

Create a New ILogin Account

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 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.

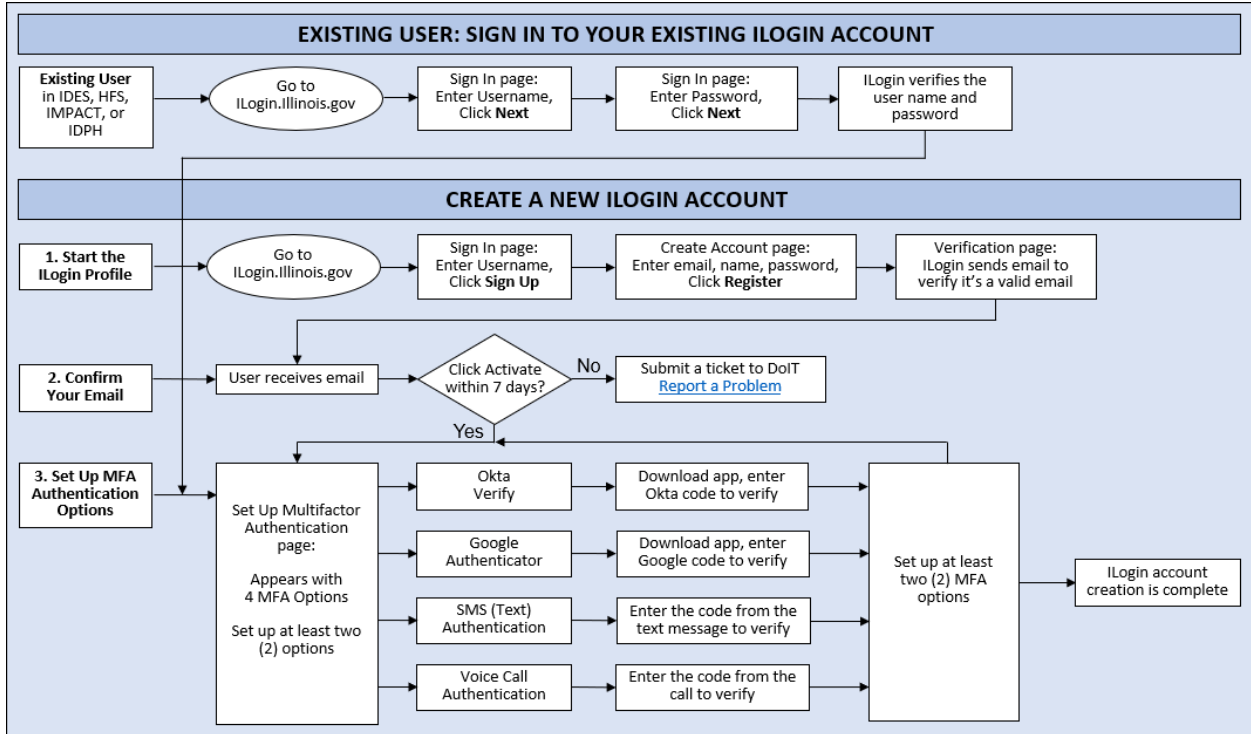
Device Requirements

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

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

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

Account Creation Workflow



During new account registration, residents (including retirees and resident representatives) go through the workflow shown above.

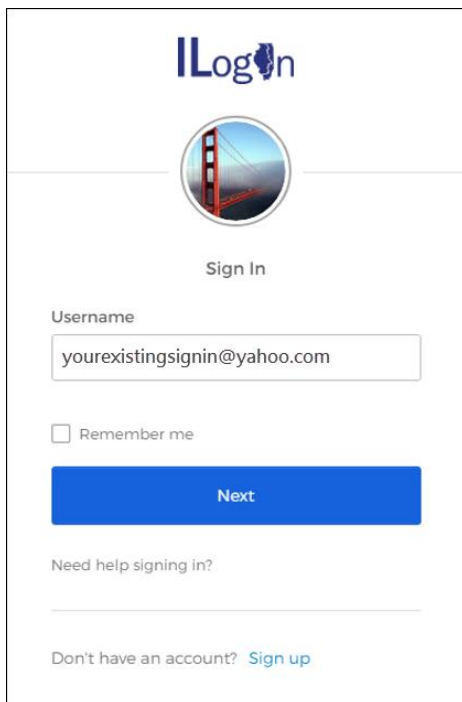
Existing User: Sign In to ILogin

Are You an Existing User?

Important: If you already use any of these state program applications, your previous user ID (email address) is now your user name for ILogin. Sign in using your existing user ID and password 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

1. Go to **ILogin.illinois.gov**. The ILogin Sign In page appears.



ILogin

Sign In

Username

youexistingsignin@yahoo.com

Remember me

Next

Need help signing in?

Don't have an account? [Sign up](#)

2. In the Username field, enter your email address.
3. Select **Next**. The Password field appears.

ILogin

Sign In

Username
yourexistingsignin@yahoo.com

Password
••••••

Remember me

Sign In

Need help signing in?

Don't have an account? [Sign up](#)

4. In the Password field, enter your password.

5. Select **Sign In**. The Set Up Multifactor Authentication page appears.

Next, go to [Step 3: Set Up Security with MFA](#) to set up required multifactor authentication (MFA) options.

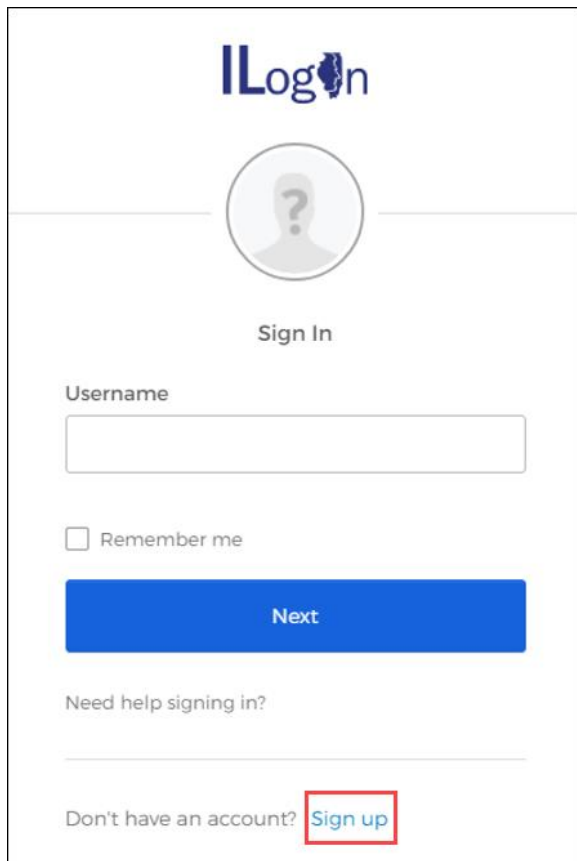
New User Steps

Important: If you're an existing user who already signs into any of these state program applications, your previous user ID (email address) is now your user name for ILogin. Follow the steps in [Existing Users: Sign In to ILogin](#).

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.



