

---

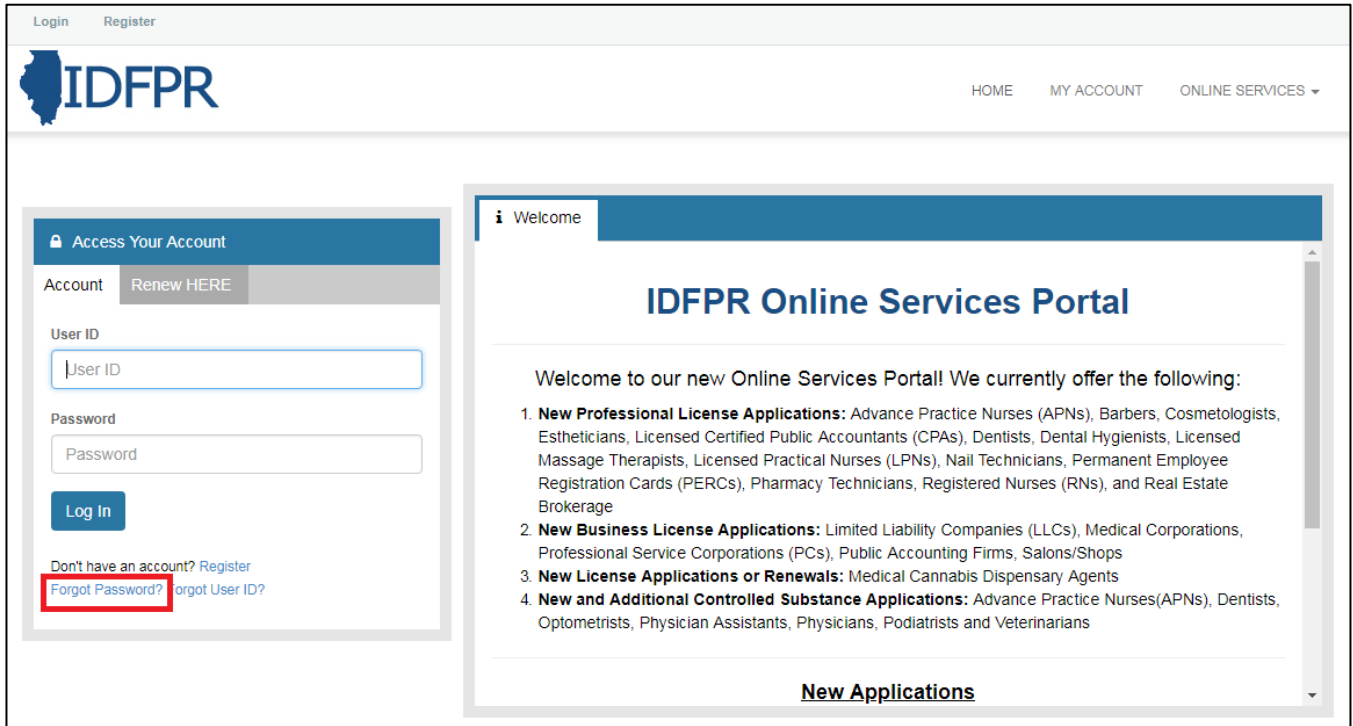
# Password Reset

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.'

The screenshot shows the IDFPF Password Recovery page. 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 'Password Recovery'. The main content area is titled 'Step 2. Answer Security Questions' and 'Answer the security questions to proceed:'. Two security questions are displayed in a red-bordered box: 'In what city did you meet your spouse/significant other?' with the answer 'Austin' entered, and 'In what city does your nearest sibling live?' with the answer 'New York City' entered. To the right of the questions is a 'Next' button (highlighted with a red box) and a 'Cancel' button.

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

The screenshot shows the IDFPF Password Recovery page, Step 3: Reset Password. 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 'Password Recovery'. The main content area is titled 'Step 3. Reset Password'. There are two input fields: 'New Password' and 'Re-type Password'. The 'New Password' field contains a masked password '.....'. A 'Password Requirements' dialog box is open, listing the following requirements: '1 lower case letter.', '1 upper case letter.', '1 number.', '1 special character.', and '4 characters in length.'. A 'Cancel' button is visible in the bottom right corner of the dialog box.

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 navigation links for 'HOME', 'MY ACCOUNT', and 'ONLINE SERVICES' are on the right. Below a blue header bar labeled 'Password Recovery', the form is titled 'Step 3. Reset Password'. It contains two input fields: 'New Password' and 'Re-type Password'. The 'Re-type Password' field has a green checkmark to its left and a green message 'Password meets complexity requirements.' above it. At the bottom right of the form, there are two buttons: 'Finish' (highlighted with a red box) and 'Cancel'.

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

The screenshot shows the confirmation page after password reset. The top navigation bar includes 'Login' and 'Register' links. The IDFPR logo is on the left, and the 'HOME' link in the navigation menu is highlighted with a red box. Below a blue header bar labeled 'Password Recovery', the main content area displays the message: 'You should be able to login with your new password.'