



IDFPR

Illinois Department of
Financial and Professional Regulation

idfpr.illinois.gov

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User ID Retrieval

(Revised March 14, 2024)

Existing users can retrieve their User ID 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 User ID” from “Access Your Account” section.

The screenshot displays the IDFPR Online Services Portal. On the left, the 'Access Your Account' section is visible, containing fields for 'User ID' and 'Password', a 'Log In' button, and links for 'Register', 'Forgot Password', and 'Forgot User ID'. The 'Forgot User ID' link is highlighted with a red rectangle. On the right, the 'Welcome' message is shown, followed by 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. A 'New Applications' link is located at the bottom of the list.

3. Enter your email in the 'E-mail Address' field and click 'Next'

REMINDER: The email address you provide must be the one registered with your account.

The screenshot shows the IDFP (Illinois Department of Financial Planning and Regulation) website's 'Login Recovery' section. At the top, there are links for 'Login' and 'Register'. The IDFP logo is on the left, and navigation links for 'HOME', 'MY ACCOUNT', and 'ONLINE SERVICES' are on the right. Below the navigation bar, the page title is 'Login Recovery'. The main content area displays 'Step 1. Enter E-mail'. There is a text input field labeled 'E-mail Address' containing the text 'james@aol.com'. To the right of the input field are two buttons: 'Next' and 'Cancel'. Red rectangular boxes highlight the input field and the 'Next' button.

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

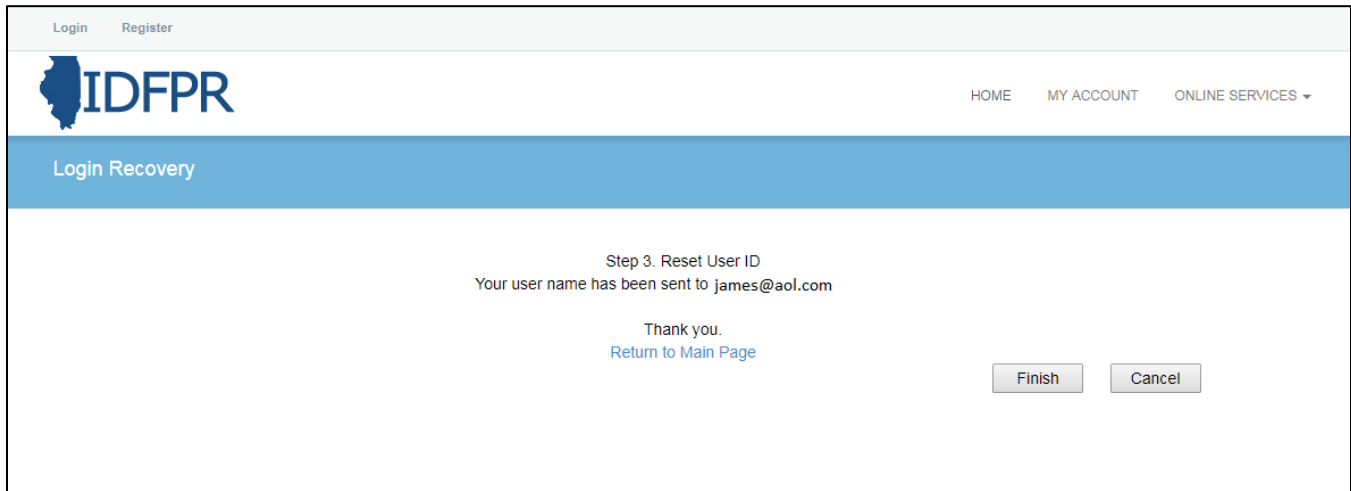
REMINDER: You provided answers to these questions when your account was created.

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 IDFP website's 'Login Recovery' section, specifically 'Step 2. Answer Security Questions'. The page title is 'Login Recovery'. The main content area displays 'Step 2. Answer Security Questions' and 'Answer the security questions to proceed:'. There are two text input fields. The first field is labeled 'In what city did you meet your spouse/significant other?' and contains the text 'Austin'. The second field is labeled 'In what city does your nearest sibling live?' and contains the text 'New York City'. To the right of the input fields are two buttons: 'Next' and 'Cancel'. Red rectangular boxes highlight the two input fields and the 'Next' button.