The screenshot shows the ILogin Sign In page. At the top is the ILogin logo. Below it is a circular placeholder for a profile picture with a question mark. Underneath is the text "Sign In". There is a "Username" label above a text input field. Below the input field is a checkbox labeled "Remember me". A blue "Next" button is positioned below the checkbox. Underneath the button is the text "Need help signing in?". At the bottom, there is a link that says "Don't have an account? Sign up", where "Sign up" is highlighted with a red box.

2. At the bottom, select **Sign up**. The Create Account page appears.

ILogin

Create Account

youremail@yahoo.com

•••

- ❗ At least 8 character(s)
- ❗ At least 1 number(s)
- ❗ At least 1 symbol(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username
- ✓ Does not contain 'First name'
- ✓ Does not contain 'Last name'

YourFirstName

YourLastName

Middle name

Suffix

* indicates required field

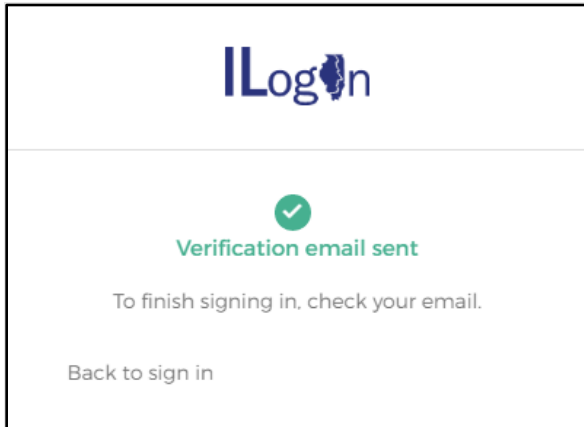
Register

[Back to sign in](#)

- In the Email field, enter your email address:
 - Users can use personal or organizational email addresses.
 - Restricted emails:** You cannot use an email address in the **Illinois.gov** domain, such as **john.smith@illinois.gov**. However, emails in related domains like **name.illinois.gov**, such as **john.smith@name.illinois.gov**, are allowed.
- In the Password field, enter a new password for this account. As you start typing, the password criteria list appears. When you meet each requirement, it changes from red to gray.

Note: If the password doesn't meet the password criteria, a message appears and ILogin prevents you from creating the profile. Edit the password until it meets the criteria.
- In the First name field, enter your first name.
- In Last name, enter your last name (family name).

7. Optional: Enter a Middle name and Honorific suffix, if desired.
8. Select the **Register** button.

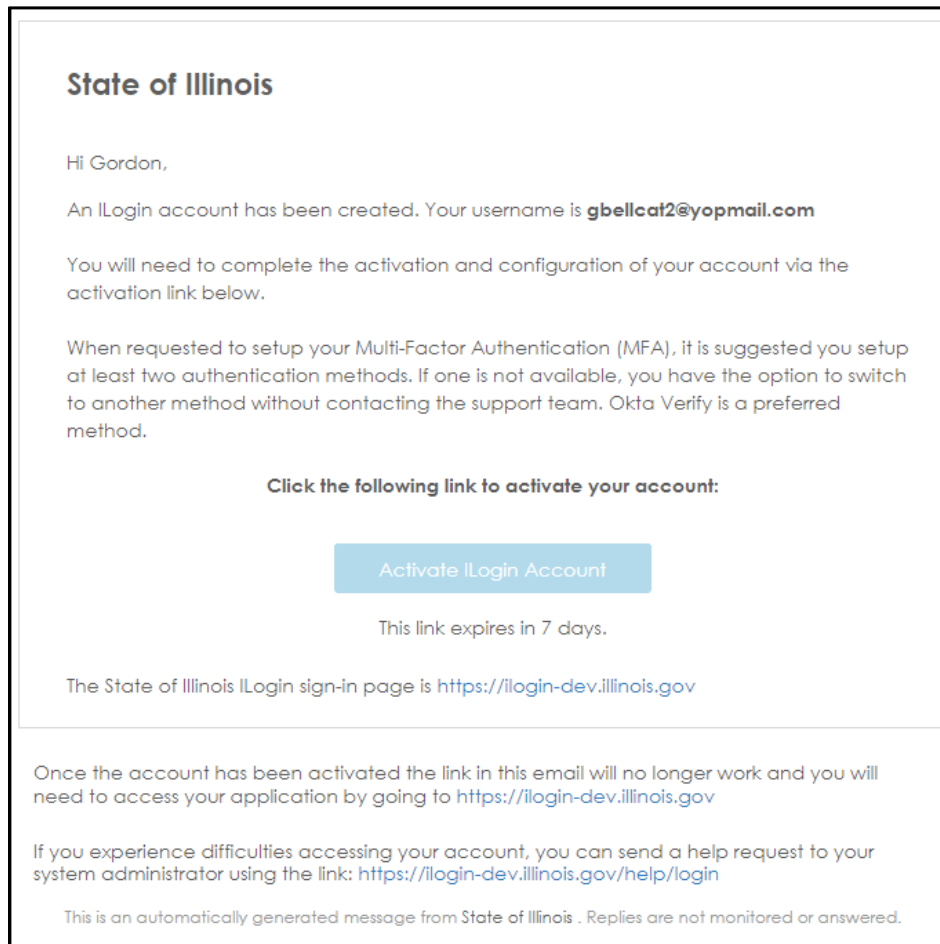


The confirmation page appears telling you to check your email. ILogin sends a verification email to the email address you entered.

Step 2. Confirm Your Email

ILogin sends a verification email for you to confirm the address you entered. If you didn't receive this email, check your Junk or Spam folder.

1. Open your email account.
2. Open the User Account Activation email sent from **State of Illinois <ILogin.No-Reply@illinois.gov>**. It looks similar to the email image below.



3. Select **Activate ILogin Account**. This opens the ILogin **Set Up Multifactor Authentication** menu shown in the next section.

Note: This link expires in 7 days. On day 8, the email is deleted from the ILogin database. After day 8, start [Step 1: Create a New ILogin Profile](#) again.

Step 3: Set Up Security with MFA

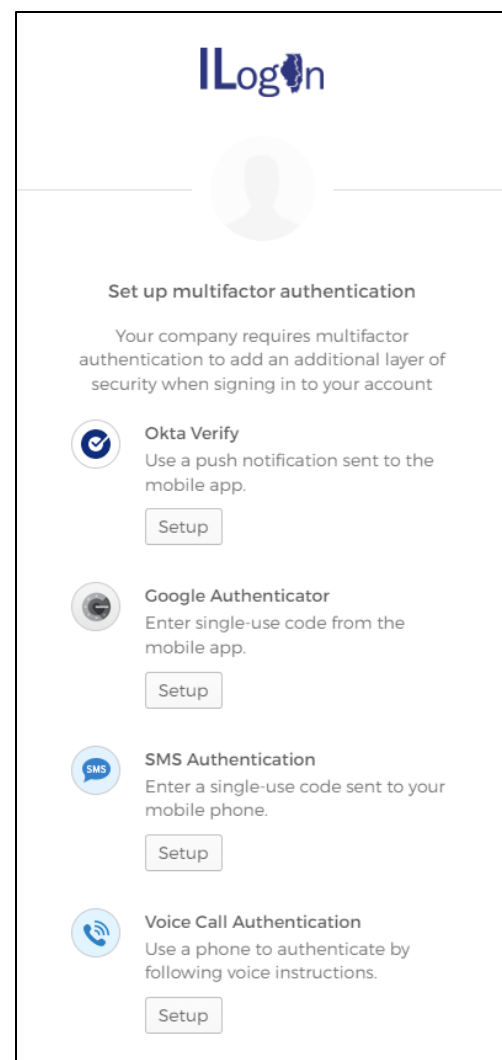
As part of account registration, you must set up one type of multifactor authentication (MFA) method. However, we highly recommend you set up two or more MFA methods in case one of your methods isn't available, like if your mobile phone is dead or lost. You choose which MFA method(s) to set up.

