

Create a New ILogin Account

Project: EAS ILogin Enterprise Portal



Department of Innovation and Technology (DoIT)

Table of Contents

Introduction	1
Device Requirements	1
Existing User: Sign In to ILogin	2
Are You an Existing User?	2
New User Steps	3
Step 1: Create a New ILogin Profile	3
Step 2: Activate ILogin Account	4
Step 3: Set Up Security Methods	5
Set Up Security Methods Menu	5
Step 4: (Optional) Add Additional MFA	6
Google Authenticator Setup	7
Download the App	7
Display the Scan Code	7
Okta Verify Setup	9
Download the App	9
Display the Scan Code and Scan It	9
Phone Setup	11
Daily Sign In Steps	13
Sign In to ILogin	13
Respond to Multifactor Authentication	14
Respond to Okta Verify Authenticator	15
Option 1: Send Push	15
Option 2: Enter Code	16
Respond to Google Authenticator	17
Respond to Phone SMS (Text) Authentication	18
Respond to Phone Voice Call Authentication	19
Edit Your ILogin Profile	20
Access Your Account Settings	20
Edit Personal Information	21
Edit the Display Language Section	21
Change Your Password	22
Add or Remove MFA Security Methods	22
Identity Verification Services	23
About Identity Verification	23
How Identity Verification Services Works	23
ID Verification Steps in ILogin	24
Terms & Conditions Page	24
Basic Information Page	25
Finish Page: Success	25

Finish Page: Unable to Confirm	26
Your Options	26
Troubleshooting ILogin	27
Phone Send SMS	27
Phone Voice Call	27
Send Email	28
Reset via Phone SMS	29
Reset via Phone Voice Call	29
Reset via Email.....	29

Introduction

This user guide is for Illinois residents, retirees, representatives, and other users to create a new ILogin profile and set up multifactor authentication (MFA) for their account.

Resident users are defined as follows:

- Residents are those who live in the State of Illinois and are eligible for state programs and services. Residents are the user majority.
- Former Illinois residents, such as:
 - Retirees who receive state retirement benefits.
 - Ex-residents may access health and vaccination records.
- Non-residents such as:
 - Agency or legal representatives who are working on behalf of a resident or retiree may use ILogin.
 - Health care providers from companies and organizations may use ILogin to access the [Illinois Medicaid Program Advanced Cloud Technology \(IMPACT\)](#) app to offer and update resident services.

Note: In this guide, the term resident represents all users identified on this page.

Device Requirements

Setting up and using an ILogin account, responding to multifactor authentication (MFA), and completing ID verification (when requested) requires the devices and/or apps in the table below.

MFA Option	Requirements*
Okta Verify	<ul style="list-style-type: none"> ● web browser (on a computer or a mobile phone) ● mobile phone with a camera and ability to download an app
Google Authenticator	<ul style="list-style-type: none"> ● web browser (on a computer or a mobile phone) ● mobile phone with a camera and ability to download an app
SMS (Text) Authentication	<ul style="list-style-type: none"> ● web browser (on a computer or a mobile phone) ● mobile phone that receives text messages
Voice Call Authentication	<ul style="list-style-type: none"> ● web browser (on a computer or mobile phone) ● land line phone or mobile phone to receive phone calls
ID Verification Using IVS	<ul style="list-style-type: none"> ● web browser (on a computer or a mobile phone)

***Note:** Some, but not all, agency applications are adaptable to mobile phone use.

Existing User: Sign In to ILogin

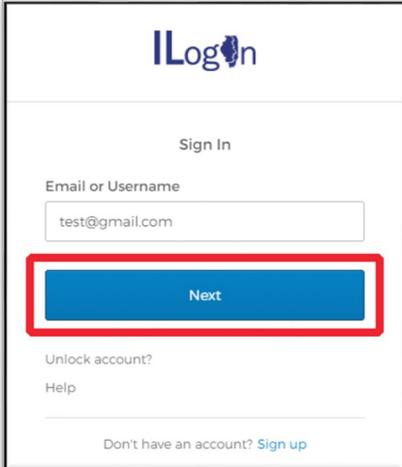
Are You an Existing User?

If you already use any of these state program applications, your previous user ID (email address) is also your username for ILogin. Please **do not** create a new ILogin account. Sign in using your existing user ID and password and setup multifactor authentication (MFA) as shown in the following steps.

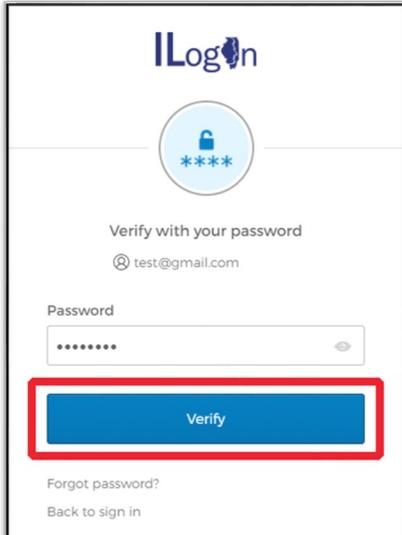
- Illinois Department of Employment Security (IDES) Unemployment Insurance services
- Illinois Department of Healthcare & Family Services (HFS): Illinois Medicaid Program Advanced Cloud Technology (IMPACT) program
- Illinois Department of Public Health (IDPH) Vax Verify site
- Illinois Department of Insurance (IDOI)

1. Go to **ILogin.illinois.gov**. The ILogin Sign In page appears.
2. In the Email or Username field, enter your email address.
3. Click **Next**. The Password field appears.
4. In the Password field, enter your password.
5. Click **Verify**. The Set up security methods page appears.

Next, go to [Step 3: Set Up Security Methods](#).



The screenshot shows the ILogin Sign In page. At the top is the ILogin logo. Below it is the text "Sign In". There is a text input field labeled "Email or Username" containing the text "test@gmail.com". Below this field is a blue button labeled "Next", which is highlighted with a red rectangular box. At the bottom of the page, there is a link that says "Don't have an account? Sign up".



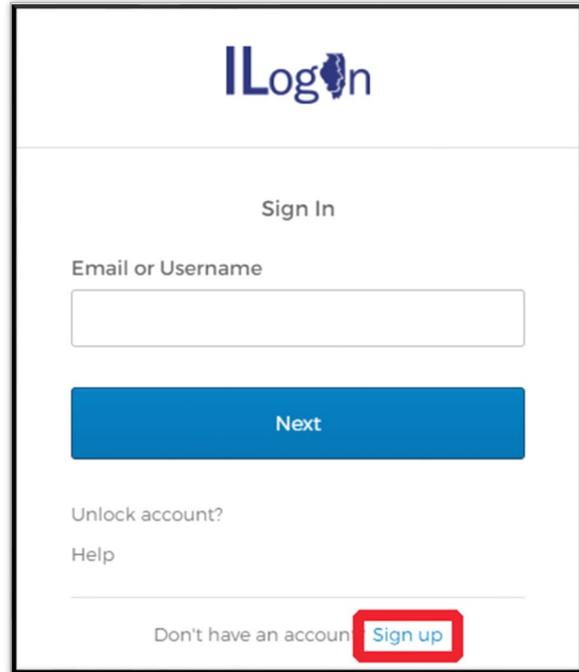
The screenshot shows the ILogin Password verification page. At the top is the ILogin logo. Below it is a circular icon containing a padlock and the text "****". Below the icon is the text "Verify with your password". There is a text input field labeled "Password" containing the text "*****". Below this field is a blue button labeled "Verify", which is highlighted with a red rectangular box. At the bottom of the page, there are two links: "Forgot password?" and "Back to sign in".

New User Steps

Step 1. Create a New ILogin Profile

If you've never signed-in to Illinois state programs, then follow these steps.

1. Go to **ILogin.illinois.gov**. The ILogin Sign In page appears.
2. At the bottom, select **Sign up**. The Create Account page appears.
3. In the Email field, enter your email address:
 - o Users can use personal or organizational email addresses.
 - o **Restricted emails:** You cannot use an email address in the **Illinois.gov** domain, such as **john.smith@illinois.gov**.
4. In the First name field, enter your first name.
5. In Last name, enter your last name (family name).
6. In the Password field, enter a new password for this account.
Note: If the password doesn't meet the password requirements, a message appears and ILogin prevents you from creating the profile. Edit the password until it meets the criteria.
7. Optional: Enter a Middle name and Honorific suffix, if desired.
8. Click the **Sign Up** button.

