

## How to Set Up a Gateway Account Without an Import Invitation

A volunteer should use these instructions if they missed their Gateway invitation to claim or set-up their Extension User Account to access the Gateway. For example, the volunteer didn't claim their Extension User account before their invitation expired or they already have an Extension User account, however they need a PIN to sign documents in the Gateway.

**1. Access the Extension User Account:**

- Open your web browser and go to <https://extension.illinois.edu/my>.

**2. Log In:**

- Enter your username and password to log into your Extension User Account.
- If you need to claim your Extension User Account to use the Gateway OR you forgot your Extension User Account password, click the blue "Log in" button and then select "Forgot your password?".
  - This will send a password reset message to the email address associated with your Extension User account.
- Remember this password for future use.

**3. Set a PIN Code:**

- Once logged in to your User Account profile, scroll to the "PIN" section of the profile.
- Click "**Send email to change PIN**".
- This will send a message to reset your PIN to the email associated with your Extension User account.
- Click "Reset PIN" from that message.
- Enter a four-digit PIN when prompted. Make sure to choose a PIN that is easy for you to remember but hard for others to guess.
- Remember this PIN for future use.

**4. Save Your PIN Code:**

- Confirm your new PIN code by re-entering it in the confirmation field, if prompted.
- Click "**Reset PIN**" to update your profile with the new PIN code.

**5. Access the Volunteer Gateway at <https://extension.illinois.edu/my>:**

- With your new PIN code set, you should now be able to use it along with your username (email address) and password to access the Volunteer Gateway and other related services.

If you encounter any issues during this process or need further assistance, please contact Extension staff at [volunteerhelp-request@aces.illinois.edu](mailto:volunteerhelp-request@aces.illinois.edu) for help.