



IDFPR

Illinois Department of
Financial and Professional Regulation

idfpr.illinois.gov

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Password Reset

(Revised March 14, 2024)

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

The screenshot displays the IDFPR Online Services Portal. On the left, the 'Access Your Account' section contains fields for 'User ID' and 'Password', a 'Log In' button, and links for 'Don't have an account? Register' and 'Forgot Password?'. The 'Forgot Password?' link is highlighted with a red rectangular box. On the right, the 'Welcome' section lists various 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 visible at the bottom of this section.

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

Login Register

IDFPF HOME MY ACCOUNT ONLINE SERVICES ▾

Password Recovery

Step 1. Enter User ID

User ID:

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.

Login Register

IDFPF HOME MY ACCOUNT ONLINE SERVICES ▾

Password Recovery

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.

Cancel

6. Click ‘Finish’ to set your new password.

Step 3. Reset Password

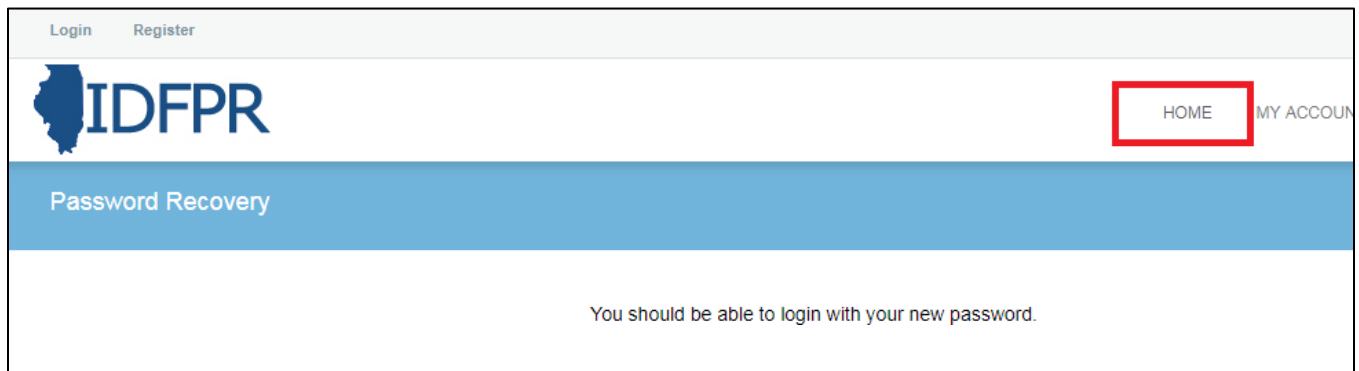
New Password

Re-type Password ✓

Password meets complexity requirements.

Finish Cancel

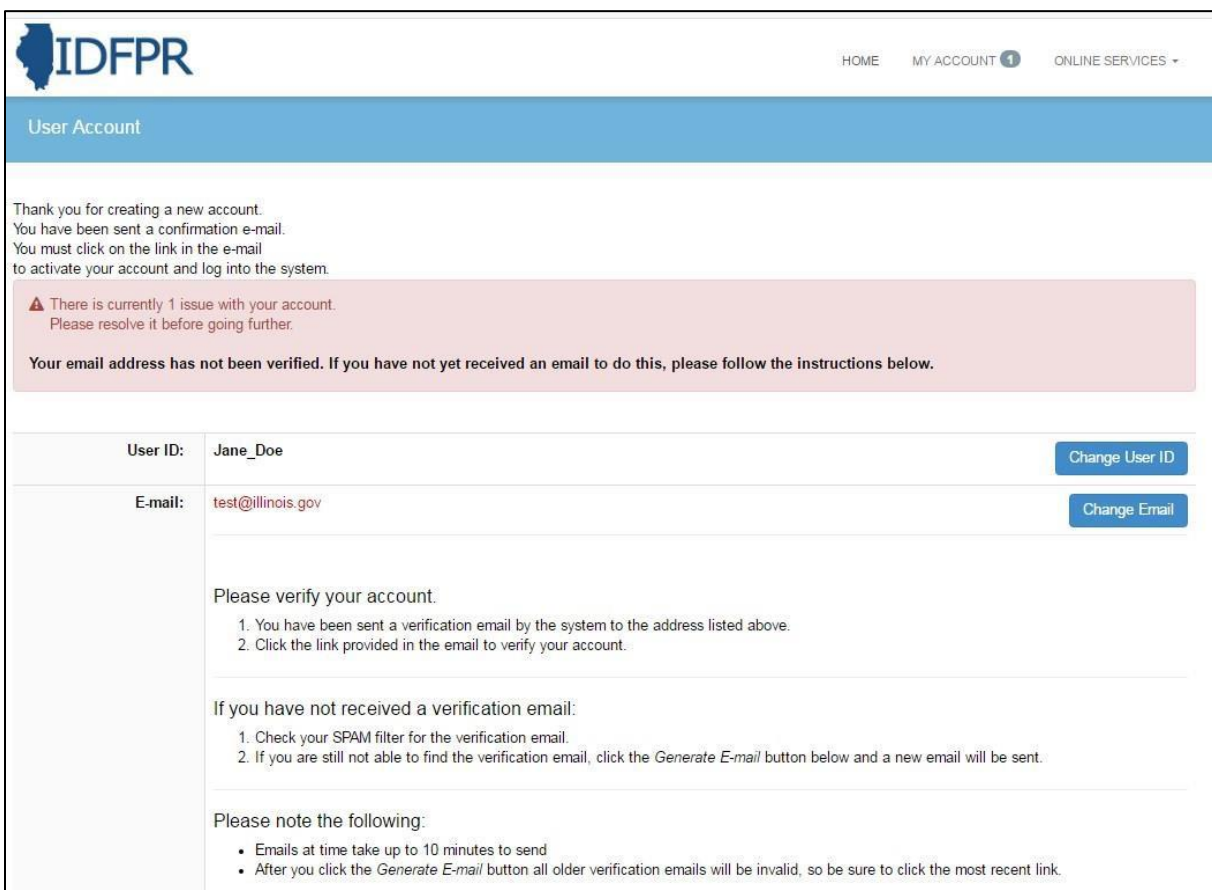
7. Click the 'Home' link and login with your new password.



The screenshot shows the top navigation bar of the IDFPR website. The 'HOME' link is highlighted with a red rectangular box. Other links visible are 'Login', 'Register', and 'MY ACCOUNT'. Below the navigation bar is a blue banner with the text 'Password Recovery'. The main content area below the banner displays the message: 'You should be able to 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.



The screenshot shows the 'User Account' page on the IDFPR website. The page has a blue header with the IDFPR logo and navigation links: 'HOME', 'MY ACCOUNT' (with a notification icon), and 'ONLINE SERVICES'. Below the header is a blue banner with the text 'User Account'. The main content area contains the following text:

Thank you for creating a new account.
You have been sent a confirmation e-mail.
You must click on the link in the e-mail
to activate your account and log into the system.

⚠ 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.

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

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.