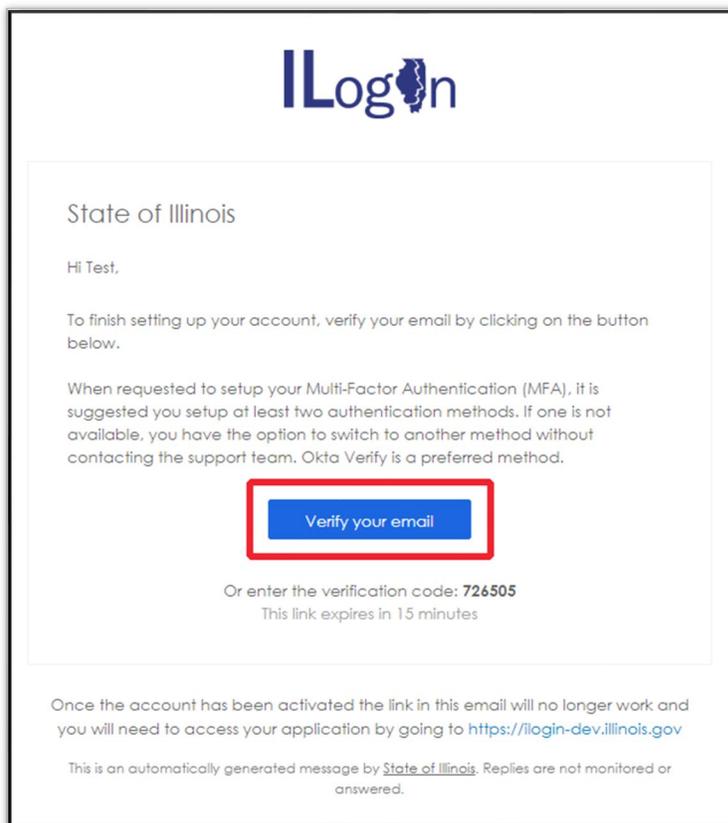
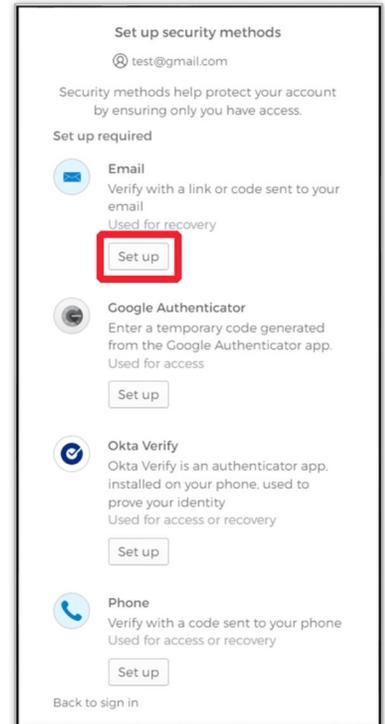


The screenshot shows the ILogin Sign In page. At the top is the ILogin logo. Below it is the text 'Sign In'. There is a text input field labeled 'Email or Username'. Below the input field is a blue button labeled 'Next'. At the bottom of the page, there are links for 'Unlock account?' and 'Help'. A red box highlights the 'Sign up' link, which is located next to the text 'Don't have an account'.

Step 2: Activate ILogin Account

1. On the Set up security methods menu, under the **Email** option, click **Set up**.
2. The confirmation page appears telling you to check your email. ILogin sends a verification email to the email address you entered.
3. Open your email account. If you didn't receive this email, check your Junk or Spam folder.
4. Open the User Account Activation email sent from **State of Illinois <ILogin.No-Reply@illinois.gov>**.
5. Click **Activate ILogin Account**. This opens the ILogin **Set Up Security Methods** menu. To add another verification method, select another option on the menu.

Note: This link expires after 15 minutes. Some Agencies may instead choose to use a custom timeout period. After link expiration, [Step 1: Create a New ILogin Profile](#) must be started again.



Step 3: Set Up Security Methods

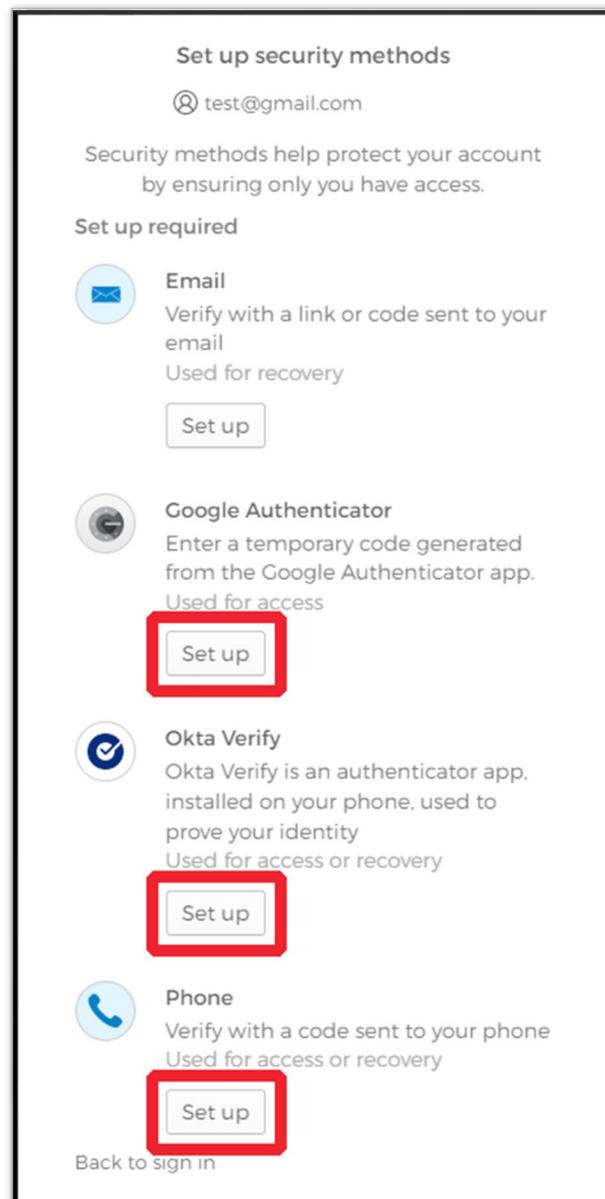
As part of account registration, at least one MFA security method (not including email) **must be added** to secure your account and complete your ILogin account creation.

For more details on MFA, see: [About: Second Layer: Multifactor Authentication - ILogin \(illinois.gov\)](#).

Set Up Security Methods Menu

The **Set up security methods** menu offers these verification methods. Complete the next steps by clicking **Set up** for the preferred methods.

- [Google Authenticator](#)
- [Okta Verify](#)
- [Phone](#) **Note:** This is the simplest authentication option and if you upgrade your phone, this method follows your phone number without downloading apps.

