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 completed the account setup tasks shown in 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

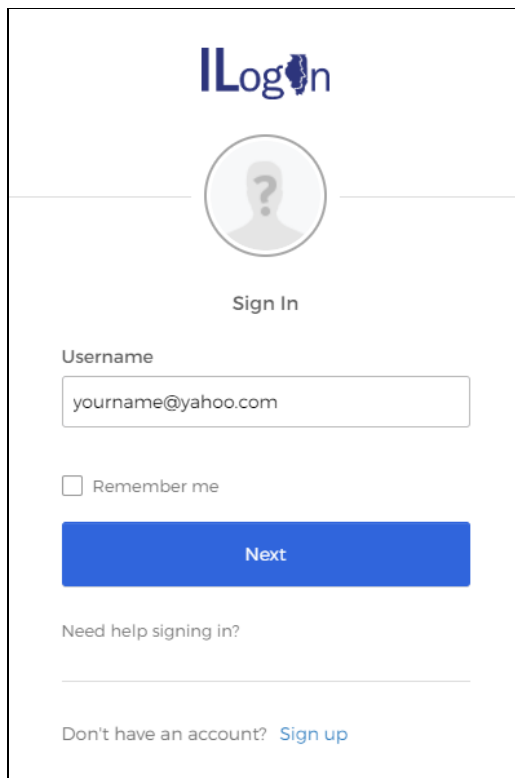- If you're signing in to ILogin, follow the steps in Daily Sign In Steps on page 2. This includes steps to complete multifactor authentication (MFA) in Okta Verify Authentication, Google Authentication, SMS (Text) Authentication, and Voice Call Authentication.

- If you've selected an application on the ILogin dashboard and are required to complete ID verification, go to ID Verification Steps on page 16.

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 Username field, enter your user name (email address).

3.   Select **Next**. The Password field appears.

4. In the Password field, enter your password.

5. Select **Sign In**. An MFA option appears.

Respond to Multifactor Authentication

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

- [Respond to Okta Verify Authenticator](), page 5.

- [Respond to Google Authenticator](), page 8.

- [Respond to SMS (Text) Authentication](), page 9.

- [Respond to Voice Call Authentication](), page 10.

Respond to Okta Verify Authenticator

In the ILogin Sign In page:

1. Enter your user name (email) and click **Next**. The Password field appears.

2. Enter your password and click **Sign In**. The Okta Verify page appears, requesting authentication.
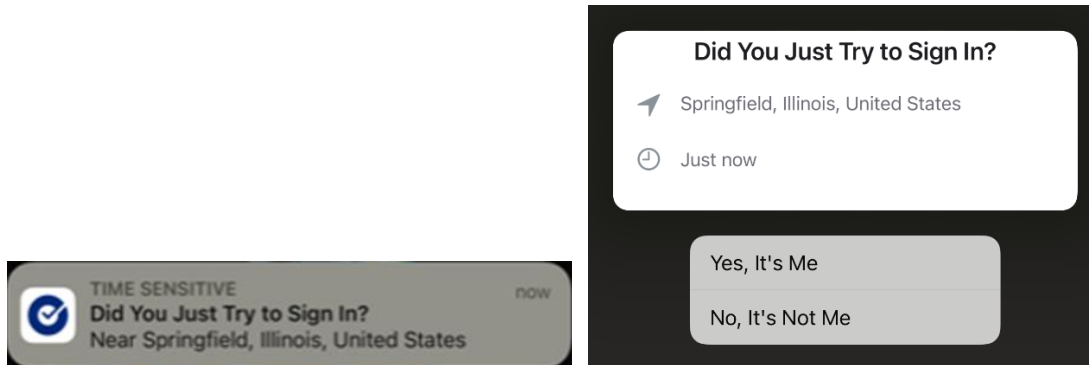
There are two ways to authenticate in Okta. Choose one of the following options.
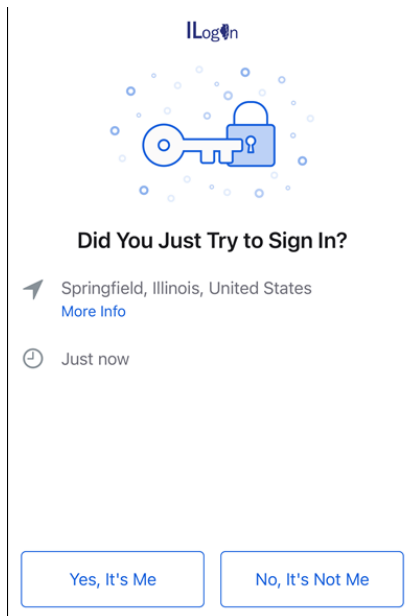
Option 1: Send Push

