

# Daily Sign In and ID Verification Procedures

Project: EAS ILogin Enterprise Portal



Department of Innovation and Technology (DoIT)

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## Introduction

This detailed user guide is for Illinois residents, retirees, representatives, and other users who already created an ILogin account.

If you have not yet setup an ILogin account and need help with this process, see the [ILogin Help How To Guides](#) or the [Create a New ILogin Account PDF](#).

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 or other apps to offer and update resident services.

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

## Next Steps

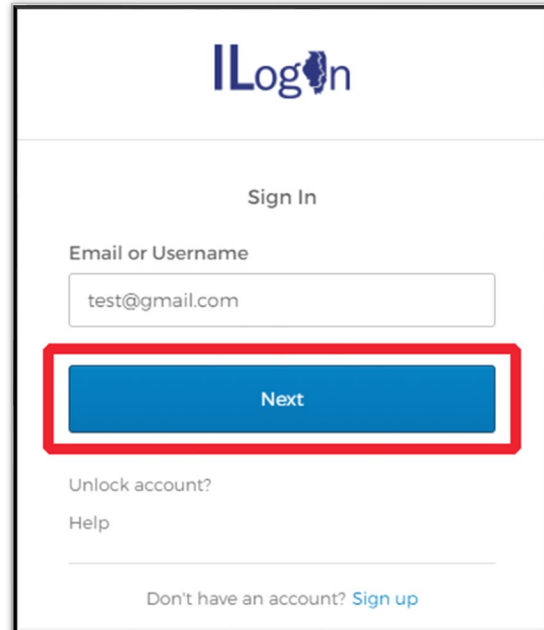
- If you're signing in to ILogin, follow the steps in [Daily Sign In Steps](#) on page 2. This includes steps to complete multifactor authentication (MFA) in Okta Verify Authentication, Google Authentication, Phone SMS (Text) Authentication and Phone Voice Call Authentication.
- If you've selected an application on the ILogin dashboard and are required to complete ID verification, go to [ID Verification Steps](#).

## Daily Sign In Steps

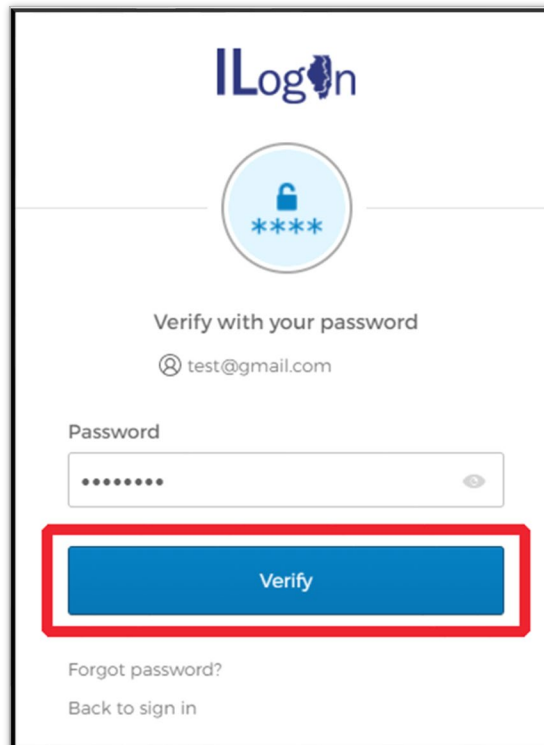
After your ILogin profile is created, follow these steps to sign in and display the ILogin dashboard.

### 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 security request by following the steps below for the security methods enabled.



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. Underneath the "Next" button are links for "Unlock account?" and "Help". 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 "\*\*\*\*". Underneath this icon is the text "Verify with your password" and "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 of the page, there 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 the multifactor authentication (MFA) methods. 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 first screenshot shows the ILogin Sign In page. The 'Email or Username' field contains 'test@gmail.com'. The 'Next' button is highlighted with a red border. Below the button are links for 'Unlock account?', 'Help', and 'Don't have an account? Sign up'.

The second screenshot shows the 'Verify with your password' page. The 'Password' field contains six dots. The 'Verify' button is highlighted with a red border. Below the button are links for 'Forgot password?' and 'Back to sign in'.

