



Do Not Pay Web Portal User Enrollment Guide

February 2026

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SECTION 1: OVERVIEW

Section 1.1 About This User Enrollment Guide

This guide illustrates the steps necessary to gain access and enroll users into the Do Not Pay Web Portal, including how to log in to the Web Portal.

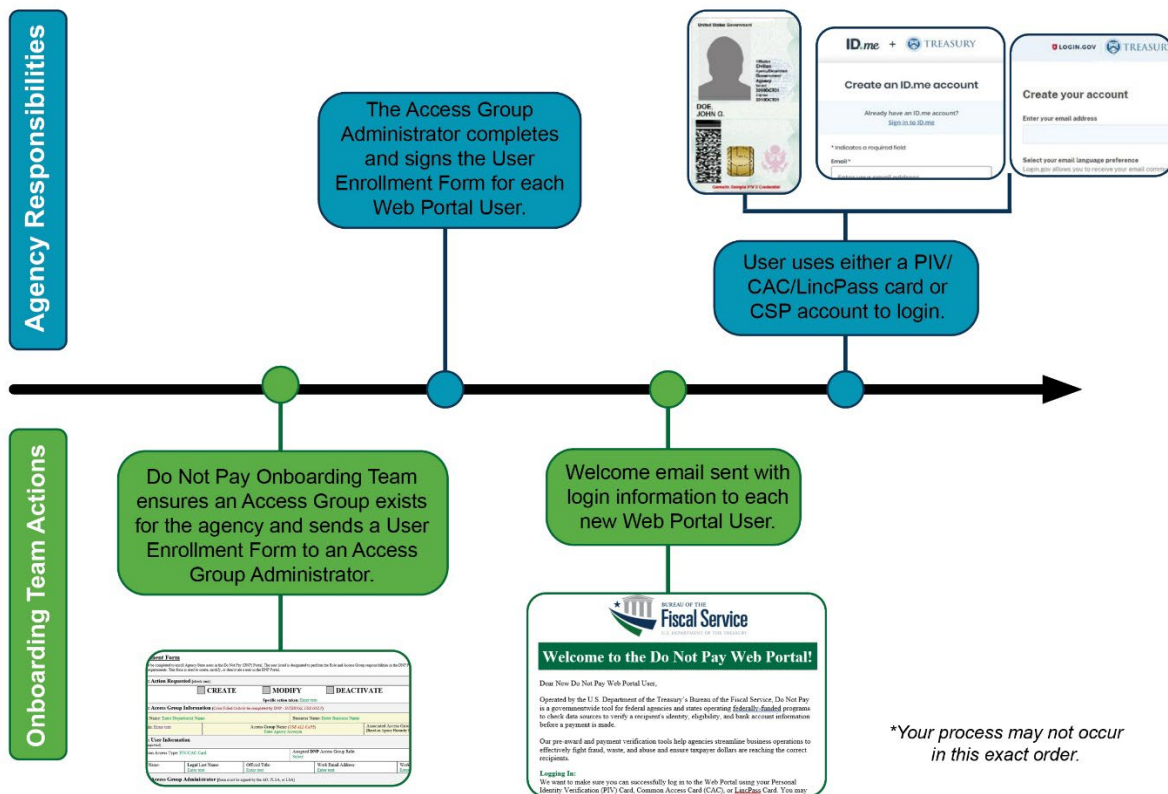
Section 1.2 What Is Do Not Pay?

Do Not Pay is a governmentwide tool within the U.S. Department of the Treasury's Bureau of the Fiscal Service for federal agencies and states operating federally-funded programs to check data sources to verify a recipient's identity, eligibility, and bank account information before a payment is made.

As a one-stop shop for pre-award and payment verification at no cost to agencies, Do Not Pay helps agencies streamline their business operations to effectively fight fraud, waste, and abuse and ensure taxpayer dollars are reaching the correct recipients.

Section 1.3 User Enrollment Process Overview

This is a high-level flowchart of the Do Not Pay Web Portal User Enrollment process. These steps are detailed within this document.