For details on MFA, read this ILogin help page: [About: Second Layer: Multifactor Authentication - ILogin \(illinois.gov\)](#).

Set Up Multifactor Authentication Menu

The **Set up multifactor authentication** menu offers these verification methods. Complete the setup steps for two or more options.

- [SMS Authentication Setup Steps](#), page 10. This is the simplest authentication option to use. Plus, if you upgrade your phone, this method follows your phone number without downloading the apps again.
- [Okta Verify Setup Steps](#), page 10
- [Google Authenticator Setup Steps](#), page 15
- [Voice Call Setup Steps](#), page 18



SMS (Text) Authentication Setup Steps

The term *SMS* means *short message service*—it's the same thing as 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 multifactor authentication menu:

1. Under SMS Authentication, select **Setup**. The **Receive a code via SMS to authenticate page** appears.
2. In the Phone number field, enter your mobile phone number.
3. Select **Send code**. The page expands to display the Enter Code field.

On your mobile phone:

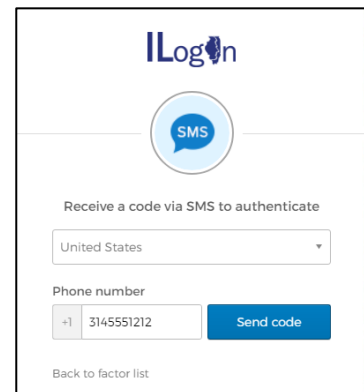
4. Find the text message from ILogin and open it.

In ILogin:

5. In the Enter Code field, enter the six-digit code in the text message.
6. Select **Verify**. The Set up multifactor authentication menu reappears with SMS Authentication listed under Enrolled Factors.
 - To set up a second verification method (recommended), select another option on the menu.
 - If you're done setting up verification methods, select **Finish**.

If two or more MFA methods are set up:

- Your ILogin account is now complete. If you see the ILogin dashboard, select an agency application to use state services.
- Go to [Set Up Password Recovery](#) on page 20.



ILogin

SMS

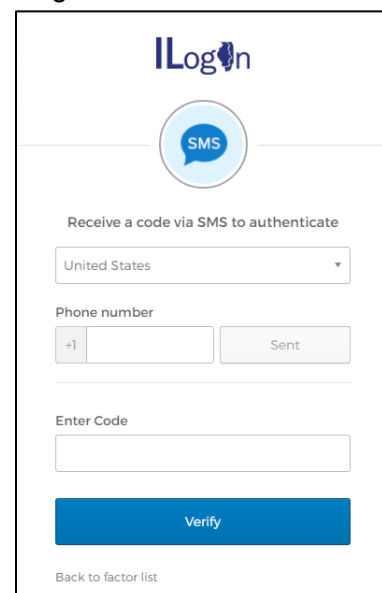
Receive a code via SMS to authenticate

United States

Phone number

+1 3145551212 Send code

Back to factor list



ILogin

SMS

Receive a code via SMS to authenticate

United States

Phone number

+1 Sent

Enter Code

Verify

Back to factor list

Okta Verify Setup Steps

During this setup, you download the free Okta Verify app and follow the setup steps. During login, you open Okta Verify to either 1) get a verification code and enter it in the ILogin page, or 2) 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. It's easier to do this first.

On your mobile phone:

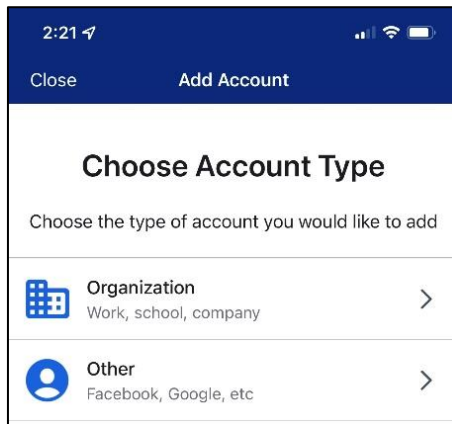
1. Do one of the following:
 - a. If you have an iPhone, go to the iPhone App Store. Search for Okta Verify, download it, and install it. The Okta Verify icon appears as shown below.
 - b. If you have an Android, go to the Google Play Store. Search for Okta Verify, download it, and install it. The Okta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



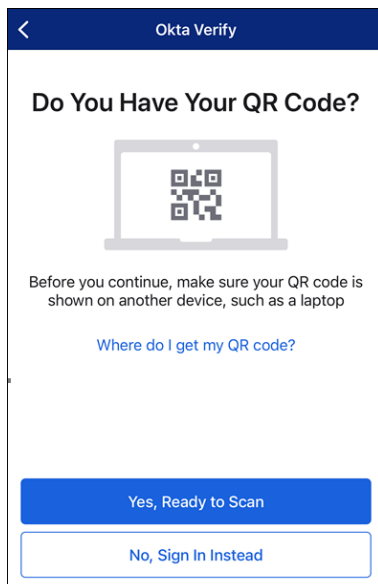
2. Select the Okta Verify icon to open the Okta Verify app.



3. At the top, tap the + icon.



4. In Choose Account Type, tap either **Organization** or **Other**. The Do You Have Your QR Code? page appears.

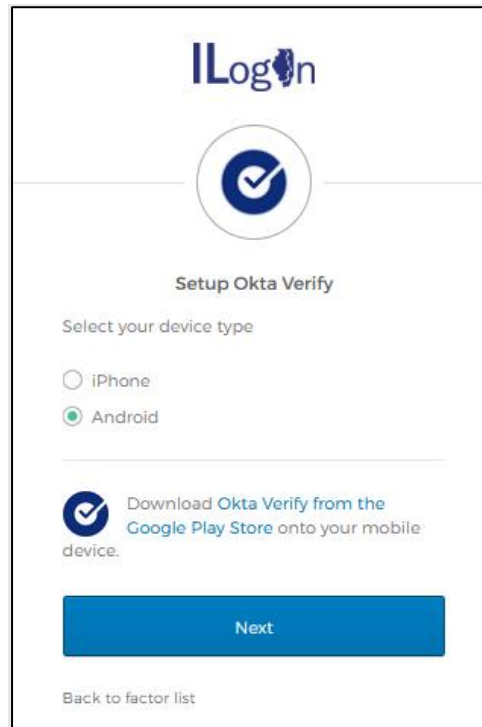
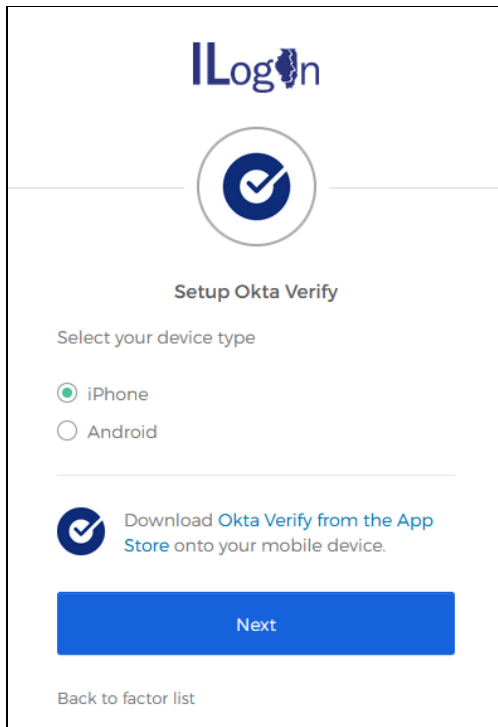


5. Tap **Yes, Ready to Scan**. If the mobile phone asks to access the camera, tap **Yes** or **OK**. A square outline appears in the camera. Your phone is ready to scan.