In ILogin:

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

On your mobile phone:

○ If your mobile phone screen is locked, one of these notifications above appears.

○ If your mobile phone screen is unlocked, the page above appears.
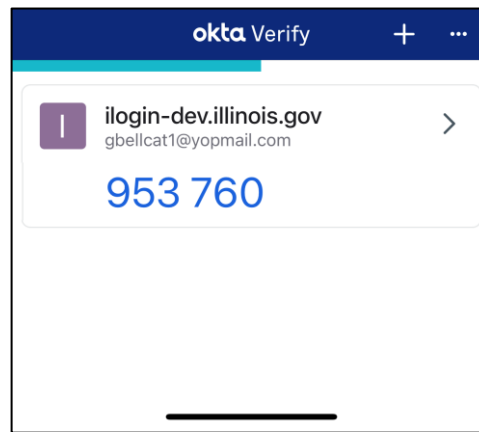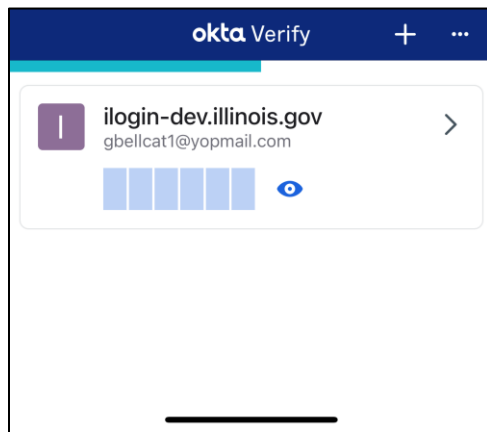
2. Tap **Yes, It's Me**. The ILogin dashboard appears.

Option 2: Enter Code

In ILogin:

1. On the Okta Verify page, select the **or enter code** link.

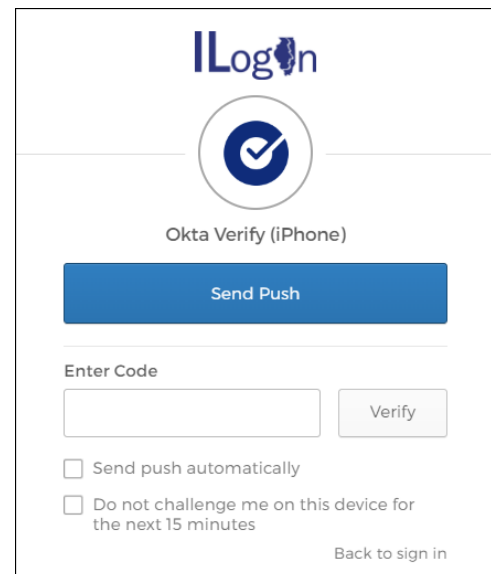**On your mobile phone:**

2. Tap the Okta Verify icon shown at right to open the Okta Verify app. Okta Verify lists your email accounts.
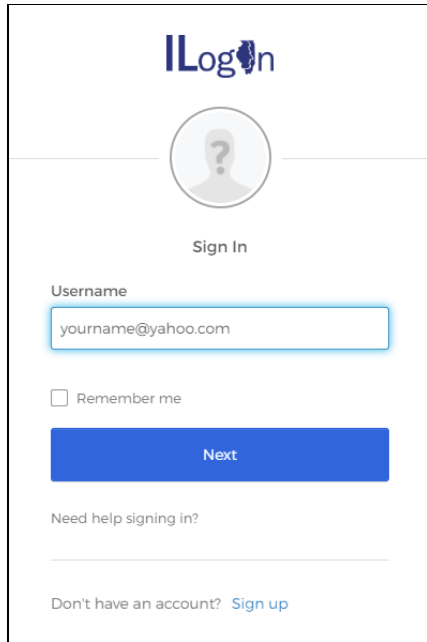
3. Find your email account.

