

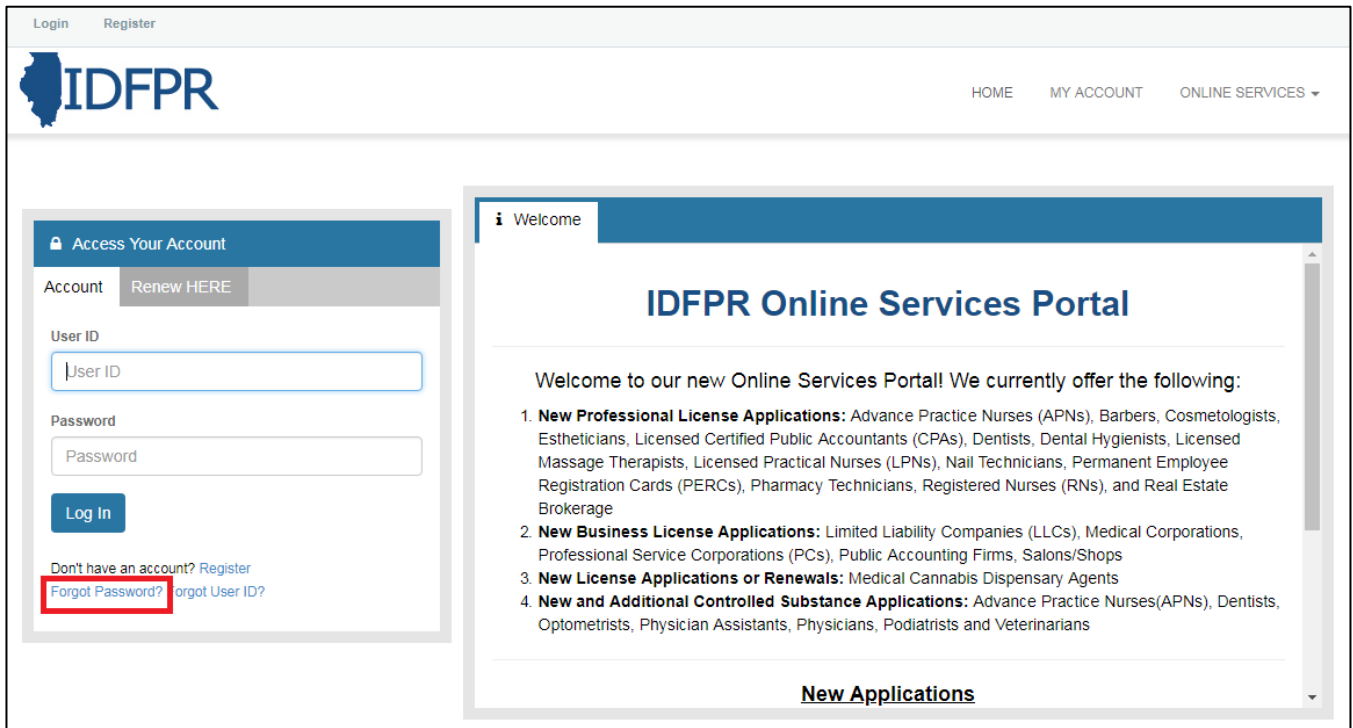
Password Reset

Revised 2-26-18

Overview

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

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.'

Step 2. Answer Security Questions
Answer the security questions to proceed:

In what city did you meet your spouse/significant other?

In what city does your nearest sibling live?

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

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.

6. Click 'Finish' to set your new password

The screenshot shows the 'Step 3. Reset Password' form on the IDFPR website. At the top, there are links for 'Login' and 'Register'. The IDFPR logo is on the left, and 'HOME', 'MY ACCOUNT', and 'ONLINE SERVICES' are on the right. Below the logo is a blue banner with 'Password Recovery'. The form itself is titled 'Step 3. Reset Password'. It has two input fields: 'New Password' and 'Re-type Password'. The 'New Password' field contains a series of dots. The 'Re-type Password' field contains a series of dots followed by a vertical bar. A green checkmark is visible to the left of the 'Re-type Password' field. Below the fields, a green message reads 'Password meets complexity requirements.'. At the bottom right of the form, there are two buttons: 'Finish' and 'Cancel'. The 'Finish' button is highlighted with a red rectangular box.

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

The screenshot shows the confirmation page after password reset. At the top, there are links for 'Login' and 'Register'. The IDFPR logo is on the left, and 'HOME' and 'MY ACCOUNT' are on the right. Below the logo is a blue banner with 'Password Recovery'. The main content of the page is the text 'You should be able to login with your new password.'. The 'HOME' link in the top right navigation menu is highlighted with a red rectangular box.