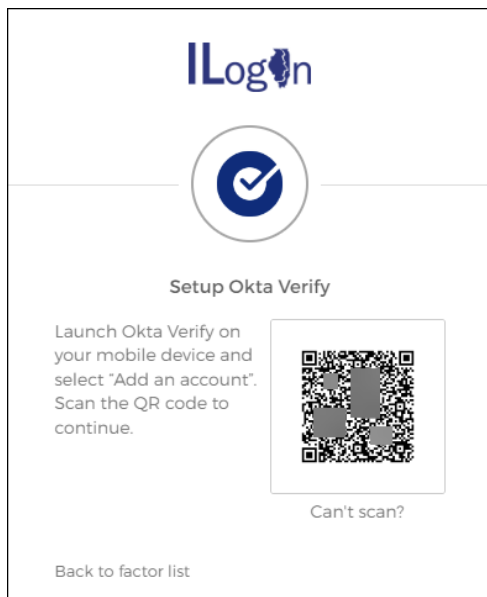
Display the Scan Code and Scan It

In your browser:

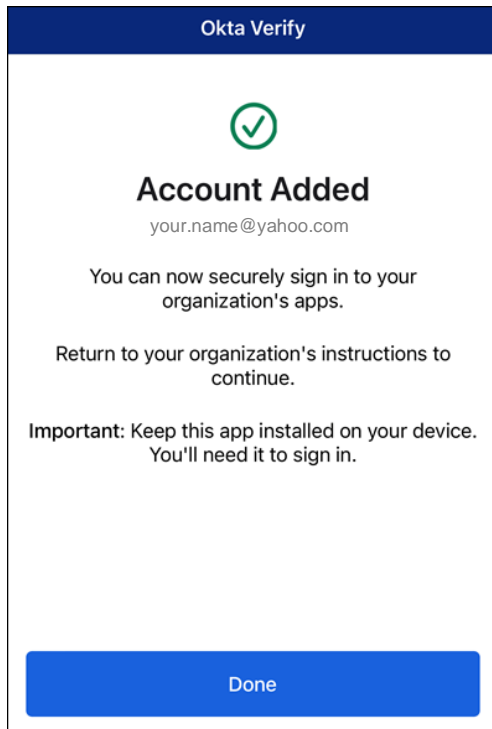
1. On the **Set Up Multifactor Authentication** menu on page 9, under the **Okta Verify** option, select **Setup**. The Setup Okta Verify page appears.



2. On the Setup Okta Verify page, select either **iPhone** or **Android** (the operating system for your phone).
3. Select **Next**. A scan code appears.



4. 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. Okta Verify reads the code and displays the Account Added page.



5. Tap **Done**.

The **Set up multifactor authentication** menu page reappears with Okta Verify listed under Enrolled Factors.

- To set up a second verification method (recommended), select another option on the menu.
- If you're done setting up verification methods, select **Finish**. The Welcome Page appears.

If two or more MFA methods are set up:

- Your ILogin account is now complete. If you see the ILogin dashboard, select an agency application to use state services.
- Go to [Set Up Password Recovery](#) on page 20.

Google Authenticator Setup Steps

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

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 below.

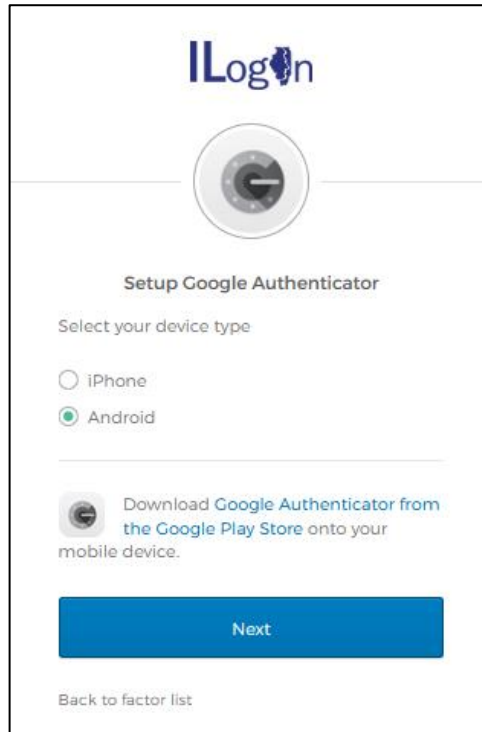
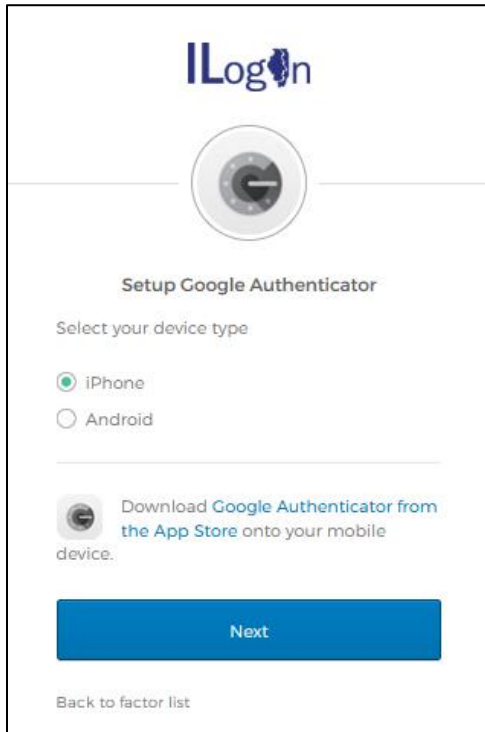


2. Select the icon to open the Google Authenticator app.
3. Tap **Get Started**.
4. In the **Set up your first account** page, tap **Scan a QR code**. If the mobile phone asks to access the camera, tap **Yes** or **OK**. A square outline appears in the camera. Your phone is ready to scan.