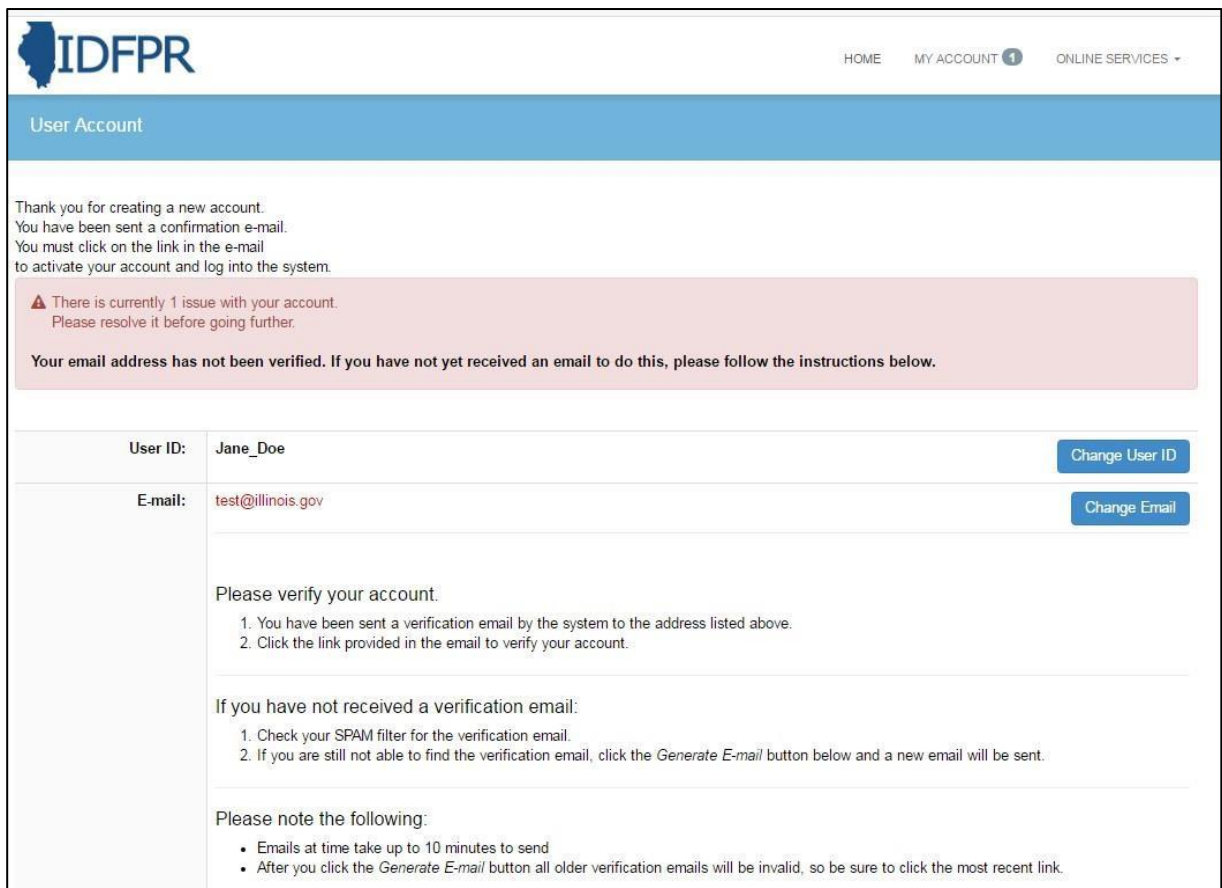
5. The system will then send your User ID to your email. The email will be sent from 'FPR.Notice@Illinois.gov'



The screenshot shows the IDFPF website's 'Login Recovery' section. At the top, there are links for 'Login' and 'Register'. The IDFPF logo is on the left, and navigation links for 'HOME', 'MY ACCOUNT', and 'ONLINE SERVICES' are on the right. A blue header bar contains the text 'Login Recovery'. The main content area displays 'Step 3. Reset User ID' and informs the user that their username has been sent to 'james@aol.com'. It includes a 'Thank you.' message, a link to 'Return to Main Page', and two buttons: 'Finish' and 'Cancel'.

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.



The screenshot shows the IDFPF website's 'User Account' section. At the top, there are links for 'HOME', 'MY ACCOUNT' (with a notification icon), and 'ONLINE SERVICES'. A blue header bar contains the text 'User Account'. The main content area starts with a thank you message and instructions to check the confirmation email. A red warning box states: 'There is currently 1 issue with your account. Please resolve it before going further. Your email address has not been verified. If you have not yet received an email to do this, please follow the instructions below.' Below this, there is a table with user details and buttons to change them:

User ID:	Jane_Doe	Change User ID
E-mail:	test@illinois.gov	Change Email

Below the table, there are instructions to verify the account:

Please verify your account.

1. You have been sent a verification email by the system to the address listed above.
2. Click the link provided in the email to verify your account.

If you have not received a verification email:

1. Check your SPAM filter for the verification email.
2. If you are still not able to find the verification email, click the *Generate E-mail* button below and a new email will be sent.

Please note the following:

- Emails at time take up to 10 minutes to send
- After you click the *Generate E-mail* button all older verification emails will be invalid, so be sure to click the most recent link.