On the ILogin Sign In page:

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

The screenshot shows the 'Get a push notification' page. The 'Push notification sent' button is highlighted with a blue background. Below the button is a checked checkbox for 'Send push automatically' and links for 'Verify with something else' and 'Back to sign in'.

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

## Option 1: Send Push

### In ILogin:

1. On the Okta Verify page, select **Send Push**.

### On your mobile phone:

2. Tap **Yes, It's Me**. The ILogin dashboard appears.

## Option 2: Enter Code

### In ILogin:

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

### On your mobile phone:

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

### In ILogin:

5. Enter the six-digit code.
6. Click **Verify**. The ILogin dashboard appears.

A screenshot of the ILogin verification interface. At the top, the "ILogin" logo is displayed. Below it is a circular icon with a checkmark. The text "Enter a code" is centered, followed by the email address "test@gmail.com". A text input field is labeled "Enter code from Okta Verify app" and contains the text "000000". A blue button labeled "Verify" is highlighted with a red rectangular border. At the bottom, there are two links: "Verify with something else" and "Back to sign in".

## Respond to Google Authenticator

The screenshot shows the ILogon Sign In page. At the top is the ILogon 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 ILogon 'Verify with your password' page. At the top is the ILogon logo. Below it is a circular icon with a padlock and four asterisks. 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 ILogon Sign In page:

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

### On your mobile phone:

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



### On the Google Authenticator page:

11. In the Enter Code field, enter the six-digit code.
12. Select **Verify**. In a moment, the ILogon dashboard appears.

The screenshot shows the ILogon 'Verify with Google Authenticator' page. At the top is the ILogon logo. Below it is a circular icon with a camera lens. The text 'Verify with Google Authenticator' is displayed, followed by the email address 'test@gmail.com'. Below this is the instruction 'Enter the temporary code generated in your Google Authenticator app'. There is an 'Enter code' input field with the value '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 first screenshot shows the ILogin 'Sign In' page. It features the ILogin logo at the top, followed by the text 'Sign In'. Below this is a text input field labeled 'Email or Username' containing 'test@gmail.com'. A blue button labeled 'Next' is highlighted with a red border. At the bottom, there are links for 'Unlock account?', 'Help', and 'Don't have an account? Sign up'.

The second screenshot shows the 'Verify with your password' page. It features the ILogin logo at the top, followed by a lock icon and the text 'Verify with your password'. Below this is a text input field labeled 'Password' containing '\*\*\*\*\*'. A blue button labeled 'Verify' is highlighted with a red border. At the bottom, there are links for 'Forgot password?' and 'Back to sign in'.

### In the ILogin Sign In page:

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

### In the SMS Authentication page:

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

### On your mobile phone:

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

### In the SMS Authentication page:

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

The screenshot shows the SMS Authentication page. It features the ILogin logo at the top, followed by a phone icon and the text 'Verify with your phone'. Below this is a text input field labeled 'test@gmail.com'. Below the input field is the text 'Send a code via SMS to +1 XXX-XXX-XXXX' and 'Carrier messaging charges may apply'. A blue button labeled 'Receive a code via SMS' is highlighted with a red border. Below the 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 first screenshot shows the ILogin 'Sign In' page. It features the ILogin logo at the top, followed by the text 'Sign In'. Below this is a text input field for 'Email or Username' containing 'test@gmail.com'. A blue button labeled 'Next' is highlighted with a red rectangular border. Below the 'Next' button are links for 'Unlock account?' and 'Help'. At the bottom, there is a link: 'Don't have an account? [Sign up](#)'.

The second screenshot shows the 'Verify with your password' page. It features the ILogin logo at the top, followed by a circular icon containing a padlock and four asterisks. Below this is the text 'Verify with your password' and a text input field for 'Password' containing six asterisks. A blue button labeled 'Verify' is highlighted with a red rectangular border. Below the 'Verify' button are links for 'Forgot password?' and 'Back to sign in'.

### In the ILogin Sign In page:

1. Enter your Email or Username and click **Next**. The Password field appears.
2. Enter your password and click **Verify**. The Phone Authentication page appears.

