



IDFPR

Illinois Department of
Financial and Professional Regulation

idfpr.illinois.gov

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User ID Retrieval

(Revised March 26, 2024)

Existing users can retrieve their User ID 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:

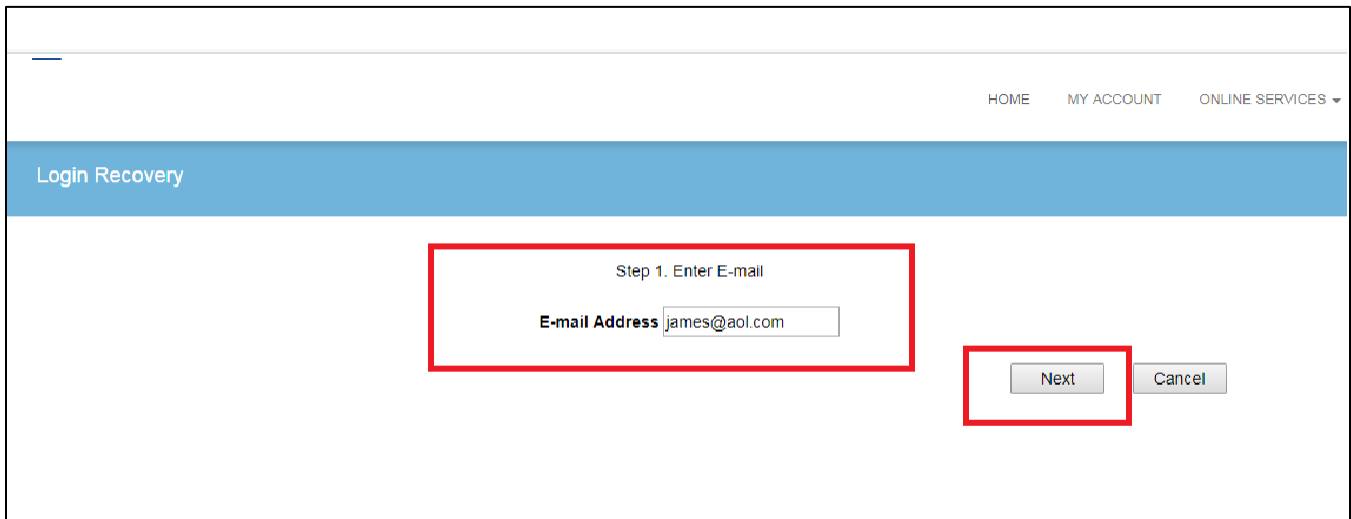
<https://ilesonline.idfpr.illinois.gov/DFPR/Default.aspx>

2. Select “Forgot User ID” from “Access Your Account” section.

The screenshot displays the IDFPR Online Services Portal interface. At the top right, there are navigation links for HOME, MY ACCOUNT, and ONLINE SERVICES. The main content area is divided into two panels. The left panel, titled 'Access Your Account', contains a 'Renew HERE' button, a 'User ID' input field, a 'Password' input field, and a 'Log In' button. Below these fields are links for 'Don't have an account? Register' and 'Forgot Password? Forgot User ID?'. The 'Forgot User ID?' link is highlighted with a red rectangular box. The right panel, titled 'Welcome', contains a 'Welcome' message and 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 the right panel, there is a 'New Applications' link.

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.