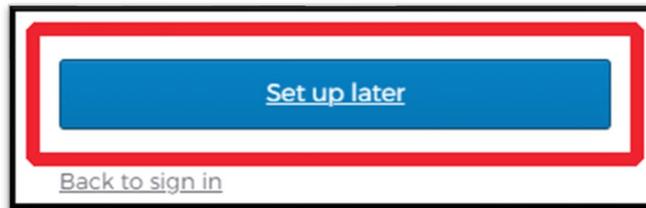


Step 4: (Optional) Add Additional MFA

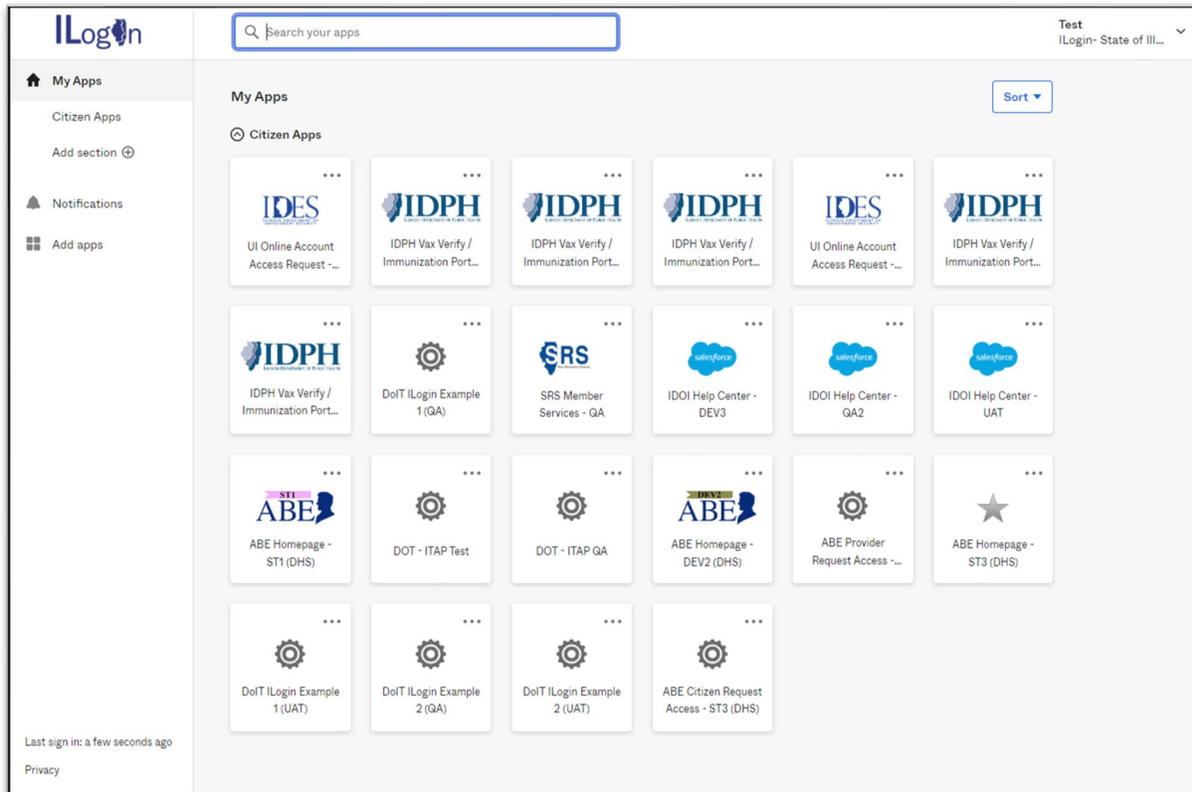
After setting up your first MFA, you can add additional MFA methods to increase the security of your ILogin account. This is optional but recommended so you can follow the steps below to add additional MFA methods.

Otherwise, your ILogin account setup is now complete.

Click **Set up later** to finish the setup and access your new ILogin account.



You will now be redirected to the ILogin account page.



When you see the ILogin dashboard, select an agency application to use the desired state services. For account login assistance, go to [Daily Sign In Steps](#).

Google Authenticator Setup

During this setup, you download the free Google Authenticator app and follow the setup steps. During login, you open Google Authenticator, get a verification code, and enter it in the ILogin page. This method requires:

- a web browser (either computer or mobile phone) to sign in to ILogin
- a mobile phone with a camera and to install the Google Authenticator app

Download the App

These steps allow you to install the Google Authenticator app on your mobile phone.

On your mobile phone:

1. Do one of the following:
 - a. If you have an iPhone, go to the iPhone App Store. Search for Google Authenticator, download it, and install it. The Authenticator icon appears as shown below.
 - b. If you have an Android, go to the Google Play Store. Search for Google Authenticator, download it, and install it. The Authenticator icon appears as shown.
2. Tap Open or scroll to and tap the icon to open the Google Authenticator app.
3. Tap **Get Started**.
4. Tap **Scan a QR code**. If the mobile phone asks to access the camera, tap **Yes** or **OK**. A square outline appears in the camera. Your phone is ready to scan.

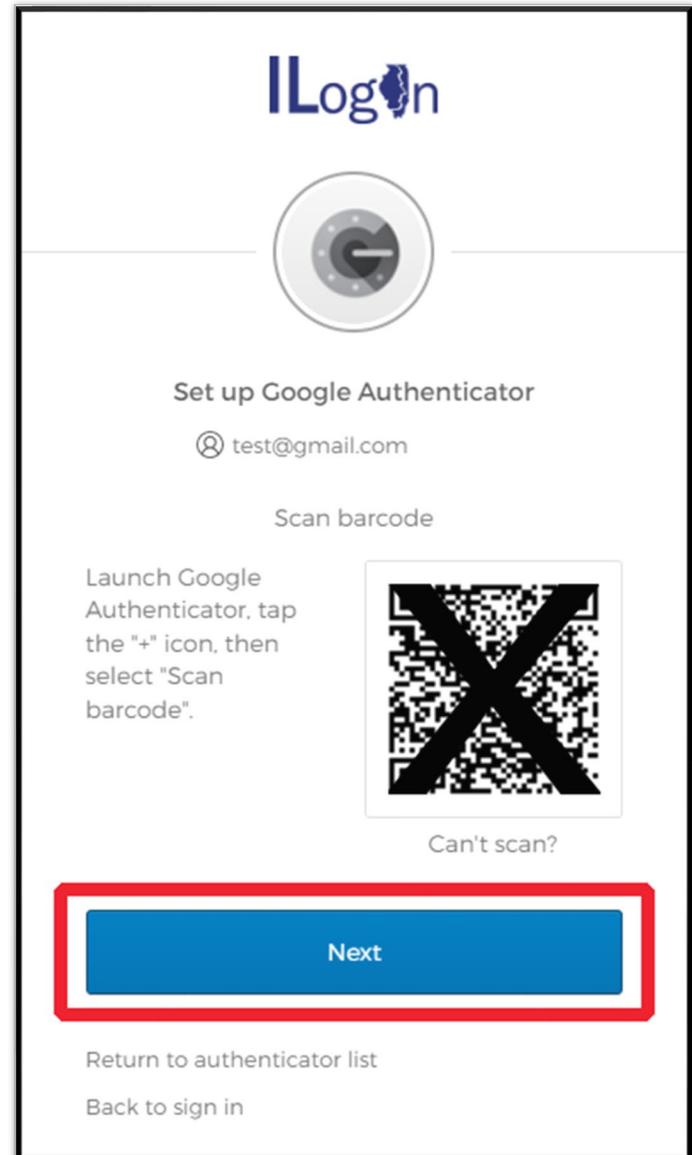


Display the Scan Code

In your browser:

5. On the **Set Up security methods** menu, under the **Google Authenticator** option, click **Set up**.
6. Click **Set up**.
7. A QR scan code appears.
8. On your mobile phone, position the phone's square outline over the QR code on your monitor—it doesn't have to be perfectly aligned or sized. Google Authenticator reads the code and then lists your account in the Account Added screen.
9. On your mobile phone, tap **Add Account**.

10. In ILogin, click **Next**.
11. Enter the 6-digit code from Google Authenticator into the ILogin **Enter code** field and click **Verify**.
12. The **Set up multifactor authentication** menu page reappears with Google Authenticator listed under Security Methods.
 - To set up a second verification method, select another option on the menu.
13. Your ILogin account is now complete. Click **Set up later**. When you see the ILogin dashboard, select an agency application to use state services.
 - For account login assistance, go to [Daily Sign In Steps](#).



Okta Verify Setup

During this setup, you download the free Okta Verify app and follow the setup steps. During login, you open Okta Verify to:

- Get a verification code and enter it in the ILogin page or
- Request a push notification and respond by tapping the phone notification.

Okta Verify requires:

- a web browser (either computer or mobile phone) to sign in to ILogin
- a mobile phone with a camera and to install the Okta Verify app

Download the App

These steps allow you to install the Okta Verify app on your mobile phone.

On your mobile phone:

1. Do one of the following:
 - a. If you have an iPhone, go to the iPhone App Store. Search for Okta Verify, download it, and install it. The Okta Verify icon appears as shown below.
 - b. If you have an Android, go to the Google Play Store. Search for Okta Verify, download it, and install it. The Okta Verify icon appears as shown right.



2. Tap Open or scroll to and tap the Okta Verify icon to open the Okta Verify app.
3. At the top, tap the **+** icon.
4. In Choose account type, tap either **Organization** or **Other** (for individuals).
5. Tap **Scan a QR code**. If the mobile phone asks to access the camera, tap **Yes** or **OK**. A square outline appears in the camera. Your phone is ready to scan.

Display the Scan Code and Scan It

In your browser:

1. On the **Set Up security methods** menu, under the **Okta Verify** option, click **Set up**. The Setup Okta Verify page appears.
2. Click **Set up**. A QR scan code appears.

