

HOW TO MANAGE YOUR ACCOUNT

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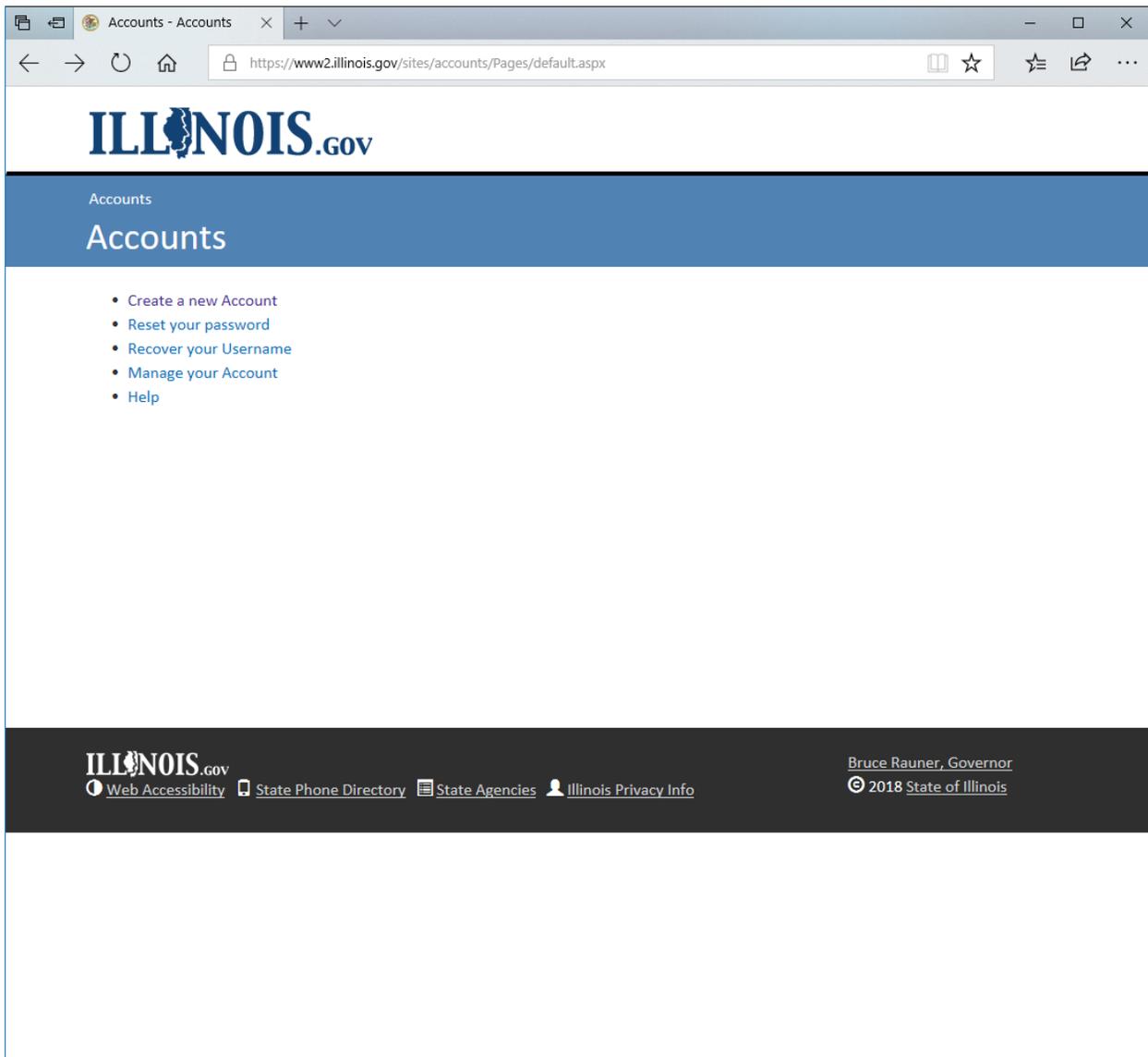
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How to manage your account

The state of Illinois has implemented public accounts for electronic filing systems. Before using the electronic filing system, each person must register for a public account. To proceed, select the *Manage your account* link.