SECTION 2: ENROLLMENT PROCESS

Section 2.1 Completing User Enrollment Form

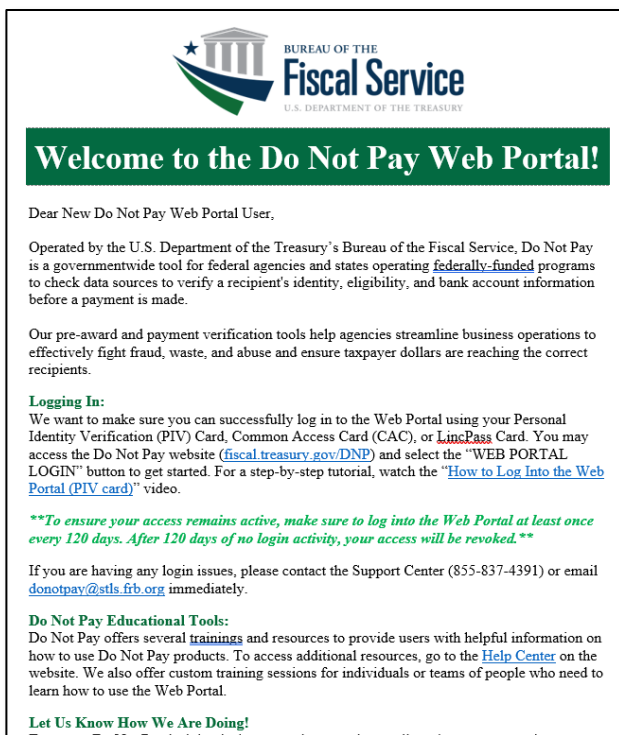
After the access group has been created for your agency or program, your agency will need to enroll Access Group Administrators (AGAs) to approve access to their Web Portal users. If an access group has not been created, please reach out to your Onboarding team to begin.

User Enrollment Form				
<small>This form must be completed to enroll Agency/State users in the Do Not Pay (DNP) Portal. The user listed is designated to perform the Role and Access Group responsibilities in the DNP Portal in accordance with the DNP Portal Requirements. This form is used to create, modify, or deactivate a user in the DNP Portal.</small>				
Section 1: Action Requested [check one]:				
<input type="checkbox"/> CREATE <input type="checkbox"/> MODIFY <input type="checkbox"/> DEACTIVATE				
Specific action taken: Enter text				
Section 2: Access Group Information (Color Filled Cells to be completed by DNP - INTERNAL USE ONLY)				
Department Name: Enter Department Name		Business Name: Enter Business Name		
Append Code: Enter text <small>If applicable</small>	Access Group Name (USE ALL CAPS) Enter Agency Acronym		Associated Access Group Level: Select <small>(Based on Agency Hierarchy Structure)</small>	
Section 3: User Information <small>(All Fields Required)</small>				
Authentication Access Type: PIV/CAC Card			Assigned DNP Access Group Role: Select	
Legal First Name: Enter text	Legal Last Name: Enter text	Official Title: Enter text	Work Email Address: Enter text	Work Office Phone: Enter phone
Section 4: Access Group Administrator [form must be signed by the AO, PLSA, or LSA]				
Legal Name: Enter text		Work Phone: Enter phone	Work Email: Enter text	
Administrator Signature:		Access Group Role: Select	Date: Click or tap to enter a date.	
Please email ALL pages back to your Agency Specialist. <small>If you have any questions, please contact your Agency Specialist or the Agency Support Center at 1-855-837-4391 or donotpay@fiscal.treasury.gov.</small>				

1. Your agency's Point of Contact will receive an email from the Onboarding team after the access group has been created. This email will contain a User Enrollment Form that must be reviewed and completed for each anticipated Web Portal user.
 - a. A user will need to verify whether they have access to a PIV/CAC/LincPass card or if they need to create an account with **either** ID.me **or** Login.gov to access the Web Portal. **Please note that a user cannot enroll using a personal email address; a business email address is required to establish Web Portal access.**
2. Your Onboarding team will populate all the "Internal Use Only" fields within the User Enrollment Form before sending to your agency. The remaining fields will need to be completed and the form must be signed by your agency's designated AGA.

- a. Your agency's Authorizing Official (AO), Primary Local Security Administrator (PLSA), or Local Security Administrator (LSA) can act as an AGA. AGAs designate which access group a user is permitted to view.
3. After the Onboarding team processes the form, you will receive the "Welcome to Do Not Pay" email from donotpay@stls.frb.org. This email contains tools to ensure that you get the most out of the Web Portal and contact information for the Support Center, if you should encounter issues attempting to log into the Web Portal.