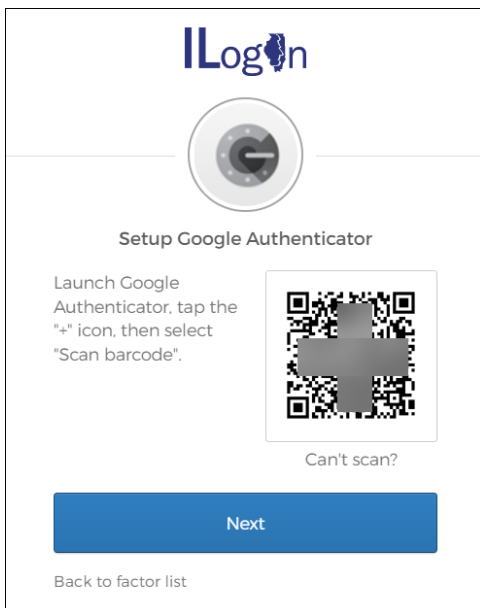
Display the Scan Code

In your browser:

1. On the **Set Up Multifactor Authentication** menu on page 9, under the **Google Authenticator** option, select **Setup**. The Setup Okta Verify page appears.



2. In the Setup Google Authenticator page, select either **iPhone** or **Android** (the operating system for your phone). The page extends to display the Download instructions shown above.
3. Select **Next**. A QR scan code appears.



4. 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.
5. Tap **Done**.

The **Set up multifactor authentication** menu page reappears with Okta Verify listed under Enrolled Factors.

- To set up a second verification method (recommended), select another option on the menu.
- If you're done setting up verification methods, select **Finish**.

If two or more MFA methods are set up:

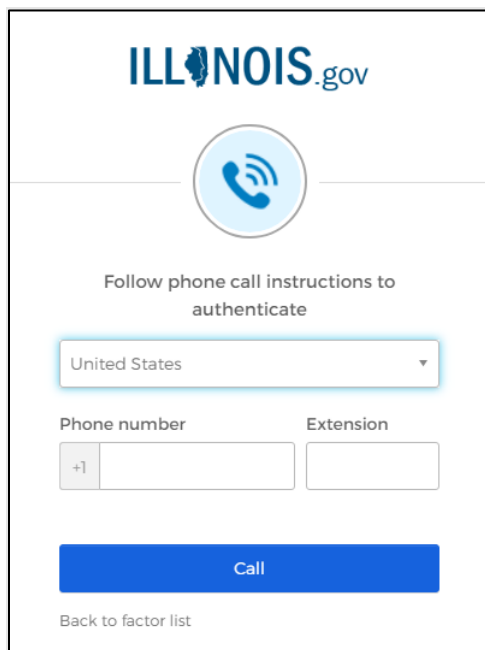
- Your ILogin account is now complete. If you see the ILogin dashboard, select an agency application to use state services.
- Go to [Set Up Password Recovery](#) on page 20.

Voice Call Setup Steps

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

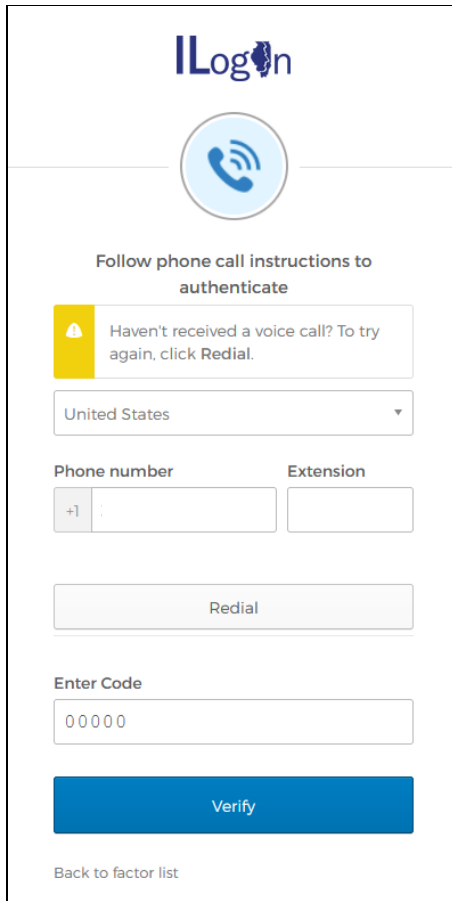
1. On the **Set Up Multifactor Authentication** menu under the **Voice Call Authentication** option, select **Setup**. The page below appears.



The screenshot shows the ILLINOIS.gov website interface for setting up voice call authentication. At the top is the ILLINOIS.gov logo. Below it is a circular icon with a blue telephone handset. The text reads "Follow phone call instructions to authenticate". There is a dropdown menu currently set to "United States". Below that are two input fields: "Phone number" and "Extension". The "Phone number" field has a "+1" icon on the left. At the bottom is a large blue "Call" button and a link that says "Back to factor list".

2. The Country field defaults to United States. If your phone number originates from another country, select the down arrow and select the country. This changes the first digit of the phone number accordingly.
3. In the Phone Number fields, 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.
4. Select **Call**. In a few seconds, you receive a phone call.

Note: If ILogin displays the message at the top asking "Haven't received a voice call? To try again, select Redial," don't rush to select **Redial**. Wait a moment longer to receive the call. If the message displays while you're listening to the call, don't worry—continue these steps.



The screenshot shows the ILogin authentication page for phone call verification. At the top is the ILogin logo and a phone icon. Below is the instruction "Follow phone call instructions to authenticate". A yellow warning box contains the text: "Haven't received a voice call? To try again, click Redial." Below this is a dropdown menu for "United States". There are two input fields for "Phone number" (with a "+1" prefix) and "Extension". A "Redial" button is positioned below the phone number fields. An "Enter Code" section has a text input field containing "00000". A large blue "Verify" button is at the bottom. A link "Back to factor list" is located at the very bottom left of the form area.

5. Listen for the voice to give you a five-digit code.
6. In Enter Code, enter the five-digit code given in the call.
7. Select **Verify**. The **Set up multifactor authentication** menu page reappears with Voice Call Authentication listed under Enrolled Factors.

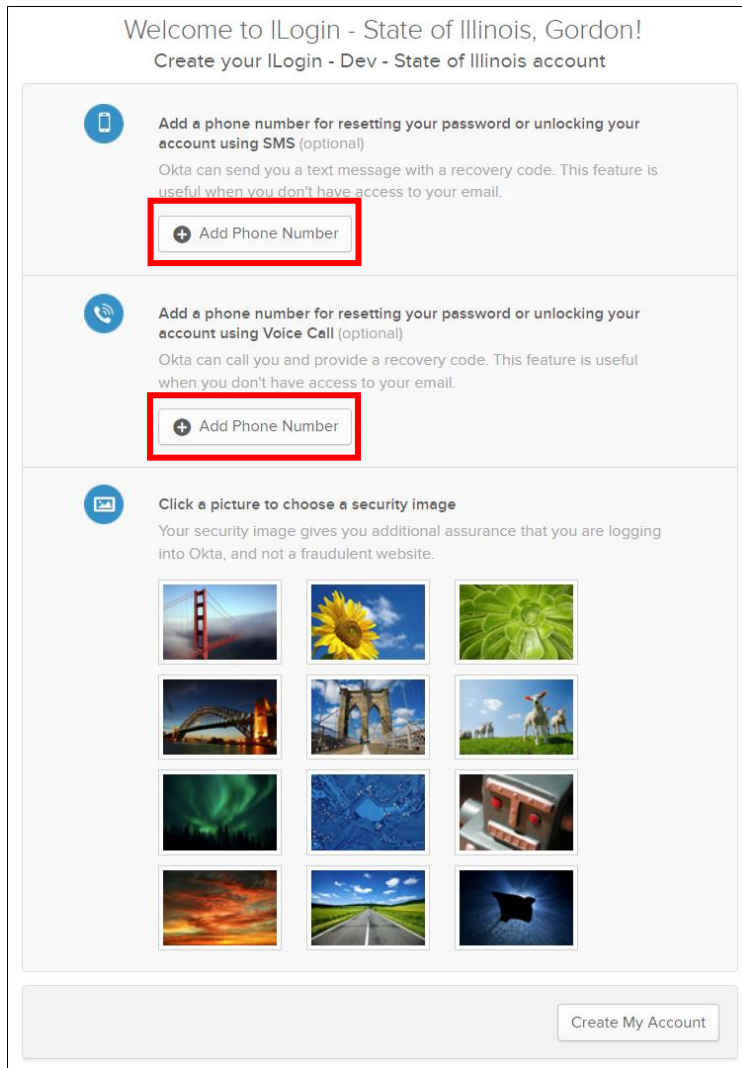
If two or more MFA methods are set up:

- Your ILogin account is now complete. The [Welcome to ILogin](#) page appears.
- If you see the ILogin dashboard, select an agency application to use state services.
- Go to [Set Up Password Recovery](#) on page 20.

Welcome to ILogin Page

After you're done setting up MFA methods, the ILogin Welcome page appears. Available options may differ from those shown below.

The Welcome to ILogin page presents two password recovery options. Set these options up now to make account access easier in the future.



Welcome to ILogin - State of Illinois, Gordon!
Create your ILogin - Dev - State of Illinois account

+ Add Phone Number

+ Add Phone Number

Click a picture to choose a security image

Create My Account

Important: Set Up a Password Recovery Option

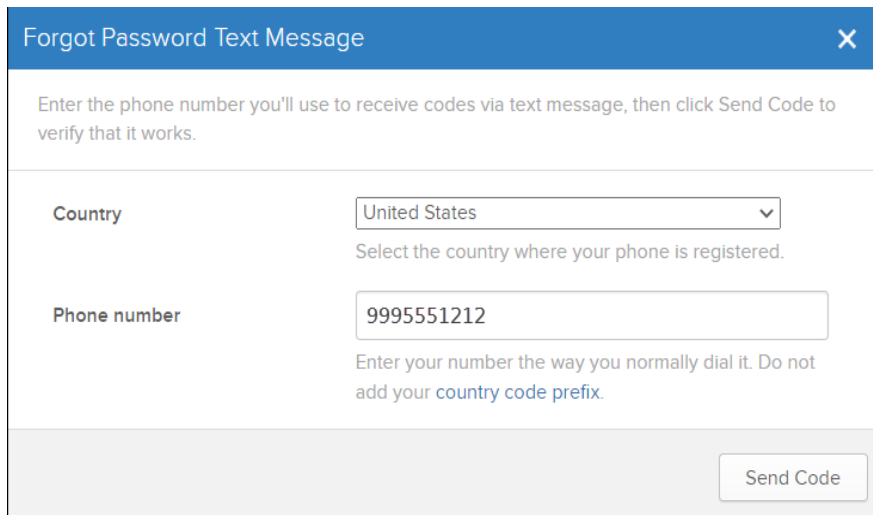
Remember:

- If you don't have a mobile phone, use the **Voice Call** option.
- If you don't have a mobile or landline phone, ILogin uses your email for password recovery.

Add a Phone Number for ... SMS (Text)

In ILogin:

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



Forgot Password Text Message

Enter the phone number you'll use to receive codes via text message, then click Send Code to verify that it works.

Country
Select the country where your phone is registered.

Phone number
Enter your number the way you normally dial it. Do not add your country code prefix.

Send Code

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.

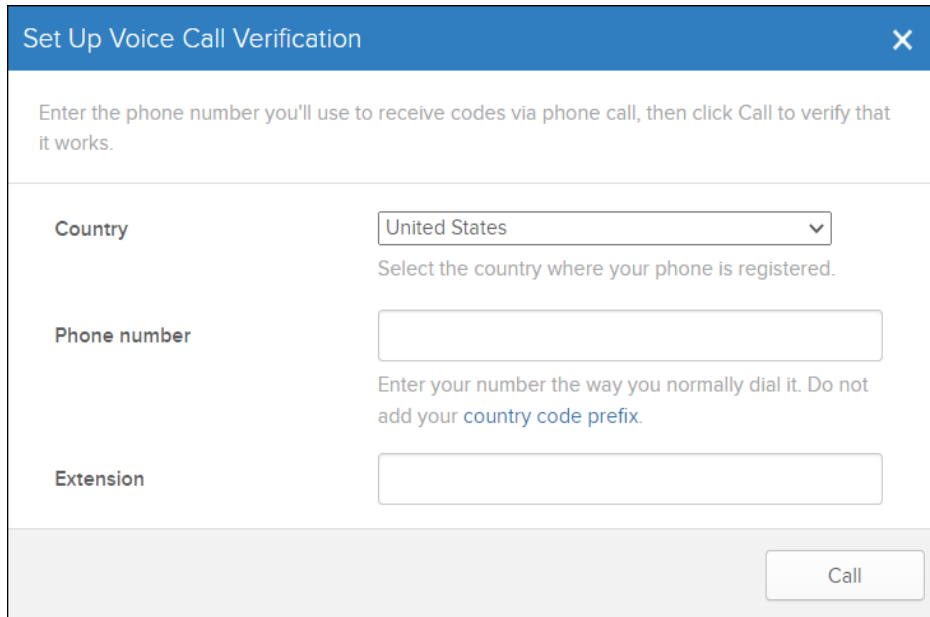
In ILogin:

5. In the Enter Code field, enter the code.
6. Select **Verify**. The Welcome page reappears.
7. Optional steps:
 - o If not complete, in the **Add a Phone Number for ... Voice Call** section, select the **Add Phone Number** button to set up another password recovery method. Go to [Add a Phone Number for ... Voice Call](#) for details.
 - o In the **Click a Picture** section, select a picture. Go to [Click a Picture](#) for details.
8. At the bottom, select the **Create My Account** button. The ILogin dashboard appears.

Add a Phone Number for ... Voice Call

In ILogin:

1. Select **Add Phone Number**. 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, enter 10 digits without hyphens. *Optional*: Enter an extension if needed.
3. Select **Call**.