### In the Phone Authentication page:

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

### On your mobile phone:

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

### In the Voice Call Authentication page:

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

The screenshot shows the 'Verify with your phone' page. It features the ILogin logo at the top, followed by a circular icon containing a telephone handset. Below this is the text 'Verify with your phone' and a text input field for 'test@gmail.com'. Below the input field is the text 'Send a code via SMS to +1 XXX-XXX-XXXX' and 'Carrier messaging charges may apply'. There are two blue buttons: 'Receive a code via SMS' and 'Receive a voice call instead'. The 'Receive a voice call instead' button is highlighted with a red rectangular border. Below the buttons are links for 'Verify with something else' and '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.

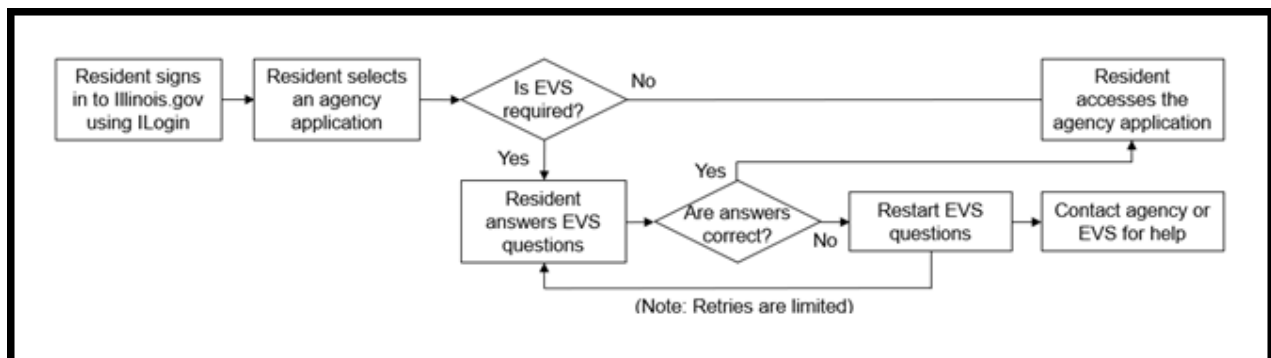
Applications that contain PII require residents to further prove their identity using Identity Verification Services (IVS) online. This not only safeguards your information and prevents accidental access, but it helps prevent bad actors from accessing your data.

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?

1. Agency administrators determine whether their application data requires this extra level of security. They include this step in their app's sign-in process.
2. When you select an application on the ILogin dashboard, if the application requires IVS, you see a page like the following sections. **Note:** While the ID verification process is similar, the web page appearances may vary depending on the application you select.
3. 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.