4. Tap the 👁 eye icon. A six-digit verification code appears.

On the Okta Verify page:

5. Enter the six-digit code.

6. Select **Verify**. The ILogin dashboard appears.
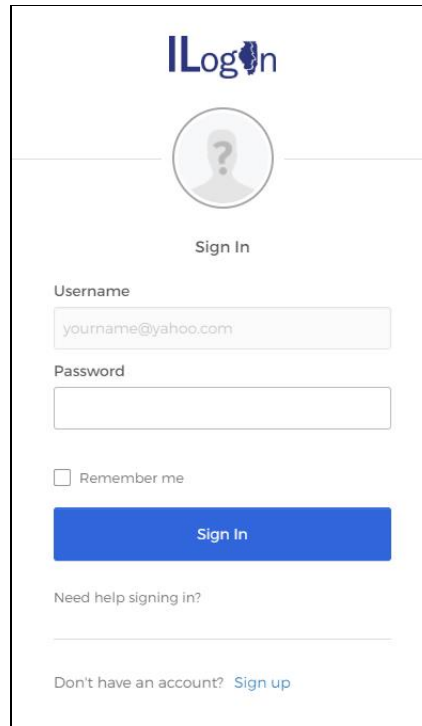
Respond to Google Authenticator

In ILogin Sign In page:

1. Enter your user name (email) and click **Next**. The Password field appears.

2. Enter your password and click **Sign In**. The Google Authenticator page appears, requesting verification.
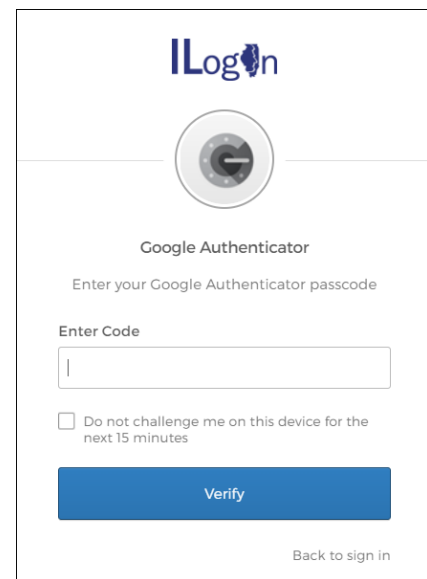
On your mobile phone:

3. Tap the Authenticator icon (right) to open the Google Authenticator app.

4. In the Search for accounts list, find your email address and the six-digit verification code.

In the Google Authenticator page:

5. In the Enter Code field, enter the six-digit code.

6. Select **Verify**. In a moment, the ILogin dashboard appears.

Respond to SMS (Text) Authentication

In the ILogin Sign In page:

1. Enter your user name (email) and click **Next**. The Password field appears.

2. Enter your password and click **Sign In**. The **SMS Authentication** page appears, requesting authentication.
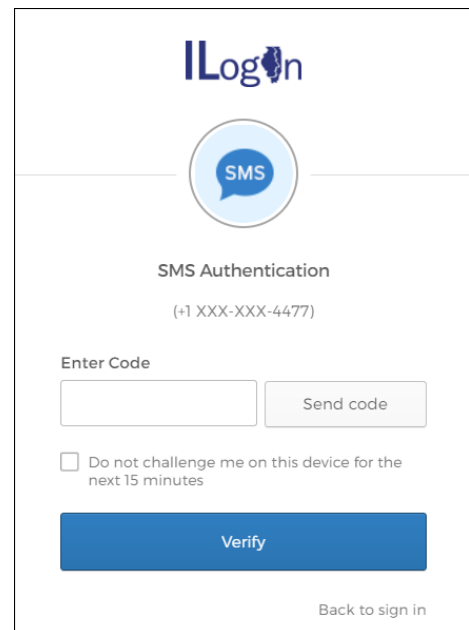
In the SMS Authentication page:

3. Select **Send Code**. ILogin sends a text to the phone number entered during setup.

On your mobile phone:

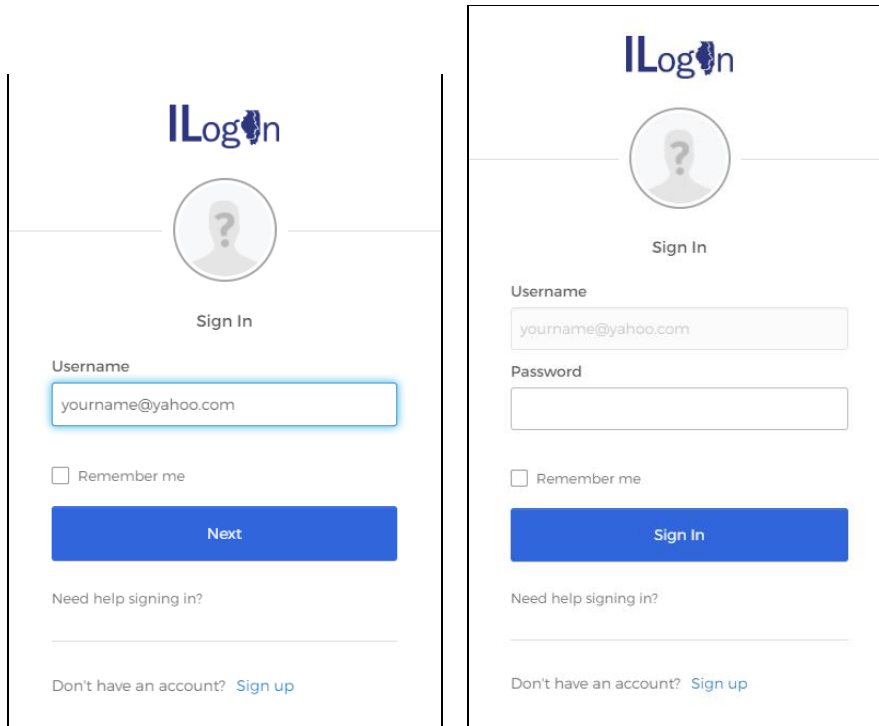4. Find the new text message that contains a six-digit code.

In the SMS Authentication page:

5. In the Enter Code field, enter the six-digit code.

6. Select **Verify**. The ILogin dashboard appears.

Respond to Voice Call Authentication

In the ILogin Sign In page:

1.   Enter your user name (email) and click **Next**. The Password field appears.

2.   Enter your password and click **Sign In**. The Voice Call Authentication page appears.

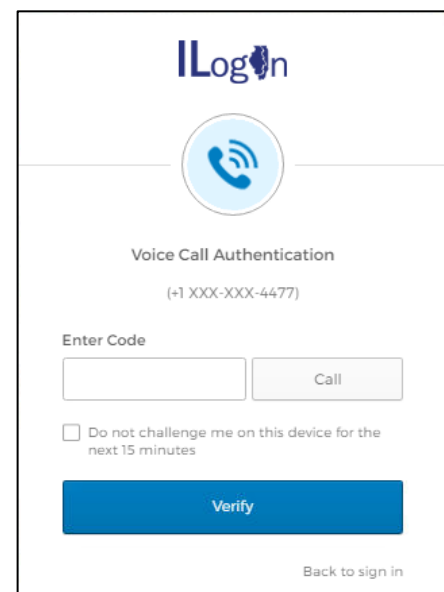**In the Voice Call Authentication page:**

3.   Select **Call**. 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.   Select **Verify**. The ILogin dashboard appears.

Welcome to ILogin Page

If your account doesn't contain a password recovery option, the Welcome to ILogin page displays the options *not yet complete*. If needed, set these options up now to make account access easier in the future.

Important: Set Up a Password Recovery Option

Remember:

● If you don't have a mobile phone, use the **Voice Call** option.

● If you don't have a mobile or landline phone, ILogin can use your email for password recovery.