3. On your mobile phone, position the phone's square outline over the QR code on your monitor. Okta Verify reads the code and displays the Account Added page. **Note:** If your phone prompts you to Enable biometrics, tap the preferred option. Biometrics allows you to use Okta Verify with Face or Fingerprint unlocks if your mobile phone supports this feature.
4. Tap **Done**.
5. The **Set up security methods** menu page reappears with Okta Verify listed under Security Methods.
 - To set up a second verification method, select another option on the menu.
6. Your ILogin account is now complete. Click **Set up later**. When you see the ILogin dashboard, select an agency application to use state services.
 - For account login assistance, go to [Daily Sign In Steps](#).



Phone SMS (Text) Authentication Setup

The term *SMS* means *short message service* and is another name for a text message. This is the simplest authentication option to use. If you upgrade your phone, this method follows your phone number without downloading any apps.

During this setup and login, you receive a text message with a verification code, and enter it in the ILogin page. This method requires:

- a web browser (either computer or mobile phone) to sign in to ILogin
- a mobile phone that receives text messages

On the Set up security methods menu:

1. Under Phone, click **Set up**.
2. In the Phone number field, enter your mobile phone number.
3. Click **Receive a code via SMS**. The page expands to display the Enter Code field.

On your mobile phone:

4. Find the text message from ILogin and open it.

In ILogin:

5. In the Enter Code field, enter the six-digit code in the text message.
6. Click **Verify**.
7. The **Set up security methods** menu page reappears with Phone listed under Security Methods.
 - To set up a second verification method, select another option on the menu.
8. Your ILogin account is now complete. Click **Set up later**. When you see the ILogin dashboard, select an agency application to use state services.
 - For account login assistance, go to [Daily Sign In Steps](#).

ILogin

Set up phone authentication
test@gmail.com

Enter your phone number to receive a verification code via SMS.

SMS
 Voice call

Country
United States

Phone number
+1 5555551212

Receive a code via SMS

Return to authenticator list
Back to sign in

ILogin

Authentication
test@gmail.com

A code was sent to your phone. Enter the code below to verify.
Carrier messaging charges may apply

Enter Code
000000

Verify

Return to authenticator list
Back to sign in

Phone Voice Call Authentication Setup

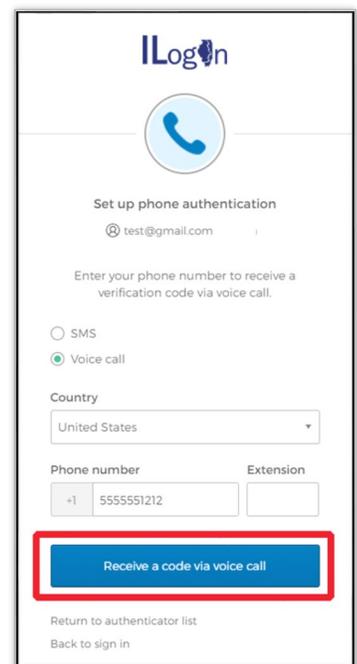
During this setup and login, you receive a phone call, and a voice gives you a verification code that you enter in the ILogin page. This method requires:

- a web browser (either computer or mobile phone) to sign in to ILogin
- a land line or mobile phone to receive phone calls

1. On the **Set up security methods** menu under the Phone option, click **Set up**.
2. Select **Voice call** and enter your landline phone number.
3. The Country field defaults to United States. If your phone number originates from another country, click the correct country to change phone number prefix.
4. In the Phone number field, enter your ten-digit area code and phone number without hyphens as shown above. If calling you requires entering an extension, enter it in the Extension field.
5. Click **Receive a code via voice call**. In a few seconds, you receive a phone call.

Note: If ILogin displays “Haven’t received a voice call? To try again, select Redial,” wait a moment longer to receive the call. If you do not receive the call, click Redial. If the message displays while you’re listening to the call, continue with the below steps.

6. Listen for the voice to give you a five-digit code.
7. In the Enter Code field, enter the five-digit code given in the call.
8. Click **Verify**. The **Set up security methods** menu page reappears with Phone Authentication listed under Security Methods.
 - Your ILogin account is now complete. Click **Set up later**. When you see the ILogin dashboard, select an agency application to use state services.
 - For account login assistance, go to [Daily Sign In Steps](#).



ILogin

Set up phone authentication

test@gmail.com

Enter your phone number to receive a verification code via voice call.

SMS

Voice call

Country

United States

Phone number

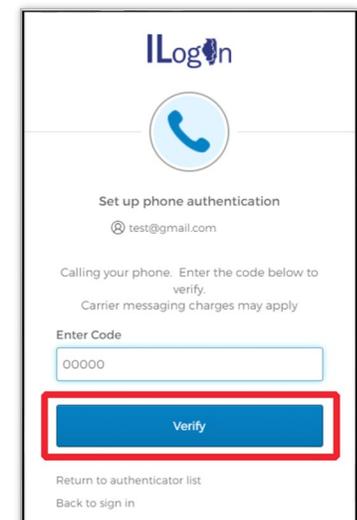
+1 5555551212

Extension

Receive a code via voice call

Return to authenticator list

Back to sign in



ILogin

Set up phone authentication

test@gmail.com

Calling your phone. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

00000

Verify

Return to authenticator list

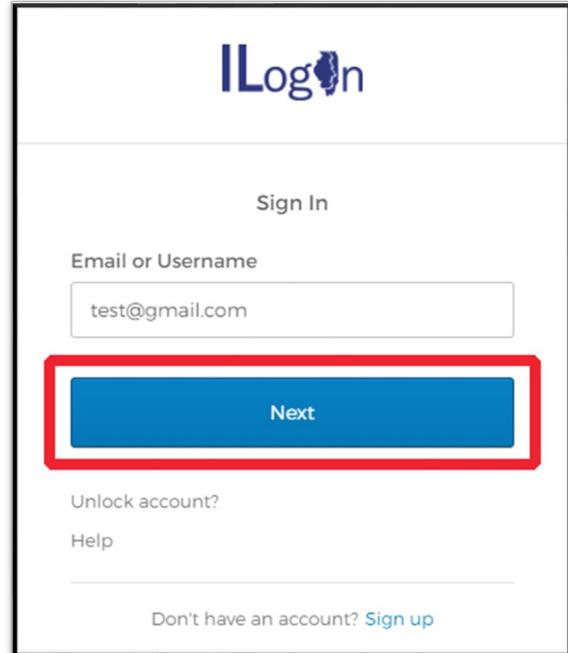
Back to sign in

Daily Sign In Steps

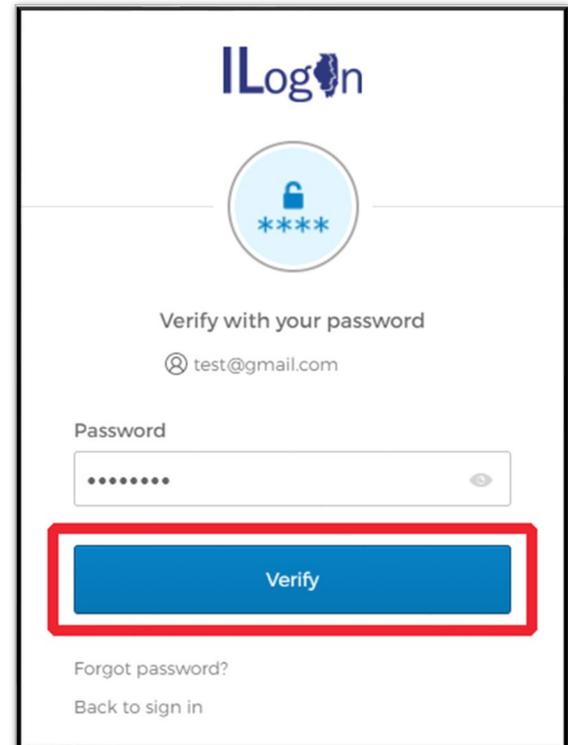
After your ILogin profile is created, follow these steps to sign in and display the ILogin dashboard.

Sign In to ILogin

1. Go to **ILogin.illinois.gov**. The ILogin Sign In page appears.
2. In the Email or Username field, enter your username (email address).
3. Click **Next**. The Password field appears.
4. In the Password field, enter your password.
5. Click **Verify**. An MFA option appears.
6. Respond to the MFA request.



The screenshot shows the ILogin Sign In page. At the top is the ILogin logo. Below it is the text "Sign In". There is a text input field labeled "Email or Username" containing the text "test@gmail.com". Below this field is a blue button labeled "Next", which is highlighted with a red rectangular border. Underneath the button are links for "Unlock account?" and "Help". At the bottom of the page is a link that says "Don't have an account? Sign up".