Example of the Welcome Email for PIV/CAC/LincPass



Example of the Welcome to Email for ID.me or Login.gov



SECTION 3: BEFORE LOGGING IN

Section 3.1 Aging Rules for Web Portal Access

To ensure the continued security of existing users and the data contained within the Web Portal, Fiscal Service activated the CAIA Aging Rules. After 120 days of no login activity to the Web Portal, the Aging Rules will deactivate the user, revoking Web Portal access immediately. The Aging Rules will be activated as soon as users have been provisioned access to the Web Portal.

- **Required:** Each user must log into the Web Portal at least **once every 120 days** or access will be revoked.
 - **Notification Emails:** Users will receive warning emails to notify them that they are at risk of being deactivated due to inactivity. They will receive five emails, the earliest being fourteen days before access is removed, reminding them to log in to the Web Portal immediately.
 - **Recommended:** To ensure you are logging in once every 120 days, create a recurring reminder on your calendar.

- **Regaining Portal Access:** If a user is deactivated, a new user enrollment form must be completed and signed by the AGA for that individual to regain access to the Web Portal.
 - **The process to reprovision access can take up to seven days.**
 - If your account has been deactivated but you still require Web Portal access, please contact donotpay@stls.frb.org immediately to begin the re-enrollment process.

Note: If you no longer need access to the Web Portal, you should send an email to donotpay@stls.frb.org.

Section 3.2 PIV/CAC/LincPass Card

If you have access to a PIV/CAC/LincPass card, there are no further steps needed to gain access to the Web Portal. Click [here](#) to move to *Section 4: Logging into the Web Portal* within this Guide for step-by-step login instructions.

Example of a PIV/CAC/LincPass Card:



Section 3.3 Signing up with a CSP

If you don't have access to a PIV/CAC/LincPass card, you will log into the Web Portal using a Credential Service Provider (CSP)—either ID.me or Login.gov. You will need to create an account with one of these services or use an existing account. If you are creating an account, you must use the same *work* email address that is on your User Enrollment Form; a user cannot be enrolled using a personal email address.

If you are using an existing ID.me account, you must ensure that the email address on your User Enrollment Form is added to the account as the primary email address. **If you are using an existing Login.gov account**, you must ensure that the email address on your User Enrollment form is added to the account as a verified email address. Click [here](#) to create an account with ID.me. Click [here](#) to create an account with Login.gov.

Creating an account with ID.me

A screenshot of the ID.me account creation page. The page header shows "ID.me + TREASURY". The main heading is "Create an ID.me account". Below this, there is a link "Sign in to ID.me" for users who already have an account. The form includes three required fields: "Email" (with a placeholder "Enter your email address"), "Password" (with a placeholder "Enter password"), and "Confirm Password" (with a placeholder "Reenter password"). A checkbox at the bottom indicates agreement to the ID.me Terms of Service and Privacy Policy.

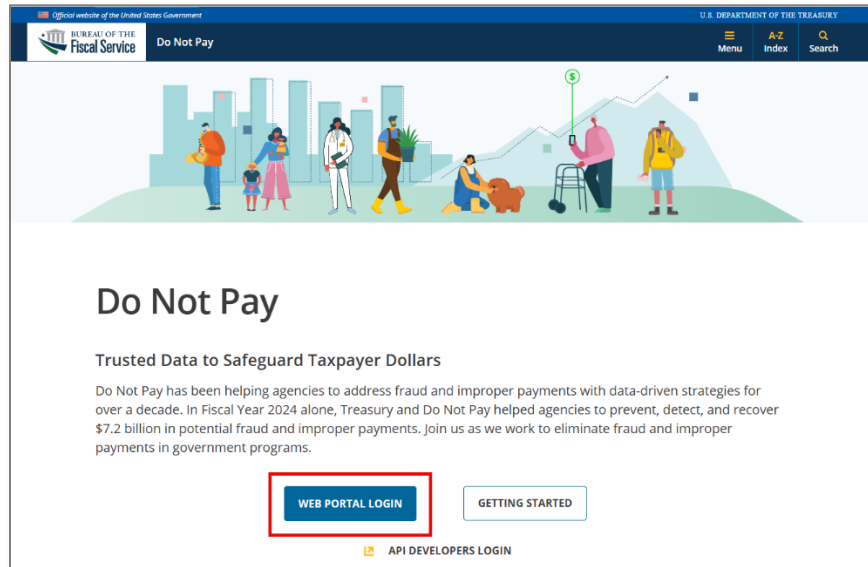
Creating an account with Login.gov

A screenshot of the Login.gov account creation page. The page header shows "LOGIN.GOV + TREASURY". The main heading is "Create your account". Below this, there is a text input field for "Enter your email address". A section titled "Select your email language preference" offers three radio button options: "English (default)", "Español", and "Français". At the bottom, there is a checkbox for "I read and accept the Login.gov Rules of Use" and a blue "Submit" button.