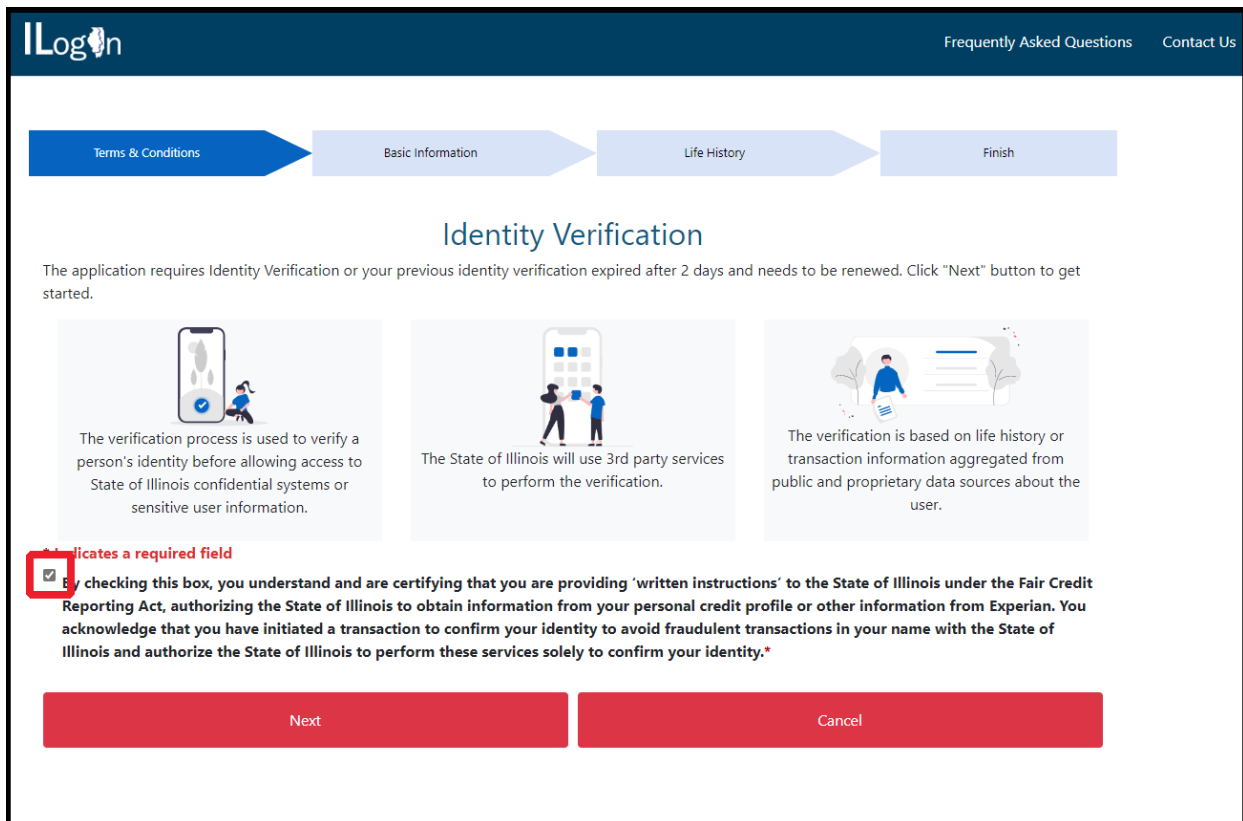
## ID Verification Steps in ILogin

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.

