "[Forgot your Password?](#)" link on the Enhanced Vendor Remittance login page.
- Is your computer's Caps Lock or Numbers Lock on? The Userid and Password fields are case sensitive. If you are using the numbers pad and do not have Numbers Lock on, you may be keying in a character that is not in your userid or password.
- Does your browser save your login credentials? Do you have a predictive text tool activated in your browser? Many times these features save expired login information even if your browser refreshes itself. Disable these options when you are trying to login to Enhanced Vendor Remittance.

I forgot my password / It says I am not authorized to view

- Are you using a password that is more than 30 days old? To ensure confidential information is not viewed by those unauthorized persons, Enhanced Vendor Remittance passwords expire every 30 days. If you have forgotten your password, you can click on the "[Forgot your Password?](#)" link on the Enhanced Vendor Remittance login page.
- If you are still having problems after going through the steps provided in the "Forgot your Password?" section of the Web site, you may want to contact your entity's User Access Coordinator. This individual should be able to reset your login password.
- Make sure you can receive emails automatically generated by the Office of the Comptroller. If need be, make sure the address "vendor_remittance@mail.ioc.state.il.us" is on your email client's safe senders list.

I did not receive an email to reset my password / I signed up, but never got an email

- Have you checked your email account's security and privacy settings? To make sure emails automatically generated by the Office of the Comptroller are not inadvertently marked as spam or sent to a Junk E-mail folder, add "vendor_remittance@mail.ioc.state.il.us" to your Safe Senders List. You may also want to check your Junk E-mail/Spam folder to see if the email that allows you to setup your password is not already there.
- If you check your Junk E-mail/Spam folder and find the email allowing you to set-up or reset your password is not there, then you may want to confer with your entity's User Access Coordinator. This person can have the email resent to you.

If you have gone through all of the steps on this page, or if you are your entity's User Access Coordinator, and are still having trouble logging in, you may call the Office of the Comptroller's help desk at (217) 782-5897.

If you have questions about how to use the Enhanced Vendor Remittance site, please refer to the "User Guide" and "Help Videos" sections once you have successfully logged in.