



CARES Fund Hardship Assistance Program Online Application Invalid Login Issue Resolution

If you receive an “Invalid Login” error when attempting to complete the online portal application, please follow the steps below:

1 Call Us

- Call our support center at **1-833-282-7248** to provide your information.
- We can be reached Monday through Friday from 8 a.m. to 8 p.m. MT, Saturday from 11 a.m. to 5 p.m. and Sunday from 1 p.m. to 5 p.m. MT.



2 Allow time for processing

- Our support center will work with the Office of Vital Records to update your information.
- Please allow us to work with Vital Records to update your information.



3 Re-apply

- Once your information is updated in the Vital Records database, you will be able to complete your application.
- Please note that we won't be able to process your paper or online application until the Office of Vital Records database is updated.

As a reminder, the hardship application is *not* first come, first served, and all applications will be accepted through November 30, 2020 and evaluated regardless of when the application is submitted during the application period.