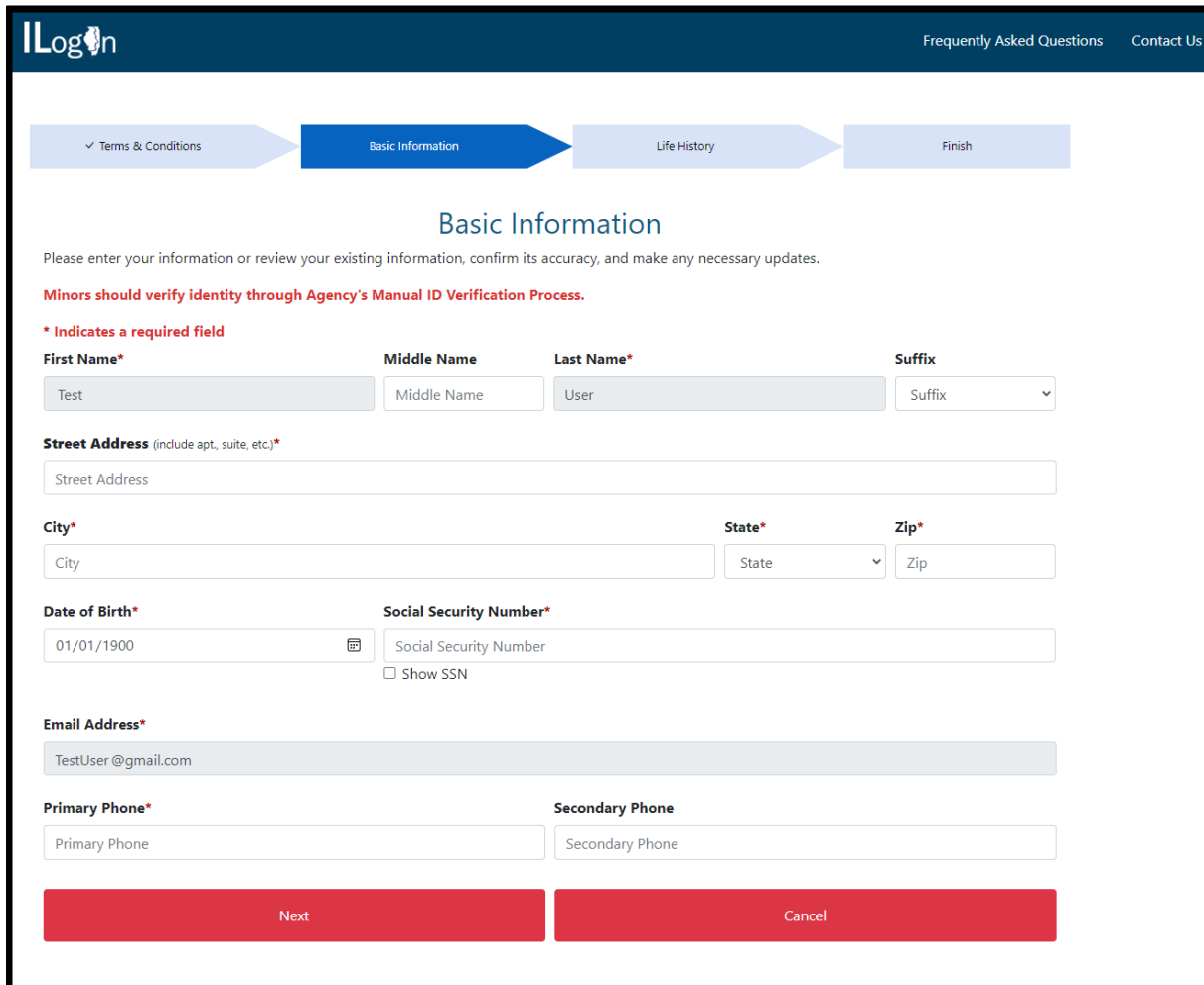
## Terms & Conditions Page



The screenshot shows the ILogin interface. At the top, there is a navigation bar with the ILogin logo on the left and links for 'Frequently Asked Questions' and 'Contact Us' on the right. Below the navigation bar is a progress indicator with four steps: 'Terms & Conditions' (highlighted in blue), 'Basic Information', 'Life History', and 'Finish'. The main content area is titled 'Identity Verification'. A message states: '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.' Below this message 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 checked checkbox and the text: '\* Indicates a required field' and '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 of the page are two red buttons: 'Next' and 'Cancel'.

1. Read the agreement and check the agreement box.
2. Click **Next**.

## Basic Information Page



The screenshot shows the 'Basic Information' page in the iLogon system. At the top, there is a navigation bar with the 'iLogon' logo on the left and links for 'Frequently Asked Questions' and 'Contact Us' on the right. Below the navigation bar is a progress indicator with four steps: 'Terms & Conditions' (checked), 'Basic Information' (current step), 'Life History', and 'Finish'. The main heading is 'Basic Information', followed by a sub-heading 'Please enter your information or review your existing information, confirm its accuracy, and make any necessary updates.' A red note states: 'Minors should verify identity through Agency's Manual ID Verification Process.' Below this is a legend: '\* Indicates a required field'. The form fields are: 'First Name\*' (text input: 'Test'), 'Middle Name' (text input: 'Middle Name'), 'Last Name\*' (text input: 'User'), 'Suffix' (dropdown menu: 'Suffix'), 'Street Address' (text input: 'Street Address'), 'City\*' (text input: 'City'), 'State\*' (dropdown menu: 'State'), 'Zip\*' (text input: 'Zip'), 'Date of Birth\*' (text input: '01/01/1900' with a calendar icon), 'Social Security Number\*' (text input: 'Social Security Number' with a 'Show SSN' checkbox), 'Email Address\*' (text input: 'TestUser@gmail.com'), 'Primary Phone\*' (text input: 'Primary Phone'), and 'Secondary Phone' (text input: 'Secondary Phone'). At the bottom, there are two red buttons: 'Next' and 'Cancel'.

3. Enter your information.

**Note:** Check the Show SSN box to display your entry. Each agency controls how SSNs are used and displayed.

4. Click **Next**.

## Life History Page

As part of identity verification, the IVS scans a resident's life history to find information details that only you can answer and asks 3–5 multiple choice questions.