The screenshot shows the ILogin Password verification page. At the top is the ILogin logo. Below it is a circular icon containing a padlock and the text "****". Below the icon is the text "Verify with your password" and "test@gmail.com" with a small icon to the left. There is a text input field labeled "Password" containing seven dots. Below this field is a blue button labeled "Verify", which is highlighted with a red rectangular border. At the bottom of the page are links for "Forgot password?" and "Back to sign in".

Respond to Multifactor Authentication

Each time you sign in to ILogin, you are asked to respond to a multifactor authentication (MFA) method. ILogin selects from the methods you set up when you created your ILogin account.

- [Respond to Okta Verify Authenticator](#)
- [Respond to Google Authenticator](#)
- [Respond to Phone SMS \(Text\) Authentication](#)
- [Respond to Phone Voice Call Authentication](#)

Respond to Okta Verify Authenticator

The screenshot shows the ILogin Sign In page. At the top is the ILogin logo. Below it is the text 'Sign In'. There is a text input field for 'Email or Username' containing 'test@gmail.com'. Below this field is a blue button labeled 'Next', which is highlighted with a red rectangular box. At the bottom of the page, there is a link that says 'Don't have an account? Sign up'.

The screenshot shows the ILogin 'Verify with your password' page. At the top is the ILogin logo. Below it is a circular icon with a padlock and four asterisks. The text 'Verify with your password' is centered, followed by the email address 'test@gmail.com'. There is a password input field with a masked password '*****' and an eye icon. Below the password field is a blue button labeled 'Verify', which is highlighted with a red rectangular box. At the bottom, there are links for 'Forgot password?' and 'Back to sign in'.

On the ILogin Sign In page:

1. Enter your Email or Username (email) and click **Next**. The Password field appears.
2. Enter your password and click **Verify**. The Okta Verify push notification appears, requesting authentication.

There are two ways to authenticate in Okta. Choose one of the following options.

Option 1: Send Push

3. The Okta Verify page appears, requesting authentication.

On your mobile phone:

4. Tap **Yes, it's me**. The ILogin dashboard appears.

The screenshot shows the ILogin 'Get a push notification' page. At the top is the ILogin logo. Below it is a circular icon with a checkmark. The text 'Get a push notification' is centered, followed by the email address 'test@gmail.com'. There is a blue button labeled 'Push notification sent', which is highlighted with a red rectangular box. Below this button is a checked checkbox labeled 'Send push automatically'. At the bottom, there are links for 'Verify with something else' and 'Back to sign in'.

Option 2: Enter Code

In ILogin:

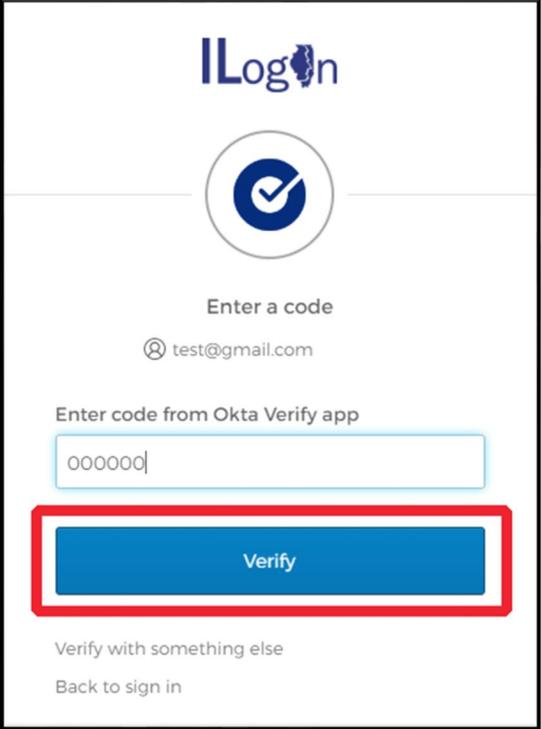
5. On the Okta Verify page, click **Verify with something else**.
6. Click **Select** beside Okta Verify - Enter a Code.

On your mobile phone:

7. Tap the Okta Verify icon to open the Okta Verify app. Okta Verify lists your email accounts.
8. Find your email account and the six-digit verification code underneath.

On the Okta Verify screen:

9. Enter the six-digit code.
10. Click **Verify**. The ILogin dashboard appears.



ILogin

Enter a code

test@gmail.com

Enter code from Okta Verify app

000000

Verify

Verify with something else

Back to sign in

Respond to Google Authenticator

The screenshot shows the ILogin Sign In page. At the top is the ILogin logo. Below it is the text 'Sign In'. There is a text input field labeled 'Email or Username' containing 'test@gmail.com'. Below this field is a blue button labeled 'Next', which is highlighted with a red rectangular box. At the bottom of the page, there is a link that says 'Don't have an account? Sign up'.

The screenshot shows the ILogin password verification page. At the top is the ILogin logo. Below it is a circular icon with a lock and the text '****'. The text 'Verify with your password' is displayed, followed by the email address 'test@gmail.com'. There is a password input field with masked characters '*****'. Below this field is a blue button labeled 'Verify', which is highlighted with a red rectangular box. At the bottom, there are links for 'Forgot password?' and 'Back to sign in'.

On ILogin Sign In page:

1. Enter your Email or Username (email) and click **Next**. The Password field appears.
2. Enter your password and click **Verify**. Google Authenticator verification appears.

On your mobile phone:

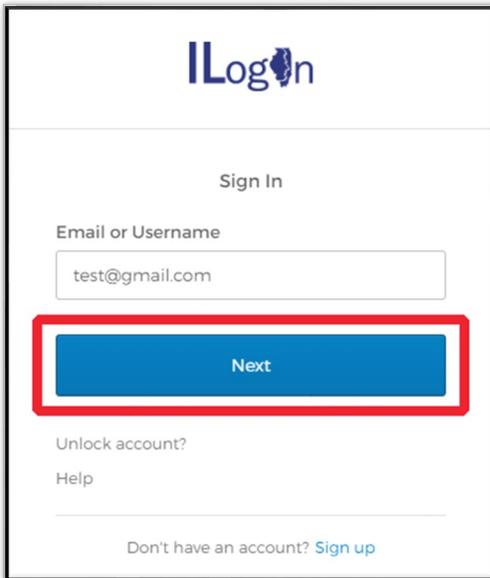
3. Tap the Authenticator icon to open the Google Authenticator app.
4. Find your email address and the six-digit verification code.

On the Google Authenticator page:

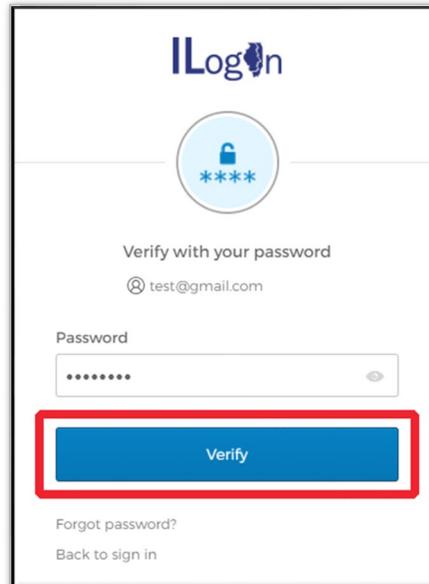
5. In the Enter code field, enter the six-digit code.
6. Click **Verify**. In a moment, the ILogin dashboard appears.

The screenshot shows the Google Authenticator verification page. At the top is the ILogin logo. Below it is a circular icon with a 'G' and the text 'Verify with Google Authenticator'. The email address 'test@gmail.com' is displayed. The text 'Enter the temporary code generated in your Google Authenticator app' is shown. There is an 'Enter code' input field containing '000000'. Below this field is a blue button labeled 'Verify', which is highlighted with a red rectangular box. At the bottom, there are links for 'Verify with something else' and 'Back to sign in'.

Respond to Phone SMS (Text) Authentication



The screenshot shows the ILogin Sign In page. At the top is the ILogin logo. Below it is the text "Sign In". There is a text input field labeled "Email or Username" containing "test@gmail.com". Below this field is a blue button labeled "Next", which is highlighted with a red rectangular box. At the bottom of the page, there are links for "Unlock account?", "Help", and "Don't have an account? Sign up".



The screenshot shows the ILogin Password Verification page. At the top is the ILogin logo. Below it is a circular icon with a padlock and "****". The text "Verify with your password" is displayed, followed by "test@gmail.com". There is a text input field labeled "Password" containing "*****". Below this field is a blue button labeled "Verify", which is highlighted with a red rectangular box. At the bottom, there are links for "Forgot password?" and "Back to sign in".