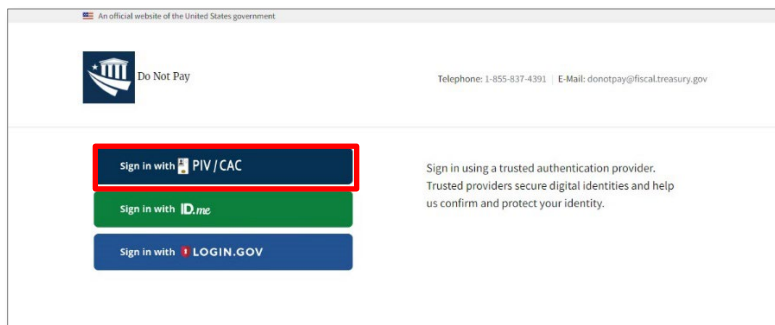
SECTION 4: LOGGING INTO THE WEB PORTAL

Section 4.1 With a PIV/CAC/LincPass Card

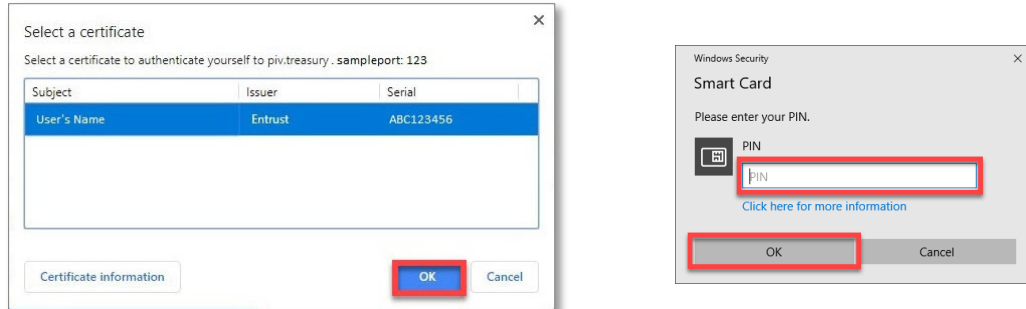
1. Insert your PIV/CAC/LincPass Card.
2. Type <https://fiscal.treasury.gov/DNP/> in the address bar and click <Enter>.
3. Click **[WEB PORTAL LOGIN]**.



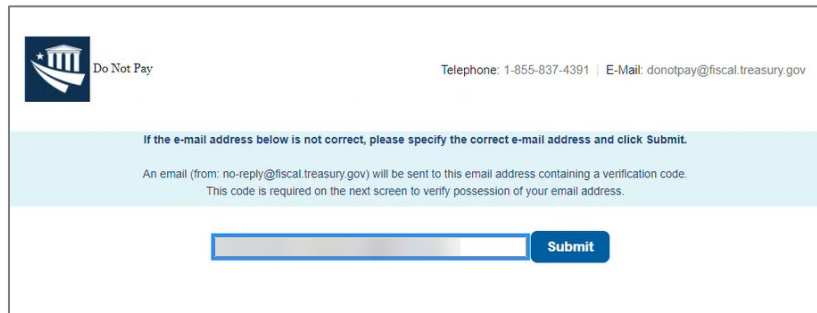
4. A new browser tab will open.
 - Click **[PIV/CAC]**.