Question A:

- Answer 1
- Answer 2
- Answer 3
- Answer 4

Question B:

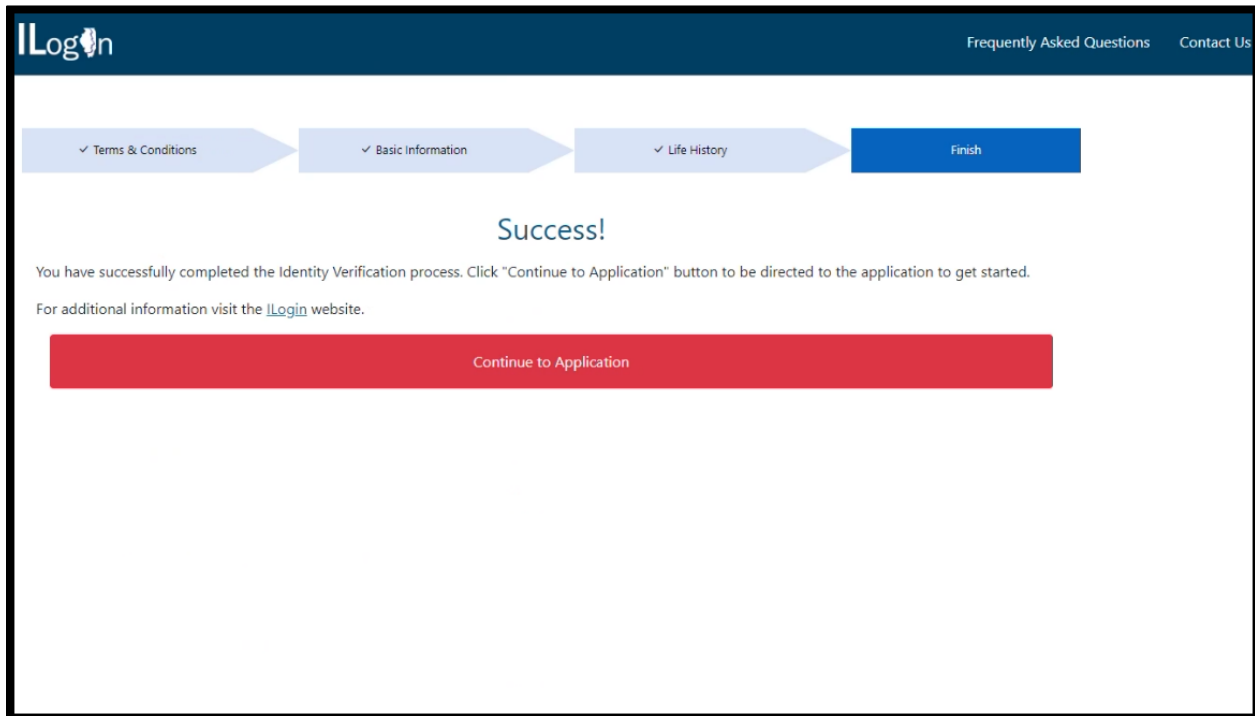
- Answer 1
- Answer 2
- Answer 3
- Answer 4

Question C:

- Answer 1
- Answer 2
- Answer 3
- Answer 4

5. Answer the questions and click **Submit**.

## Finish Page: Success



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

6. Click **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 Your Identity

ILogin Frequently Asked Questions Contact Us

✓ Terms & Conditions ✓ Basic Information ✓ Life History **Finish**

### Unable to Confirm Your Identity

We were unable to confirm your identity based on the information you provided.

Please press the Restart button to try again.

**Multiple incorrect attempts will prevent you from completing Identity Verification.**

If you have already tried again, please call Experian Help Desk with your Client Reference **EATestUser8673**, toll free at 1-833-648-2038 for further assistance. Experian Help Desk is available Monday through Friday, 9 a.m. to 6 p.m. CT.

This is an additional custom help message that would be provided by the agency. This is here to illustrate placement. Sample [Illinois Homepage](#) Link

For additional information or assistance, visit the ILogin [Frequently Asked Questions](#) or the [How to Guides](#).

**Restart** **Exit**

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.
- Click **Exit** to return to the ILogin dashboard.
- Click **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.



