IDFPR
Illinois Department of
Financial and Professional Regulation

JB PRITZKER
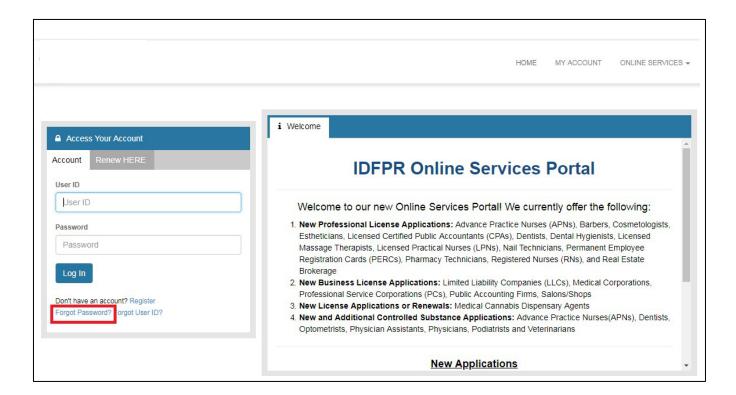Governor

MARIO TRETO, JR.
Secretary

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**

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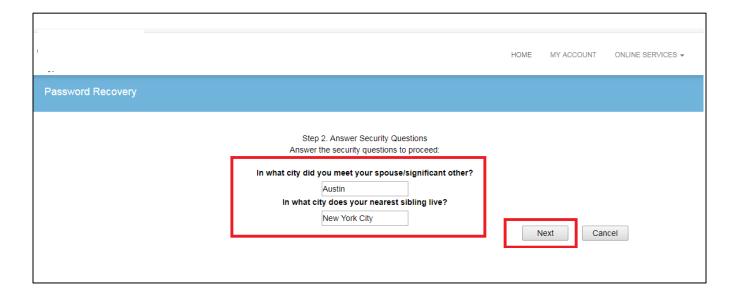

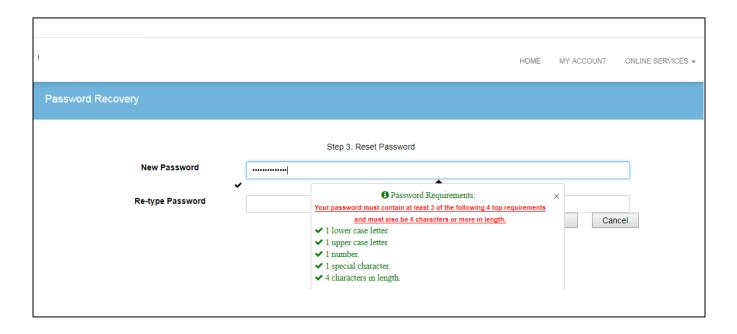## 4. Enter the answers to the security questions and click 'Next.'

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.
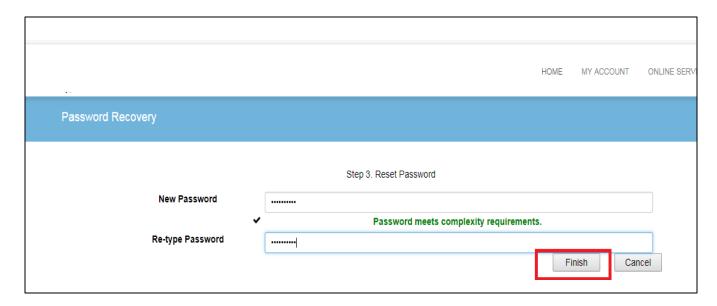
Please check that you are entering the answer in the correct question field.
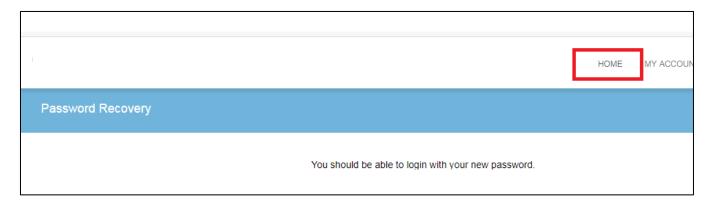
5. **Enter the new password in the 'New Password' and 'Re-type Password' fields and make sure it meets requirements listed below.**

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

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.