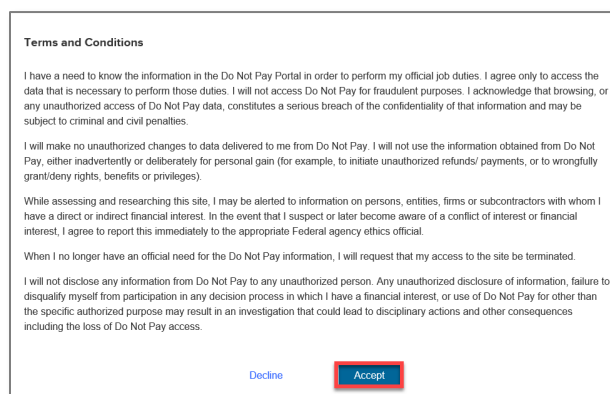
5. A pop-up window will open with your certificate information.
 - Select a Certificate and click [OK] and then enter your PIN associated with your PIV/CAC/LincPass Card and click **[OK]**. Your screen may look different based on your web browser or Windows version.



6. If it is your first-time logging into the Portal with your PIV/CAC/LincPass card, you will be directed to a one-time email verification screen.
 - Enter your work email address that was used on your User Enrollment Form. A verification code will be sent to that email. Enter that verification code and click [Submit].

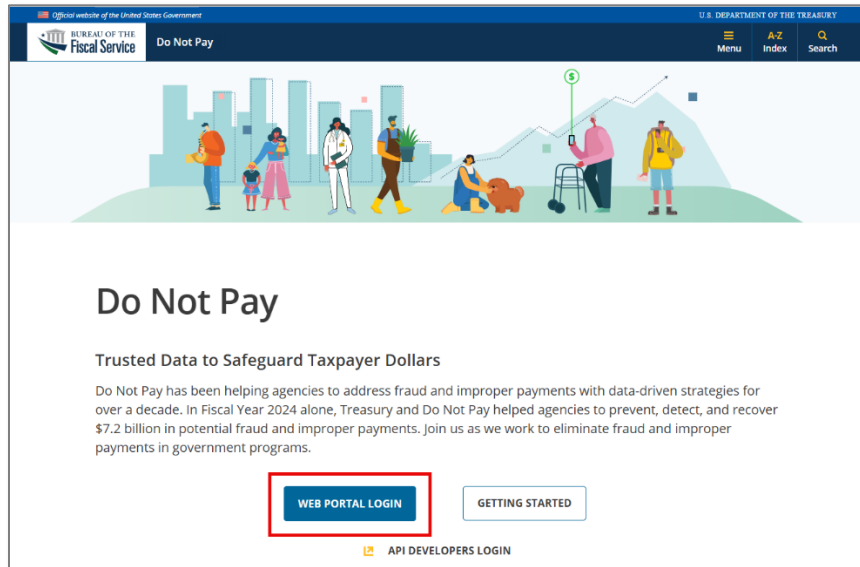


7. Another browser window will open with Terms and Conditions. Please review and click **[Accept]** to gain access to the Web Portal. This window will open each time you login.

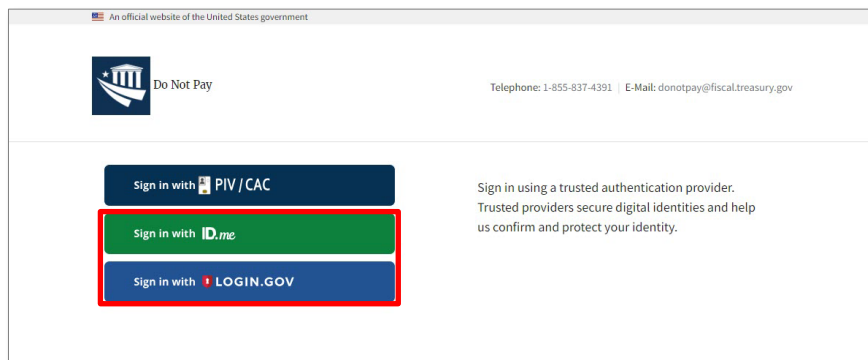


Section 4.2 With CSP (ID.me or Login.gov)

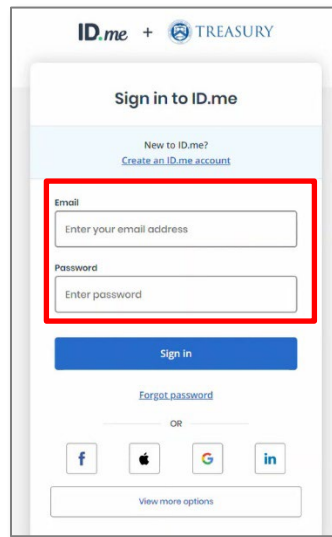
1. Type <https://fiscal.treasury.gov/DNP/> in the address bar and click <Enter>.
2. Click **[WEB PORTAL LOGIN]**.