Add a Phone Number for … SMS (Text)

In the Add a Phone Number for … SMS section:

1. Select the **Add Phone Number** button. The Forgot Password Text Message page appears.

2. In the Phone Number field, enter your phone number without the country code prefix. In the United States, you enter 10 digits without hyphens.

3. Select **Send Code**. ILogin sends a text message with a verification code to your mobile phone.

On your phone:

4. Find and open the text message with the verification code.
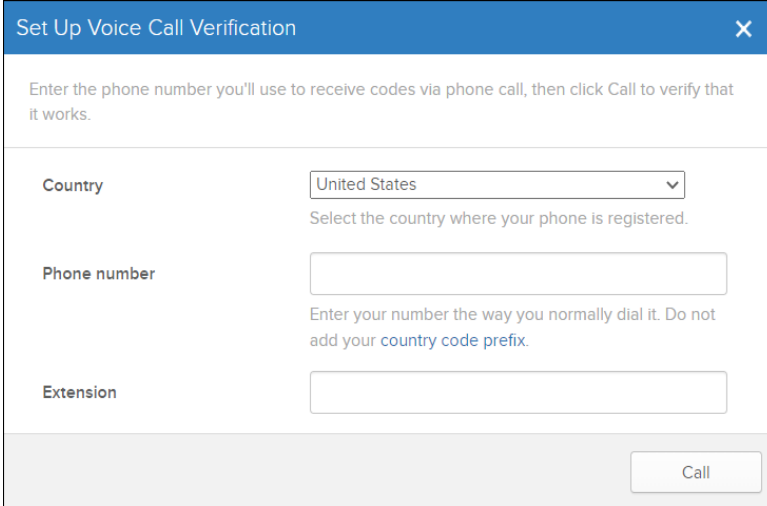
In ILogin:

5. In the Enter Code field, enter the code.

6. Select **Verify**. The Welcome page reappears.

7. If needed:

    ○ Complete the Add a Phone Number for … Voice Call password recovery option.

    ○ Complete the Click a Picture option.

8. If everything is complete, go to the bottom and select **Create My Account**. The ILogin dashboard appears.

Add a Phone Number for … Voice Call

In the Add a Phone Number for … Voice Call section:

1. Select the **Add Phone Number** button. The Set Up Voice Call Verification page appears.

2. In the Phone Number field, enter your phone number without the country code prefix. In the United States, you enter 10 digits without hyphens. _Optional_: Enter an extension, if needed.

3. Select **Call**.

On your phone:

4. Answer the ILogin call and listen for the verification code.

In ILogin:

5. In the Enter Code field, enter the code.

6. Select **Verify**. The Welcome page reappears.

7. If needed:

   ○ Complete the Add a Phone Number for … SMS (Text) password recovery option.

   ○ Complete the Click a Picture option.

8. If everything is complete, go to the bottom and select **Create My Account**. The ILogin dashboard appears.

Click a Picture

The image you select appears on the ILogin Sign In page when you sign in in the future. By recognizing the image, this assures you that the ILogin page is authentic.

In the Click a Picture section:

1.   Select an image. The image displays a check mark.

2.   Select **Create My Account**. The image is saved and appears the next time you sign in.

Identity Verification in Experian 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 Experian Verification Services (EVS) online. This not only safeguards your information and prevents accidental access, but it helps prevents bad actors from accessing your data.

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

Important: EVS identity verification does not affect your credit score.