On your phone:

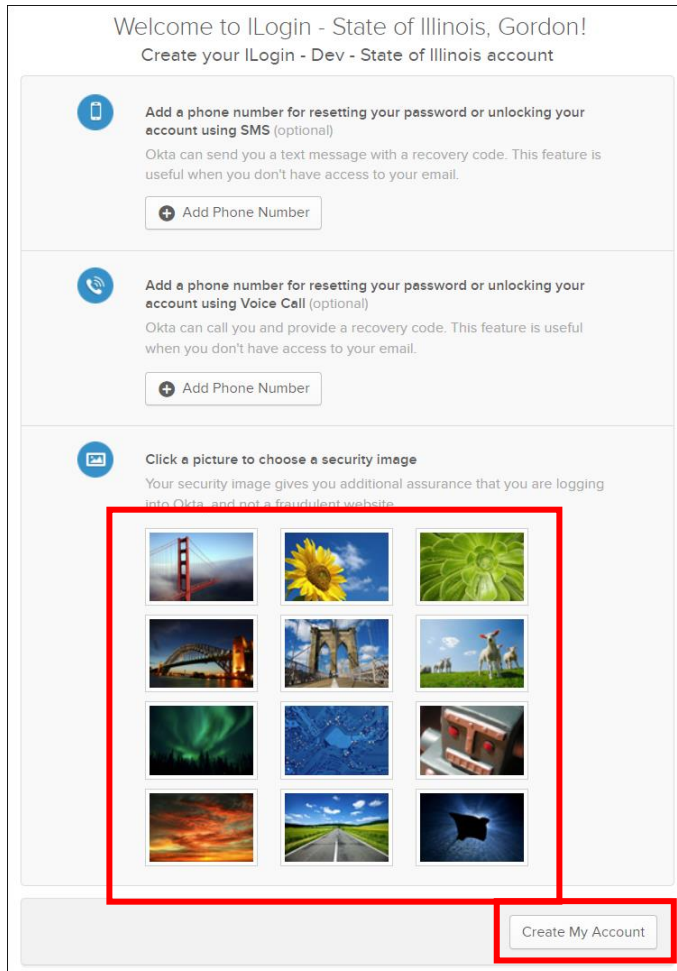
4. Answer the ILogin call and listen for the verification code.

In ILogin:

5. In the Enter Code field, enter the code.
6. Select **Verify**. The Welcome page reappears.
7. Optional steps:
 - o If not complete, in the **Add a Phone Number for ... SMS (Text)** section, select the **Add Phone Number** button to set up another password recovery method. Go to [Add a Phone Number for ... SMS \(Text\)](#) for details.
 - o In the **Click a Picture** section, select a picture. Go to [Click a Picture](#) for details.
8. At the bottom, select the **Create My Account** button. The ILogin dashboard appears.

Optional: Click a Picture

This image 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.



Welcome to ILogin - State of Illinois, Gordon!
Create your ILogin - Dev - State of Illinois account

Add a phone number for resetting your password or unlocking your account using SMS (optional)
Okta can send you a text message with a recovery code. This feature is useful when you don't have access to your email.

Add Phone Number

Add a phone number for resetting your password or unlocking your account using Voice Call (optional)
Okta can call you and provide a recovery code. This feature is useful when you don't have access to your email.

Add Phone Number

Click a picture to choose a security image
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

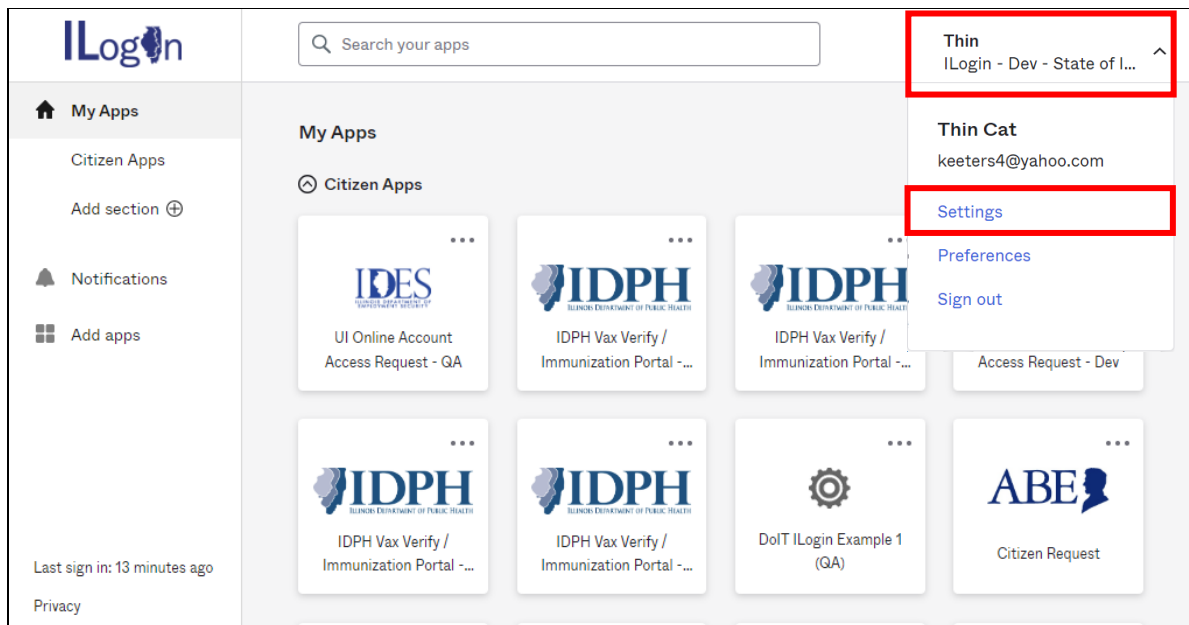
Create My Account

1. In the Click a Picture section, select an image. The image displays a check mark.
2. Required steps: If not already complete, set up at least one password recovery method:
 - o In the **Add a Phone Number for ... SMS (Text)** section, select the **Add Phone Number** button to set up another password recovery method. Go to [Add a Phone Number for ... SMS \(Text\)](#) for details.
 - o In the **Add a Phone Number for ... Voice Call** section, select the **Add Phone Number** button to set up another password recovery method. Go to [Add a Phone Number for ... Voice Call](#) for details.
3. Select **Create My Account**. The image is saved and appears the next time you sign in.

