



IDFPR

Illinois Department of
Financial and Professional Regulation

idfpr.illinois.gov

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Password Reset

(Revised March 26, 2024)

Existing users can reset their password through the online portal following the steps below.

DO NOT CREATE A DUPLICATE ACCOUNT OR MANIPULATE YOUR PERSONAL INFORMATION TO CREATE A NEW ACCOUNT, AS THIS WILL DELAY OR REJECT YOUR APPLICATION FROM BEING PROCESSED

1. Access the Online Services Portal at:

<https://ilesonline.idfpr.illinois.gov/DFPR/Default.aspx>

2. Select “Forgot Password” from “Access Your Account” section

The screenshot displays the IDFPR Online Services Portal. At the top right, there are navigation links for HOME, MY ACCOUNT, and ONLINE SERVICES. The main content area is divided into two sections. On the left, under the heading 'Access Your Account', there is a sub-section 'Account' with a 'Renew HERE' button. Below this, there are input fields for 'User ID' and 'Password', followed by a 'Log In' button. At the bottom of this section, there are links for 'Don't have an account? Register' and 'Forgot Password? forgot User ID?'. The 'Forgot Password?' link is highlighted with a red rectangular box. On the right, there is a 'Welcome' message and a section titled 'IDFPR Online Services Portal' with a list of services offered, including New Professional License Applications, New Business License Applications, New License Applications or Renewals, and New and Additional Controlled Substance Applications. At the bottom of this section, there is a link for 'New Applications'.

3. Enter your user ID in the 'User ID' field and click 'Next.'

The screenshot shows the 'Password Recovery' page. At the top right, there are links for 'HOME', 'MY ACCOUNT', and 'ONLINE SERVICES'. Below this is a blue header with the text 'Password Recovery'. The main content area is titled 'Step 1. Enter User ID'. It features a text input field labeled 'User ID:' containing the text 'Jsmith123'. To the right of the input field are two buttons: 'Next' and 'Cancel'. Red boxes highlight the input field and the 'Next' button.

4. Enter the answers to the security questions and click 'Next.'

REMINDER: You provided answers to these questions when your account was created.

Please double check that there are no spaces at the beginning or end of your answer. Spaces entered before or after will cause answer match failure and result in error.

Please check that you are entering the answer in the correct question field.

The screenshot shows the 'Password Recovery' page at Step 2: Answer Security Questions. At the top right, there are links for 'HOME', 'MY ACCOUNT', and 'ONLINE SERVICES'. Below this is a blue header with the text 'Password Recovery'. The main content area is titled 'Step 2. Answer Security Questions' and includes the instruction 'Answer the security questions to proceed:'. There are two security questions, each with a text input field: 'In what city did you meet your spouse/significant other?' with the answer 'Austin', and 'In what city does your nearest sibling live?' with the answer 'New York City'. To the right of the questions are two buttons: 'Next' and 'Cancel'. Red boxes highlight the question and answer fields and the 'Next' button.

5. Enter the new password in the 'New Password' and 'Re-type Password' fields and make sure it meets requirements listed below.

HOME MY ACCOUNT ONLINE SERVICES ▾

Password Recovery

Step 3. Reset Password

New Password

Re-type Password

Password Requirements:

Your password must contain at least 3 of the following 4 top requirements and must also be 4 characters or more in length.

- ✓ 1 lower case letter.
- ✓ 1 upper case letter.
- ✓ 1 number.
- ✓ 1 special character.
- ✓ 4 characters in length.

Cancel

6. Click 'Finish' to set your new password.

HOME MY ACCOUNT ONLINE SERV

Password Recovery

Step 3. Reset Password

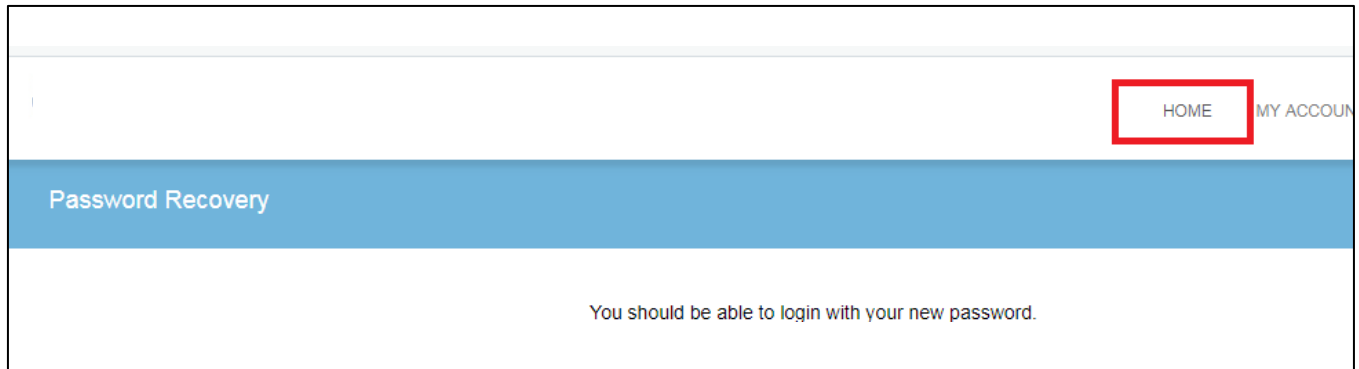
New Password

Re-type Password

Password meets complexity requirements.

Finish Cancel

7. Click the 'Home' link and login with your new password.



NOTE: When troubleshooting, please confirm that you verified your account when it was first created, as this could have an impact on the error that you are receiving. See example below of what steps would have been taken upon the creation of your account initially.

Verifying Your Account: After you create an account, the system will direct you to the page below and send you an email to the address you provided. Close the browser window and check your email. Follow the instructions provided in the email and click on the link in the email to verify your address.