How Experian Verification Services Works

To ensure correct ID verification, the State of Illinois uses Experian Verification Services (EVS). While this service is offered by Experian, it does not affect your credit score or create a "soft inquiry" that may impact your credit score.
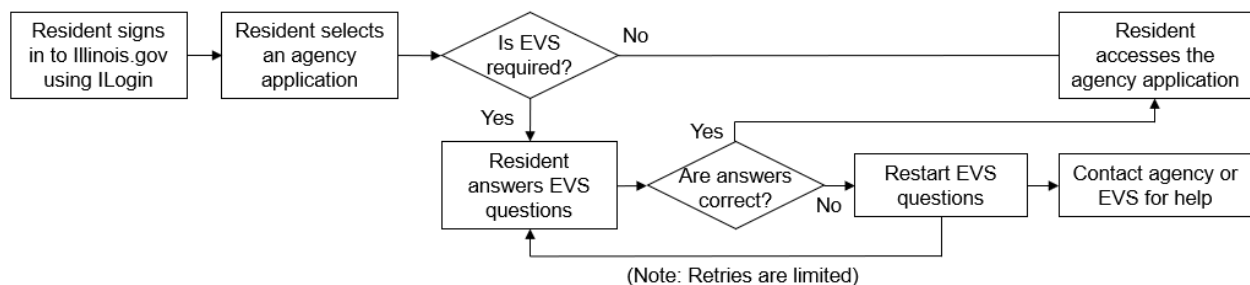
This is how EVS works:

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 EVS, you see the first page similar to those in the following sections.

   EVS 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.
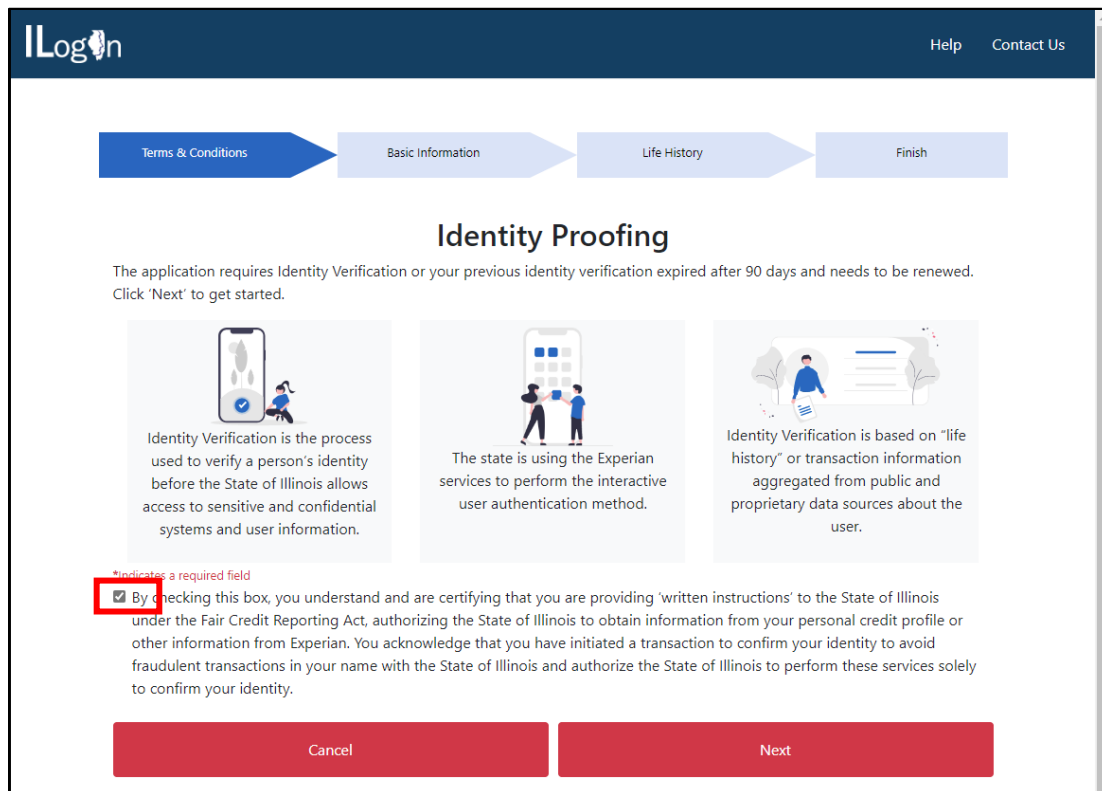
ID Verification Steps in ILogin

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 whilesome 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 EVS in the background and carries the same security protocols.

Terms & Conditions Page

1. Read the agreement and mark the agreement check box.

2. Select **Next**.

Basic Information Page

3. 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.