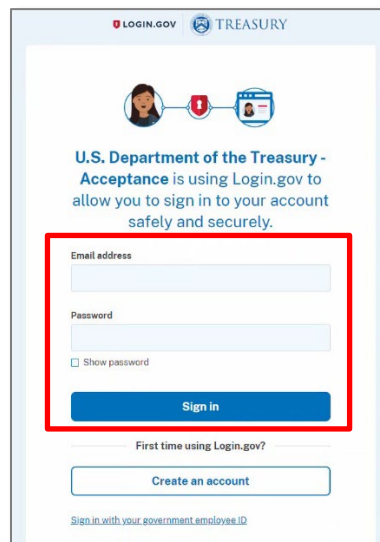
3. A new browser will open.
 - Click **[ID.me]** or **[Login.gov]** corresponding to the account you have.



4. If you click ID.me, you will be directed to their sign-on screen to input your email address and password.




5. If you click Login.gov, you will be directed to their sign-on screen to input your email address and password. After signing in, you will be routed to the Web Portal.



6. After signing in, you must review and click [Accept] on the Terms and Conditions screen to gain access to the Web Portal.

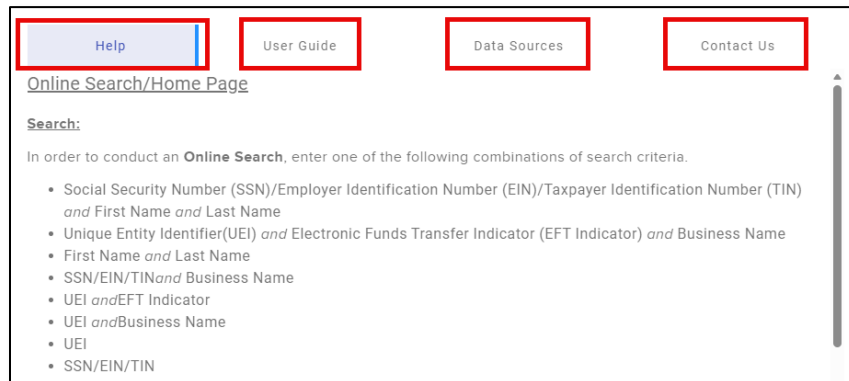
SECTION 5: WEB PORTAL HELPFUL RESOURCES

For assistance with navigating the Web Portal, you can click the “Help” icon to access helpful information once you log in.

1. Click on the  (upper right corner) icon. A pop-up will open.



2. You can click between the tabs in the pop-up to access various information.
 - a. The “Help” tab will provide helpful search and match information based on which module you have selected.
 - b. The “User Guide” tab will give you access to a complete Web Portal User Guide.
 - c. The “Data Sources” tab will include descriptions on all the available data sources in the Web Portal.
 - d. The “Contact Us” tab will provide information on who to contact depending on the issue occurring.



SECTION 6: TROUBLESHOOTING

Section 6.1 Unable to Log into the Web Portal

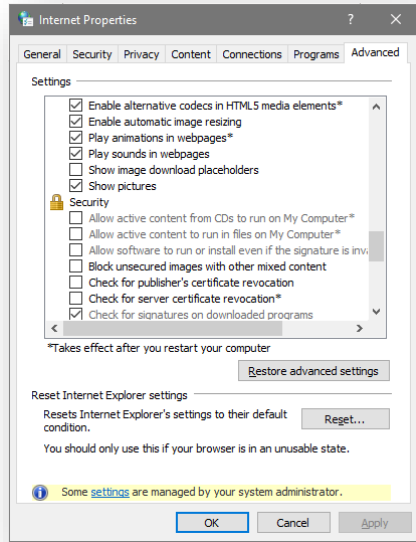
- a. Verify the URL is correct. (<https://fiscal.treasury.gov/DNP/>)
- b. Do not use Internet Explorer. You may use Microsoft Edge, Google Chrome, or Firefox.
- c. Delete Temporary Internet Files and Cookies from your browser.
- d. After re-opening your browser, please type <https://fiscal.treasury.gov/DNP/> manually into your address bar.
- e. If you are logging in with PIV/CAC/LincPass and are getting prompted for a PIV/CAC/LincPass certificate, make sure you are choosing the correct certificate from the certificate box.
- f. Verify you are inputting the pin that you had set up for your PIV/CAC/LincPass Card in the Password screen.