In the ILogin Sign In page:

1. Enter your Email or Username (email) and click **Next**. The Password field appears.
2. Enter your password and click **Verify**. The Phone Authentication page appears, requesting authentication.

In the SMS Authentication page:

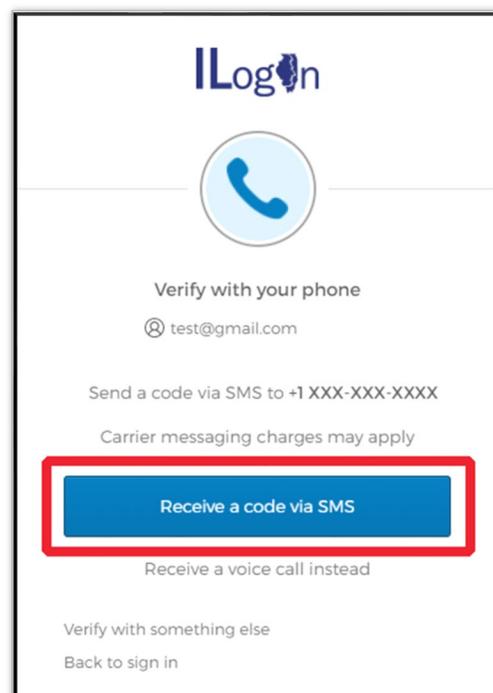
3. Click **Receive a code via SMS**. ILogin sends a text to the phone number entered during setup.

On your mobile phone:

4. Find the new text message that contains a six-digit code.

In the SMS Authentication page:

5. In the Enter Code field, enter the six-digit code.
6. Click **Verify**. The ILogin dashboard appears.



The screenshot shows the ILogin SMS Authentication page. At the top is the ILogin logo. Below it is a circular icon with a telephone handset. The text "Verify with your phone" is displayed, followed by "test@gmail.com". Below this is the instruction "Send a code via SMS to +1 XXX-XXX-XXXX" and "Carrier messaging charges may apply". There is a blue button labeled "Receive a code via SMS", which is highlighted with a red rectangular box. Below this button is the text "Receive a voice call instead". At the bottom, there are links for "Verify with something else" and "Back to sign in".

Respond to Phone Voice Call Authentication

The screenshot shows the ILogin Sign In page. At the top is the ILogin logo. Below it is the text 'Sign In'. There is a text input field labeled 'Email or Username' containing 'test@gmail.com'. Below this field is a blue button labeled 'Next', which is highlighted with a red rectangular box. At the bottom of the page, there is a link that says 'Don't have an account? Sign up'.

The screenshot shows the ILogin Password Verification page. At the top is the ILogin logo. Below it is a circular icon containing a padlock and the text '****'. The text 'Verify with your password' is displayed, followed by a small icon and the email address 'test@gmail.com'. There is a text input field labeled 'Password' containing several dots. Below this field is a blue button labeled 'Verify', which is highlighted with a red rectangular box. At the bottom, there are links for 'Forgot password?' and 'Back to sign in'.

In the ILogin Sign In page:

7. Enter your Email or Username (email) and click **Next**. The Password field appears.
8. Enter your password and click **Verify**. The Phone Authentication page appears.

In the Phone Authentication page:

9. Click **Receive a voice call instead**. In a few seconds, you receive a phone call.

On your mobile phone:

10. Listen to the voice to give you a five-digit code.

In the Voice Call Authentication page:

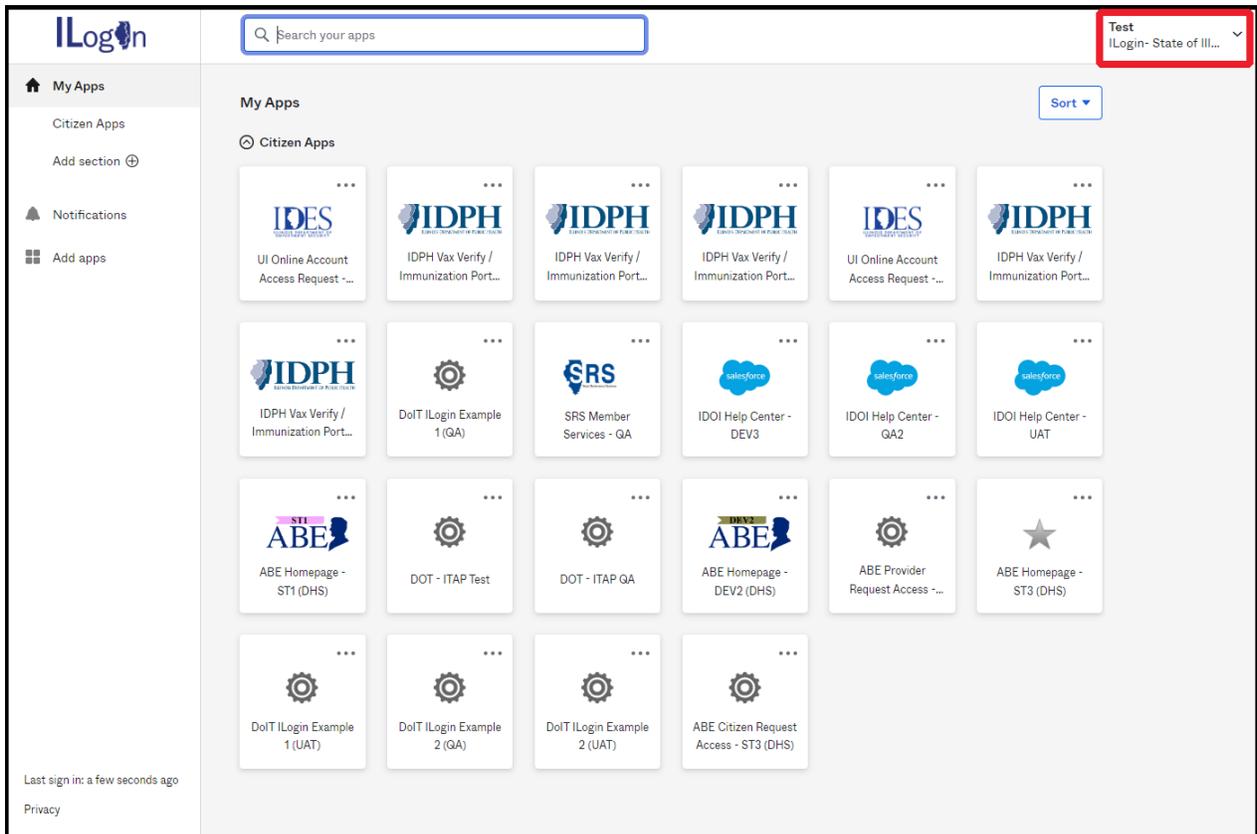
11. In the Enter Code field, enter the five-digit code.
12. Click **Verify**. The ILogin dashboard appears.

The screenshot shows the ILogin Phone Authentication page. At the top is the ILogin logo. Below it is a circular icon containing a telephone handset. The text 'Verify with your phone' is displayed, followed by a small icon and the email address 'test@gmail.com'. Below this is the text 'Send a code via SMS to +1 XXX-XXX-XXXX' and 'Carrier messaging charges may apply'. There is a blue button labeled 'Receive a code via SMS', which is highlighted with a red rectangular box. Below this button is the text 'Receive a voice call instead'. At the bottom, there are links for 'Verify with something else' and 'Back to sign in'.

Edit Your ILogin Profile

To change your ILogin account information, follow these steps.

Access Your Account Settings



1. Sign in to your ILogin account.
2. In the top right of your dashboard, select your username or the down arrow next to it. A menu appears.
3. Select **Settings**. The Account page appears, displaying several sections of profile data.
 - o If your browser window is wide, you will see Settings sections in two columns.
 - o If your browser window is narrow, you will see Settings sections in one column. Simply scroll up and down to see more sections.
4. Edit the details on the Account page using the steps below.

Edit Personal Information

The image shows two screenshots of a 'Personal Information' form. The left screenshot shows the form with an 'Edit' button highlighted in the top right corner. The right screenshot shows the form with input fields for First name, Last name, Okta username, Primary email, Secondary email, Primary phone, Reference ID, Honoric suffix, and Middle name. A 'Save' button is highlighted in the bottom right corner.