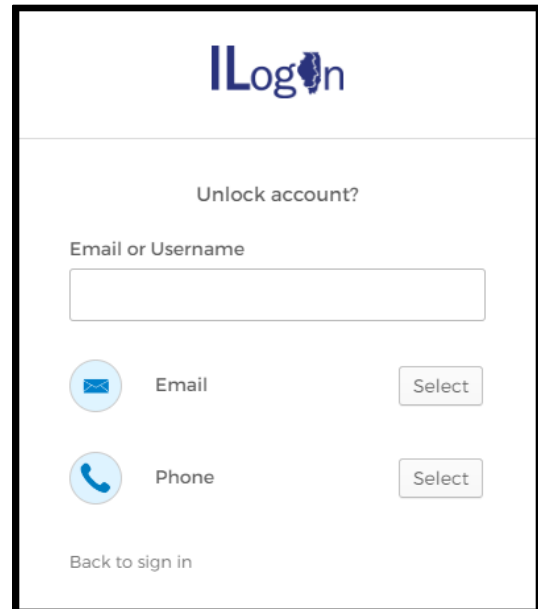
# Troubleshooting ILogin

## Unlock Your Account

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

First: Confirm that you entered your 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, expand the **Need Help?** section.
2. Select the **Unlock account?** link.
3. On the next page, enter your email address again.
4. Select a recovery option.

## Send SMS

1. If you **Select** this option in ILogin, an Enter Code and Verify field appears.
2. On your phone (that is, the number entered during setup), look for a text message with a code.
3. In ILogin, enter the code and select **Verify**.

## Voice Call

1. If you **Select** this option in ILogin, an Enter Code and Verify field appears. ILogin calls the phone number entered during setup.
2. Answer the call and listen for the code.
3. In ILogin, enter the code and click **Verify**.

## Send Email

1. If you **Select** this option in ILogin, a verification page showing **Email sent!** appears.
2. Open your email from **State of Illinois <ILogin.No-Reply@illinois.gov>**.
3. Select 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

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

1. On the [ILogin Sign In](#) page, enter your email address and select **Forgot password?**
2. On the next page, enter your email address again.
3. Select a recovery option.

### Reset via SMS

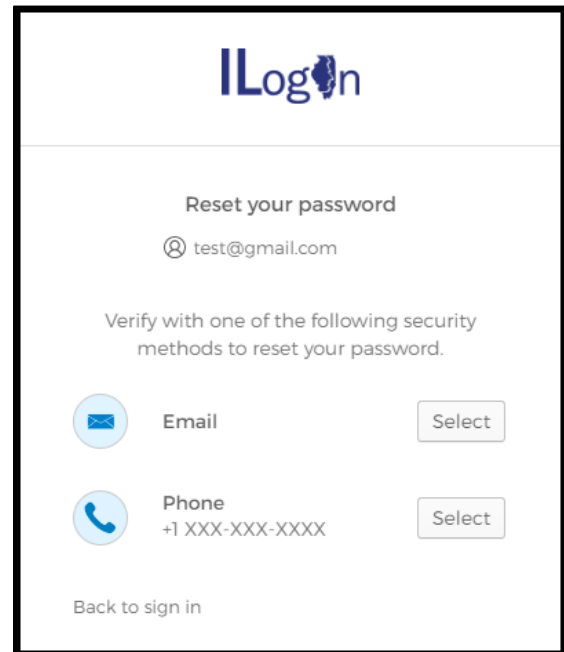
1. If you **Select** this option in ILogin, an Enter Code and Verify field appears.
2. On your phone (that is, the number entered during setup), look for a text message with a code.
3. In ILogin, enter the code and click **Verify**.

### Reset via Voice Call

1. If you **Select** this option in ILogin, an Enter Code and Verify field appears. ILogin calls the phone number entered during setup.
2. Answer the call and listen for the code.
3. Enter the code and click **Verify**.

### Reset via Email

1. If you **Select** this option in ILogin, a verification page showing **Email sent!** appears.
2. Open your email from **State of Illinois - ILogin.No-Reply@illinois.gov**.
3. Select the verification link in the email.



## Version History

Date	Version	Description	Author
06-13-23	1.4.1	1.4.1 update	B Gosnell
05-03-23	1.32	Hotfix content updates	B Gosnell
02-14-23	1.3	1.3 update	B Gosnell
11-29-22	1.2	1.2 update	B Gosnell
08-10-22	1.0	First publication	Nancee Heim