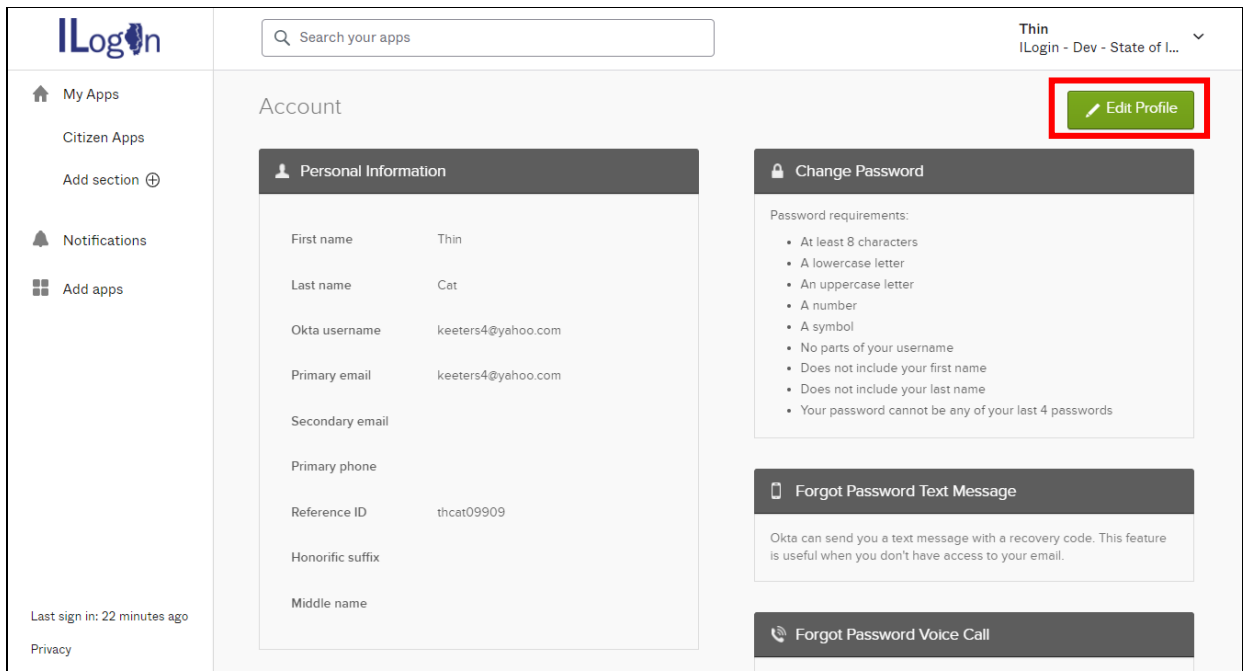
Edit Your ILogin Profile

To change your ILogin account information, follow these steps.

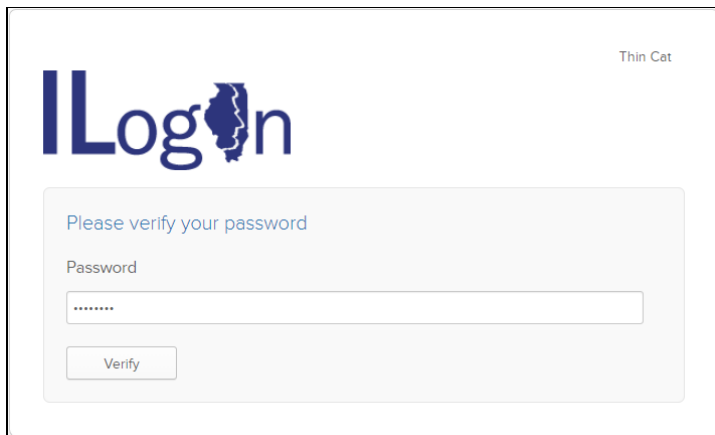
Access Your Account Settings



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

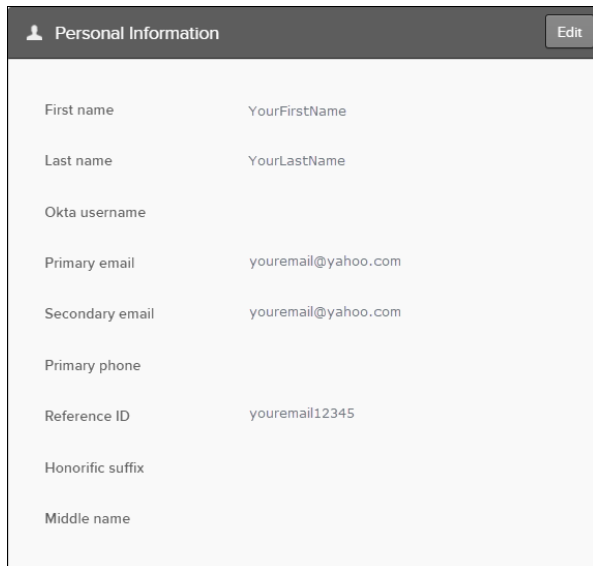


- In the top right, select the **Edit Profile** button. The **Please verify your password** window appears.



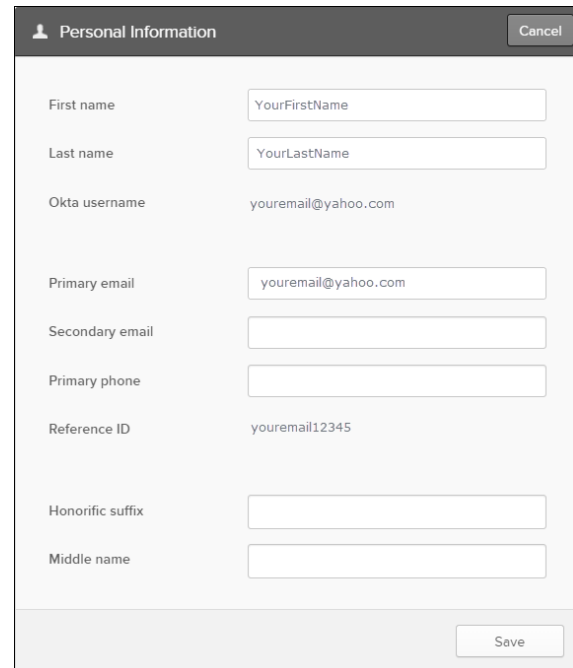
- In the Password field, enter your password.
- Select the **Verify** button. An MFA page appears.
- Complete the authentication request. The Account page redisplay as shown in the following sections.

Edit Personal Information



Personal Information Edit

First name	YourFirstName
Last name	YourLastName
Okta username	
Primary email	youremail@yahoo.com
Secondary email	youremail@yahoo.com
Primary phone	
Reference ID	youremail12345
Honorific suffix	
Middle name	



Personal Information Cancel

First name	<input type="text" value="YourFirstName"/>
Last name	<input type="text" value="YourLastName"/>
Okta username	youremail@yahoo.com
Primary email	<input type="text" value="youremail@yahoo.com"/>
Secondary email	<input type="text"/>
Primary phone	<input type="text"/>
Reference ID	youremail12345
Honorific suffix	<input type="text"/>
Middle name	<input type="text"/>

Save

1. Find the **Personal Information** section.
2. In the top right, select **Edit**. The section reappears with open fields as shown above right.
3. Click the cursor in a field and change the data as needed.
4. In the bottom right, select the **Save** button.

Edit the Security Image or Display Language Sections

1. Find the **Security Image** or **Display Language** section.
2. In the top right, select **Edit**.
3. Edit the fields as needed and select **Save**.

Change Your Password

1. Find the **Change Password** section.
2. Enter the current password.
3. Enter the new password again.
4. Select **Change Password**. A **Password changed successfully** message appears.

Recover Your Password With a Text Message

1. Find the **Forgot Password Text Message** section.
2. Select Add Phone Number.
3. Follow the steps in [Set Up Password Recovery](#).

Recover Your Password With a Voice Call

1. Find the **Forgot Password Voice Call** section.
2. Select Add Phone Number.
3. Follow the steps in [Set Up Password Recovery](#).

Add or Remove Multifactor Authentication Options

1. Find the **Extra Verification** section.
2. Remove or set up an MFA option:
 - o MFA options already set up display a **Remove** button. To remove the option, select **Remove**.
 - o MFA options that aren't set up display a **Set up** button. To set up an option, select **Set up**. Follow the steps in [Set Up Multifactor Authentication Menu](#).

About ID Verification

On the ILogin dashboard, when you select a state program application, you may be required to complete ID verification

- For a short description of this process, go to the [ILogin How To Guides](#) page.
- For detailed steps, download the **Daily Sign In and ID Verification** PDF guide. A link to this guide is found on the [ILogin How To Guides](#) page.

Version Control

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Final Approvals

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