1. Scroll to the **Personal Information** section.
2. In the top right, click **Edit**.
3. In the Password field, enter your password.
4. Click the **Verify** button. An MFA page appears.
5. Complete the authentication request.
6. The section reappears with open fields as shown above right.
7. Click the cursor in a field and change the data as needed.
8. In the bottom right, click the **Save** button.

Edit the Display Language Section

1. Scroll to the **Display Language** section.
9. In the top right, select **Edit**. The **Please verify your password** window appears.
10. In the Password field, enter your password.
11. Select the **Verify** button. An MFA page appears.
12. Complete the authentication request.
2. Edit the fields as needed and select **Save**.

Change Your Password

1. Scroll to the Security Methods section
2. To the right of the Password field, click **Reset**.
3. Click **Yes**.
4. An MFA page appears.
5. Complete the authentication request.
6. Enter the current password and click **Verify**.
7. Enter the new password.
8. Re-enter the password to confirm.
9. Click **Reset Password**. A **Password changed successfully** message appears.

Add or Remove MFA Security Methods

1. Scroll to the **Security Methods** section.
2. To add or remove an MFA Security Method:
 - MFA Security Methods which have already been set up display a **Remove** button. To remove the security method, click **Remove**.
 - MFA Security Methods that have not been added display a **Set up** button. To set up a security method, click **Set up** and follow the steps in [Set Up Multifactor Authentication Menu](#).

ILogin

Reset your password

test@gmail.com

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords

New password

Re-enter password

Sign me out of all other devices

Reset Password

[Back to sign in](#)

Identity Verification Services

About Identity Verification

Some applications contain minimal data and don't require additional identity verification, while other applications contain sensitive personally identifiable information (PII) that must be safeguarded. Keeping your personal data secure is the primary goal of ID verification.

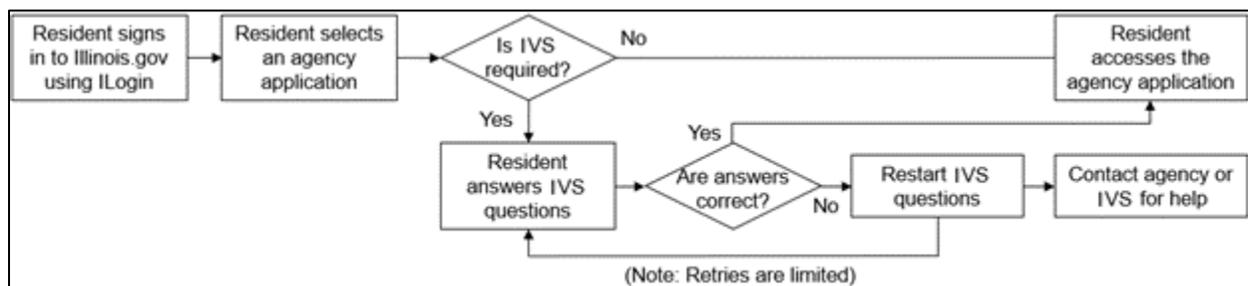
Applications that contain PII require residents to further prove their identity using Identity Verification Services (IVS) online. This not only safeguards your information and prevents accidental access, but it helps prevent bad actors from accessing your data.

IVS uses public knowledge and life history details and asks multiple choice questions to verify that you are who you say you are.

Note: IVS identity verification does not affect your credit score.

How Identity Verification Services Works

Identity verification is used to add another layer of security to the applications you are attempting to access. It does not affect your credit score or create a "soft inquiry" that may impact your credit score.



How does ID verification work?

3. Agency administrators determine whether their application data requires this extra level of security. They include this step in their app's sign-in process.
4. When you select an application on the ILogin dashboard, if the application requires IVS, you will see the following pages. **Note:** While the ID verification process is similar, the web page appearances may vary depending on the application you select.
5. IVS asks 3–5 general questions that pertain to your credit transaction history and information gathered from public and proprietary data sources. These are questions that only you can answer, thereby confirming your identity.

ID Verification Steps in ILogin

This section presents example page images of the ID verification process in ILogin. Agencies who are onboarded to ILogin and whose applications require ID verification follow this verification process.

Important

- The following pages show the ILogin verification pages.
- Be aware that while some agencies are onboard with ILogin, not all agencies are connected yet.
- Depending on the agency application you select, the web pages you see may look different than those on the following pages.
- Rest assured that the data entry and ID verification process is the same—it's still performed by IVS in the background and carries the same security protocols.

Terms & Conditions Page

The screenshot shows the ILogin interface for the Identity Verification process. At the top, there is a navigation bar with the ILogin logo and links for 'Frequently Asked Questions' and 'Contact Us'. Below the navigation bar is a progress indicator with four steps: 'Terms & Conditions' (highlighted in blue), 'Basic Information', 'Life History', and 'Finish'. The main heading is 'Identity Verification'. Below the heading, there is a message: 'The application requires Identity Verification or your previous identity verification expired after 2 days and needs to be renewed. Click "Next" button to get started.' There are three informational cards: 1. 'The verification process is used to verify a person's identity before allowing access to State of Illinois confidential systems or sensitive user information.' 2. 'The State of Illinois will use 3rd party services to perform the verification.' 3. 'The verification is based on life history or transaction information aggregated from public and proprietary data sources about the user.' Below the cards is a red-bordered box containing a red checkbox with a white checkmark, followed by the text: 'By checking this box, you understand and are certifying that you are providing "written instructions" to the State of Illinois under the Fair Credit Reporting Act, authorizing the State of Illinois to obtain information from your personal credit profile or other information from Experian. You acknowledge that you have initiated a transaction to confirm your identity to avoid fraudulent transactions in your name with the State of Illinois and authorize the State of Illinois to perform these services solely to confirm your identity.' At the bottom, there are two red buttons: 'Next' and 'Cancel'.

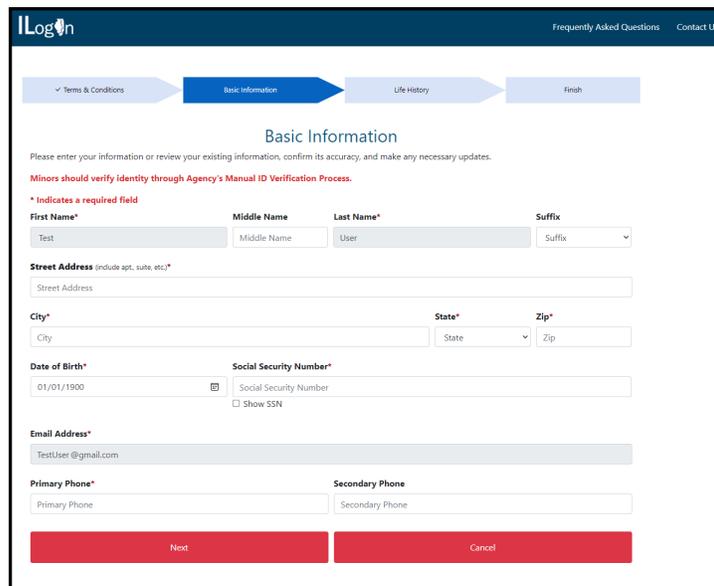
6. Read the agreement, check the agreement checkbox, and click **Next**.

Basic Information Page

7. Enter your information.

Note: Next to the Social Security Number field, if you want to show your entry, mark the Show SSN check box. **Note:** The agency controls how SSNs are used and displayed.

8. Select **Next**.
9. Answer the **Life History** questions and select **Submit**.



ILogIn Frequently Asked Questions Contact Us

Terms & Conditions Basic Information Life History Finish

Basic Information

Please enter your information or review your existing information, confirm its accuracy, and make any necessary updates.

Minors should verify identity through Agency's Manual ID Verification Process.