4. Select **Next**.
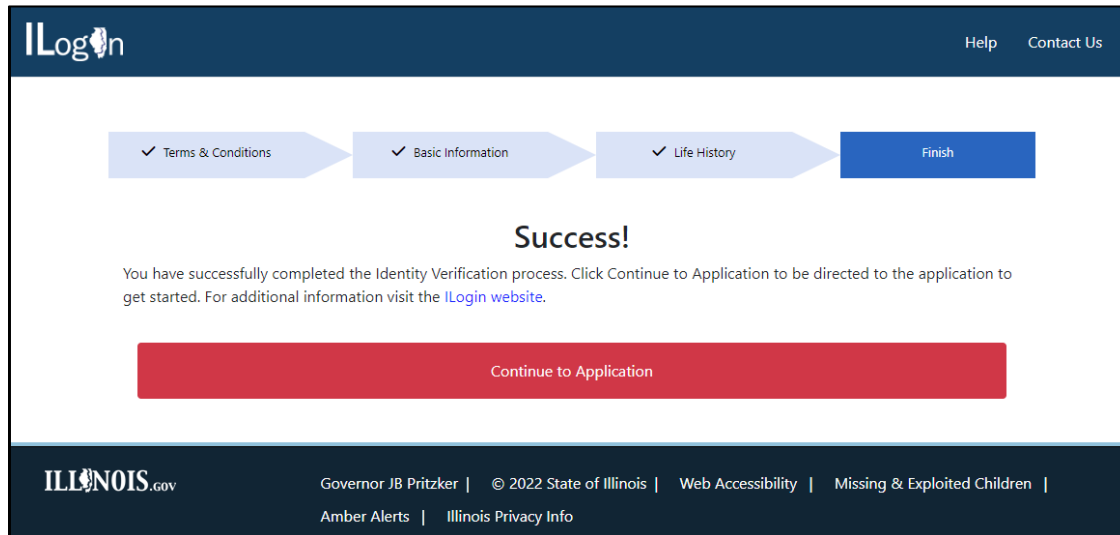
Life History Verification Questions Page

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

Which of the following is a current or past residence?
- ○ 123 Maple St.
- ○ 850 Elm St.
- ○ 1250 South 21 Hwy.
- ○ 473 Alabaster Way
- ○ None of the above/Does not apply

Which of the following is a current or previous employer?
- ○ ABC Widget Co.
- ○ Primary Savings and Loan
- ○ ACME Manufacturing
- ○ Ford Motor Company
- ○ None of the above/Does not apply

Based on our records, you opened a mortgage around November 2005. Please select the dollar range of your total mortgage payment.
- ○ $500-$999
- ○ $1000-$1499
- ○ $1500-$1999
- ○ $2000-$2499
- ○ None of the above/Does not apply

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5. Select the correct answers. **Note:** The system may time out if you take too long to answer the questions.

6. Select **Submit**.

Finish Page: Success
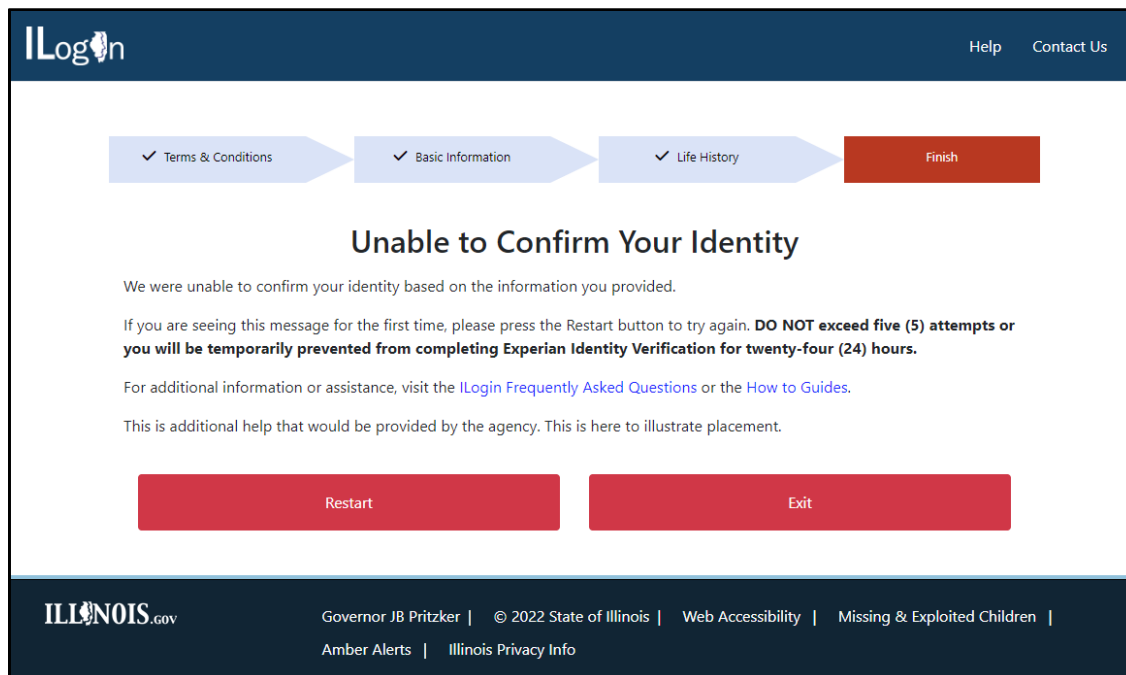
If the ID verification process is successful, you see the page above.