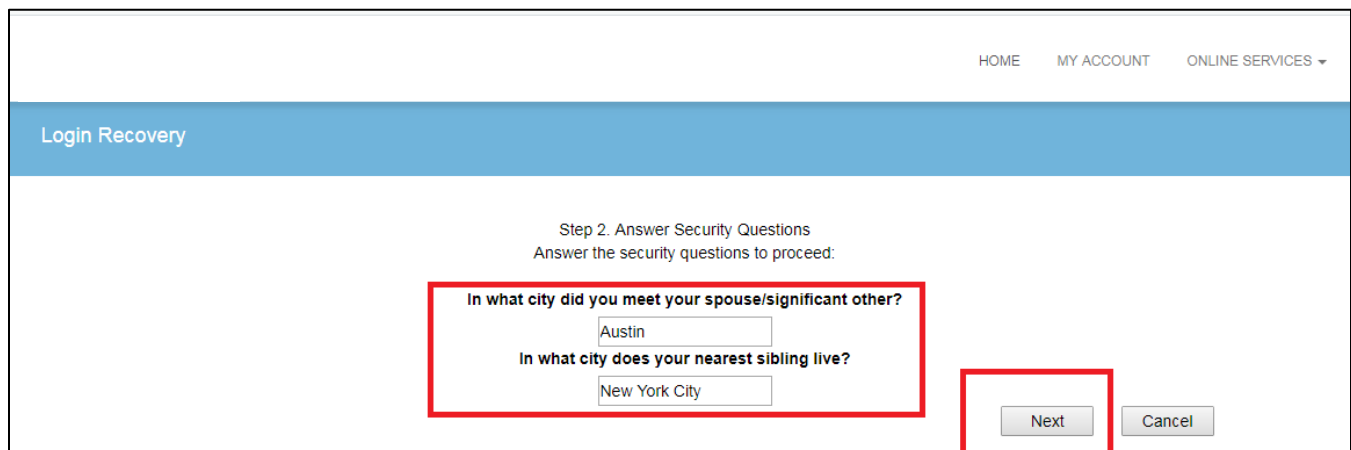
The screenshot shows the 'Login Recovery' page. At the top right, there are navigation links: HOME, MY ACCOUNT, and ONLINE SERVICES with a dropdown arrow. Below this is a blue header bar with the text 'Login Recovery'. The main content area is white and contains a form titled 'Step 1. Enter E-mail'. The form has a label 'E-mail Address' followed by a text input field containing 'james@aol.com'. To the right of the input field are two buttons: 'Next' and 'Cancel'. Red boxes highlight the 'Step 1. Enter E-mail' title, the 'E-mail Address' label and 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.

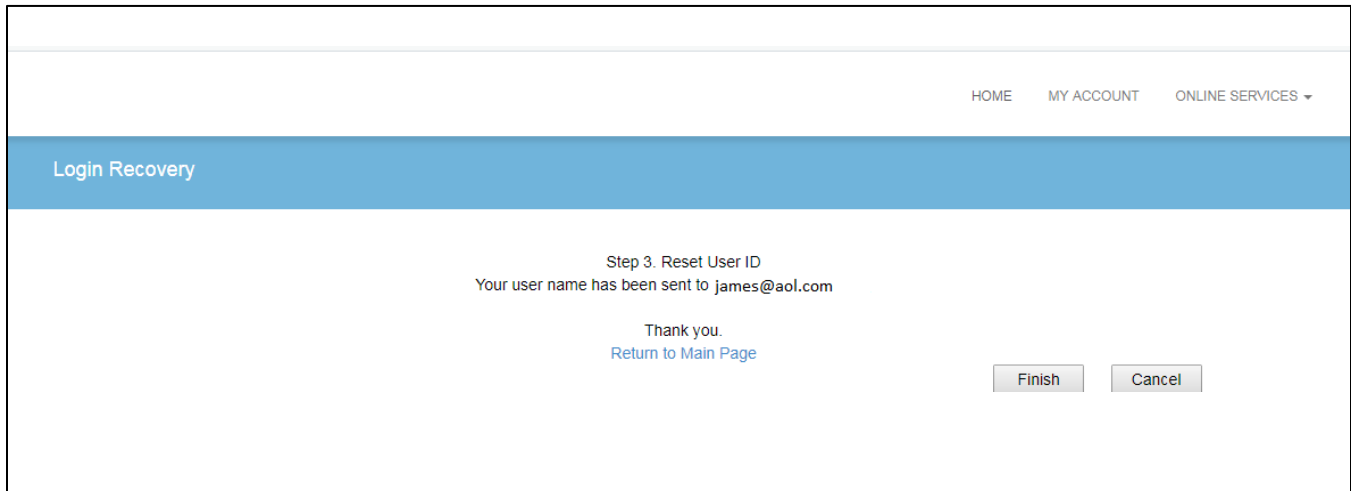
Please double check that there are no spaces at the beginning or end of your answer. Spaces entered before or after will cause answer match failure and result in error.

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



The screenshot shows the 'Login Recovery' page. At the top right, there are navigation links: HOME, MY ACCOUNT, and ONLINE SERVICES with a dropdown arrow. Below this is a blue header bar with the text 'Login Recovery'. The main content area is white and contains a form titled 'Step 2. Answer Security Questions'. Below the title is the instruction 'Answer the security questions to proceed:'. The form has two questions, each with a text input field. The first question is 'In what city did you meet your spouse/significant other?' with the answer 'Austin' entered. The second question is 'In what city does your nearest sibling live?' with the answer 'New York City' entered. To the right of the input fields are two buttons: 'Next' and 'Cancel'. Red boxes highlight the two security questions and their respective 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’



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.