* Indicates a required field

First Name* Middle Name Last Name* Suffix

Test Middle-Name User Suffix

Street Address* (include apt, suite, etc.)*

Street Address

City* State* Zip*

City State Zip

Date of Birth* Social Security Number*

01/01/1900 Social Security Number

Show SSN

Email Address*

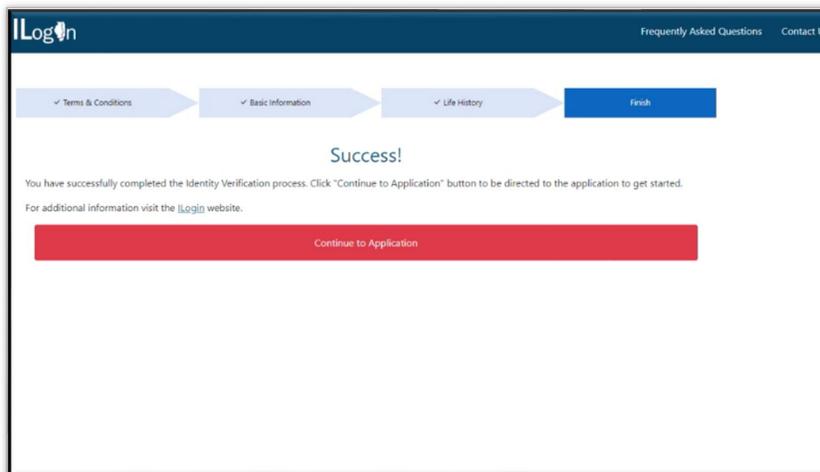
TestUser@gmail.com

Primary Phone* Secondary Phone

Primary Phone Secondary Phone

Next Cancel

Finish Page: Success



ILogIn Frequently Asked Questions Contact Us

Terms & Conditions Basic Information Life History Finish

Success!

You have successfully completed the Identity Verification process. Click "Continue to Application" button to be directed to the application to get started.

For additional information visit the ILogIn website.

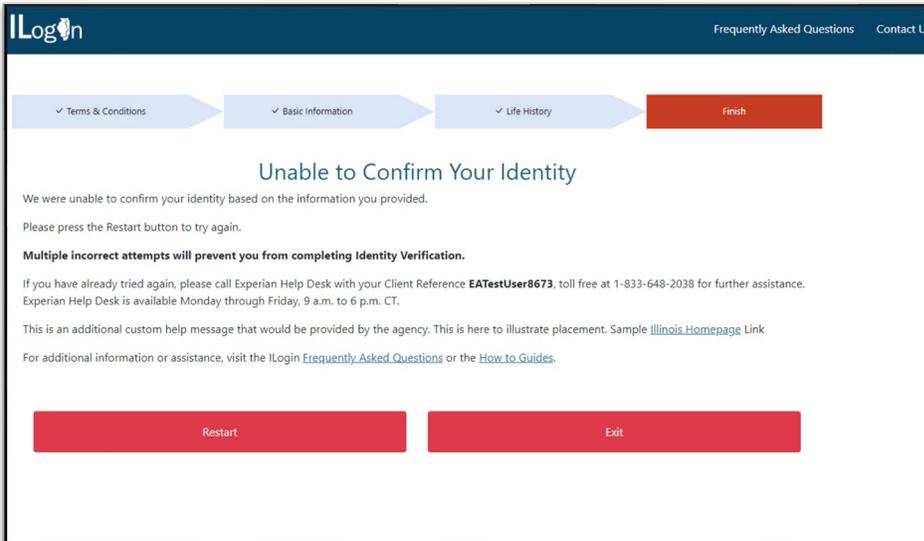
Continue to Application

If the ID verification process is successful, you see the page above.

10. Select **Continue to Application**. The agency application appears.

If the ID verification process is not successful, continue to the next page.

Finish Page: Unable to Confirm



If the ID verification process cannot verify you, it may be because:

- The basic information you entered didn't match the historical data, such as an incorrect address or SSN.
- You answered one or more questions incorrectly.
- The system timed out before you completed all the questions.

Your Options

This page may offer one or more of the following alternatives:

- If the agency offers alternative ID verification methods, agency contact information, IVS contact information, or in-person verification, it's shown on this page.
- Select **Exit** to return to the ILogin dashboard.
- Select **Restart** to repeat the ID verification process. This returns you to the Terms & Conditions page, after which is the Basic Information page where you may be able to retry the ID verification. **Note:** Retry capability and frequency parameters, if any, vary are set up by each individual agency application administrator.

Troubleshooting ILogin

Unlock Your Account

If your account is locked, be aware that it automatically unlocks after 60 minutes.

First: Confirm that you entered your Email or Username (email address) and Password correctly.

- Try resetting your password.
- It may be a connectivity issue to the ILogin site. Try these things:
 - Refresh the ILogin page.
 - Close your web browser session and restart it.
 - Clear your browser cache.
 - If you're on a computer, restart it.
 - Check your Wi-Fi, modem, and/or router.

To unlock your account before 60 minutes:

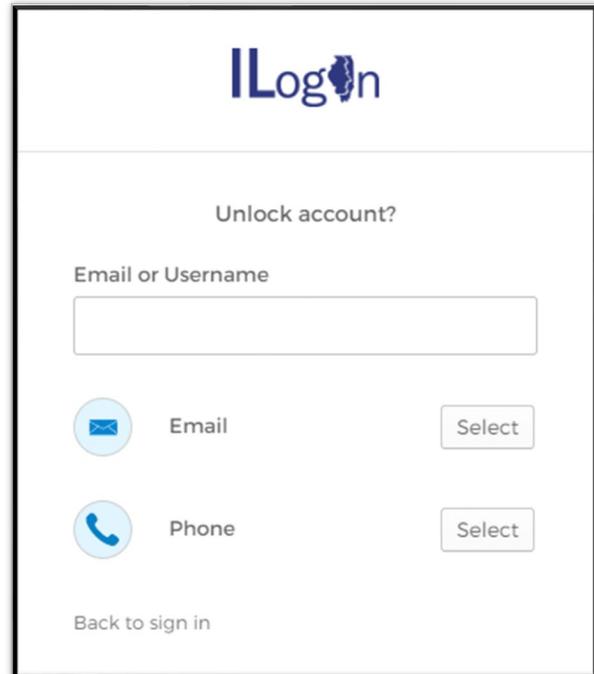
1. On the [ILogin Sign In](#) page, enter your Email or Username and click **Unlock account?**
2. Select the **Unlock account?** link.
3. On the next page, enter your Email or Username again.
4. **Select** a recovery option.

Phone Send SMS

1. Click **Select** beside Phone in ILogin, then click **Receive a code via SMS**.
2. An Enter Code field and Verify button appears.
3. On your phone, look for a text message with a code.
4. In ILogin, enter the code and click **Verify**.
5. Enter the Password and click **Verify**.

Phone Voice Call

1. Click **Select** beside Phone in ILogin, then click **Receive a voice call instead**.



2. An Enter Code field and **Verify** button appears. ILogin calls the phone number entered during Password Recovery setup.
3. Answer the call and listen for the code.
4. In ILogin, enter the code and click **Verify**.
5. Enter the Password and click **Verify**.

Send Email

1. Click **Select** beside Email in ILogin, then click **Send me an email**.
2. A verification email sent page appears.
3. Open your email from **State of Illinois** ILogin.No-Reply@illinois.gov.
4. Click the verification link in the email.

After you unlock your account, you may also need to complete the Forgot Your Password process.

Forgot Your Password

To **reset** your password after you sign in, follow the steps in [Change Your Password](#).

If you **forgot** your password, reset it using these options.

1. On the [ILogin Sign In](#) page, enter your Email or Username and click **Next**.
2. Click **Forgot password?**
3. **Select** a recovery option.

Reset via Phone SMS

1. Click **Select** beside Phone in ILogin, then click **Receive a code via SMS**.
2. An Enter Code field and Verify button appears.
3. On your phone (that is, the number entered during Password Recovery setup), look for a text message with a code.
4. In ILogin, enter the code and click **Verify**.
5. Enter the Password and click **Verify**.

Reset via Phone Voice Call

1. Click **Select** beside Phone in ILogin, then click **Receive a voice call instead**.
2. An Enter Code field and **Verify** button appears. ILogin calls the setup phone number.
3. Answer the call and listen for the code.
4. In ILogin, enter the code and click **Verify**.
5. Enter the Password and click **Verify**.

Reset via Email

1. Click **Select** beside Email in ILogin, then click **Send me an email**.
2. A verification email sent page appears.
3. Open your email from **State of Illinois** [<ILogin.No-Reply@illinois.gov>](mailto:ILogin.No-Reply@illinois.gov).
4. Click the verification link in the email.

ILogin

Reset your password

test@gmail.com

Verify with one of the following security methods to reset your password.

Email Select

Phone +1 XXX-XXX-XXXX Select

Back to sign in

Version History

Date	Version	Description	Author
06-13-23	1.4.1	1.4.1 update	B Gosnell
04-24-23	1.32	Hotfix content updates	B Gosnell
02-14-23	1.3	1.3 update	B Gosnell
11-29-23	1.2	1.2 update	B Gosnell
08-15-22	1.0	First publication	Nancee Heim