If you are still receiving an error when trying to log in, screenshot the error message and email your name with the screenshot of the error to the Support Center at donotpay@stls.frb.org or call (855) 837-4391 for assistance.

Section 6.2 Issues on Downloading Text or Excel Files with Existing Browser

If the existing browser that is being used is preventing you from downloading a text or excel file, ensure that the browser settings under the Security section that reads "Do not save encrypted pages to disk" is checked. It depends on the browser version in use where this setting is located. Please see example below for Microsoft Edge.

- Go to Tools-> Internet Options -> Advanced Tab -> Security



SECTION 7: SYSTEM REQUIREMENTS

This section details the system and configuration requirements necessary to use the Web Portal.

Requirement Type	Details
System	<ul style="list-style-type: none"> • Web Browser: Microsoft Edge, Google Chrome, or Firefox <i>Note: Microsoft Edge Native Mode which emulates Internet Explorer is not supported by the Web Portal.</i> <i>Also, please do not use the back button on your browser within the Web Portal. The navigation pane on the left side of the Web Portal may be used to return to a previous page.</i> • Adobe Reader • Entrust Root Certificate: The Entrust (2048) Root Certificate must be installed in the "Trusted Root Certification Authorities" certificate store on the "local machine" (all user profiles) for the workstation. This certificate is normally installed by default with Internet Explorer. If it has been removed, you will need to have your agency reinstall the certificate. • Microsoft Excel versions 2007 and later • Internet Options Security Settings • Active USB Port • Windows Resolution: 1280 x 1024 or higher
PIV/CAC/LincPass Card	<p>Users with Personal Identity Verification Cards (PIV, PIV-I, CAC, and LincPass), have the ability to access the Web Portal with their Card.</p> <ul style="list-style-type: none"> • Must have an active card reader
CSP Access	<p>Users without access to PIV/CAC/LincPass will need to create an account or use an existing account with either ID.me or Login.gov.</p> <ul style="list-style-type: none"> • A user must use the same work email address that is included on their User Enrollment Form when creating a new CSP account. A personal email address cannot be used. <p>If a user has an existing ID.me account, they can use it to access the Web Portal. Please ensure that your official work email address is selected as the primary email address in the account and matches the email address captured on the User Enrollment form.</p> <p>If a user has an existing Login.gov account, you can use it to access the Web Portal. Please ensure that their official work email address is included as a verified email address in the account and matches the email address captured on the User Enrollment form.</p>

SECTION 8: FREQUENTLY ASKED QUESTIONS (FAQs)

Q. What does it mean that I've been selected to be a user in the Web Portal?

A. Your position plays a vital role in the payment cycle at your agency. As part of your agency's ongoing efforts to reduce improper payments, your agency is verifying their payments through the Web Portal. Contact your Authorizing Official to obtain additional details. If you are unsure who your agency Authorizing Official is, please call the Support Center at (855) 837-4391 and they can assist you.

Q. Will I need to make an account with both ID.me and Login.gov for me to authenticate my access to the Web Portal?

A. No. You are required to create an account with *either* ID.me *or* Login.gov.

Q. Can I use a personal email address when creating my ID.me or Login.gov account for Web Portal access?

A. No. You are required to create an account using your official work email address to access the Web Portal. Please ensure that the email address used to create your ID.me or Login.gov account matches the email address on your User Enrollment Form.

Q. Can I use an existing ID.me or Login.gov account to access the Web Portal?

A. Yes. If you already have an existing ID.me account, please ensure that your official work email address is selected as the *primary* email address in the account. If you already have an existing Login.gov account, please ensure that your official work email address is included as a *verified* email address.

Q. What do I need to do if my Web Portal access is deactivated, but I still require access?

A. Any individual whose access is deactivated with the CAIA Aging Rules will need to be re-enrolled with a new user enrollment form signed by your Access Group Administrator. The process to reprovision access can take up to seven days.

Q. How do I learn how to use the Web Portal?

A. You can use the resources provided in the Web Portal or go to the [Help Center](#) on the website to access various videos and guides. The Do Not Pay team is also available for training and demos.

Q. What if I have a question about my match results in the Web Portal?

A. Send an email to DoNotPay@fiscal.treasury.gov. **Do not send Personally Identifiable Information (PII) or screen shots with PII via email.**