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

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, Experian 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 can verify you entered the correct data. **Note:** If you try more than 5 times in one day, then you're locked out for 24 hours.

Example: ID Verification for the Unemployment Insurance App

This section presents example page images of the ID verification process for the Illinois Department of Employment Security (IDES) agency's unemployment insurance application, as of July 2022.

While the IDES ID verification process is similar to the ILogin process, the web page appearances may vary.

For more information on IDES's ID verification process, refer to the IDES web site.

Example: ID Verification for the Vax Verify App

This section presents example page images of the ID verification process for the Illinois Department of Public Health (IDPH) agency's Vax Verify application, as of July 2022.

While the IDPH ID verification process is similar to the ILogin process, the web page appearances may vary.

For more information on IDES's ID verification process, refer to the IDPH web site.
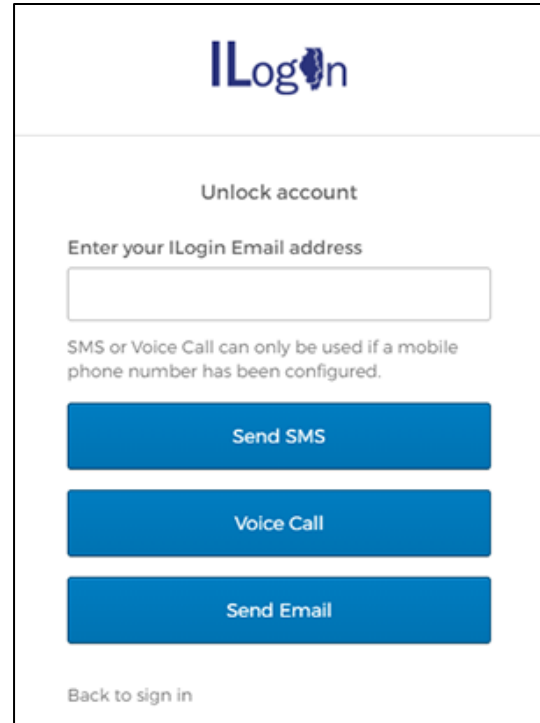
Troubleshooting ILogin

Unlock Your Account

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

First: Confirm that you entered your user name (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.

Note: SMS (text) and Voice Call options are available only if a recovery phone number was entered in Set Up Password Recovery.

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 Password Recovery 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 Password Recovery 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

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 address and select **Forgot password?**

2. On the next page, enter your email address again.

3. Select a recovery option.

Note: SMS (text) and Voice Call options are available only if a recovery phone number was entered in Set Up Password Recovery.

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 Password Recovery 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 Password Recovery 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
08-10-22	1.0	First publication.	Nancee Heim

Final Approvals

Date	Name	Approval Decision (Approved or Approved w/Chgs)
08/15/2022	Bill Seagle	Approved