The URL for the Illinois Public Account website is the following:

<https://www2.illinois.gov/sites/accounts/Pages/default.aspx>



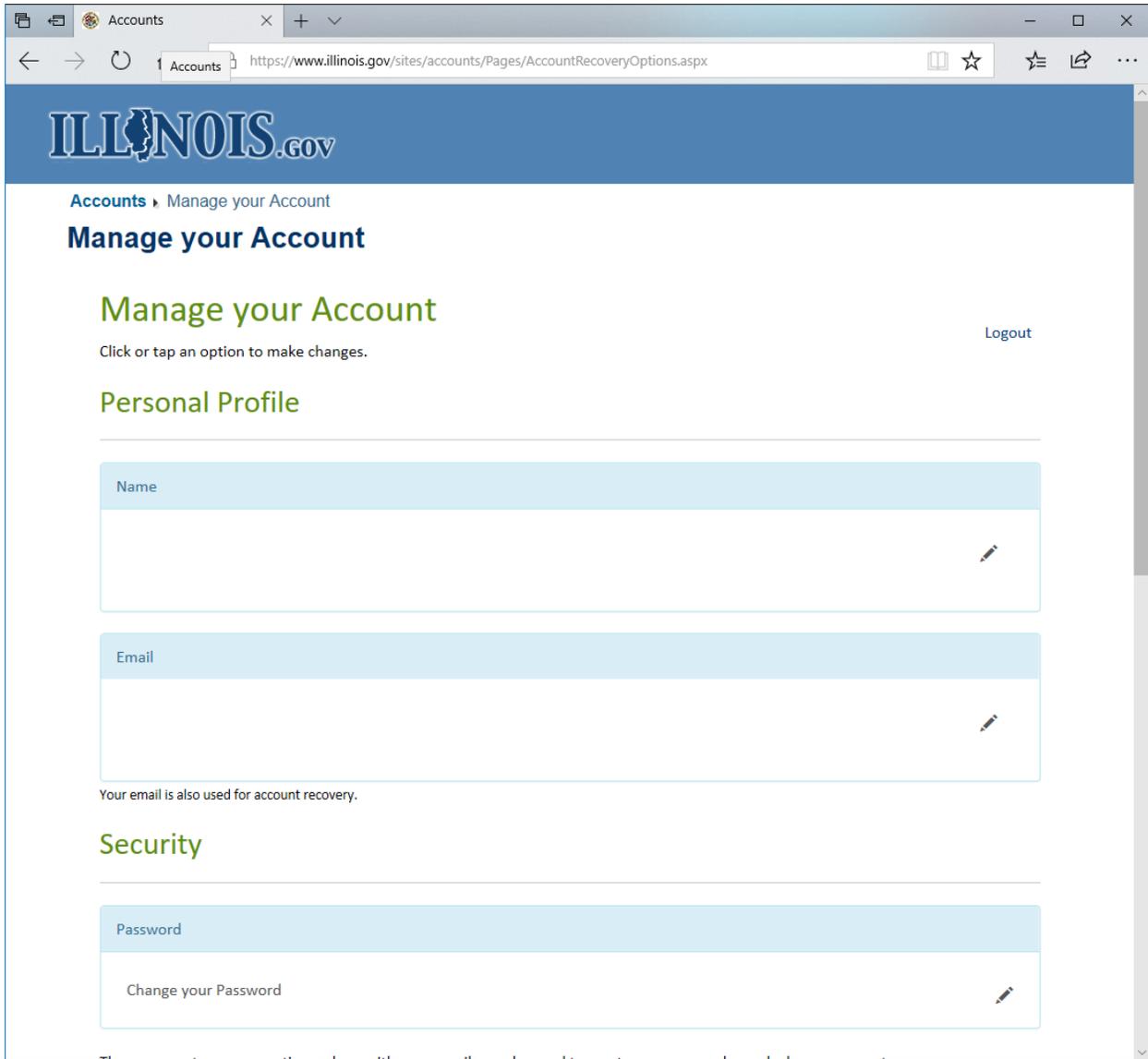
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Manage your account

To manage your account, select an option to change.

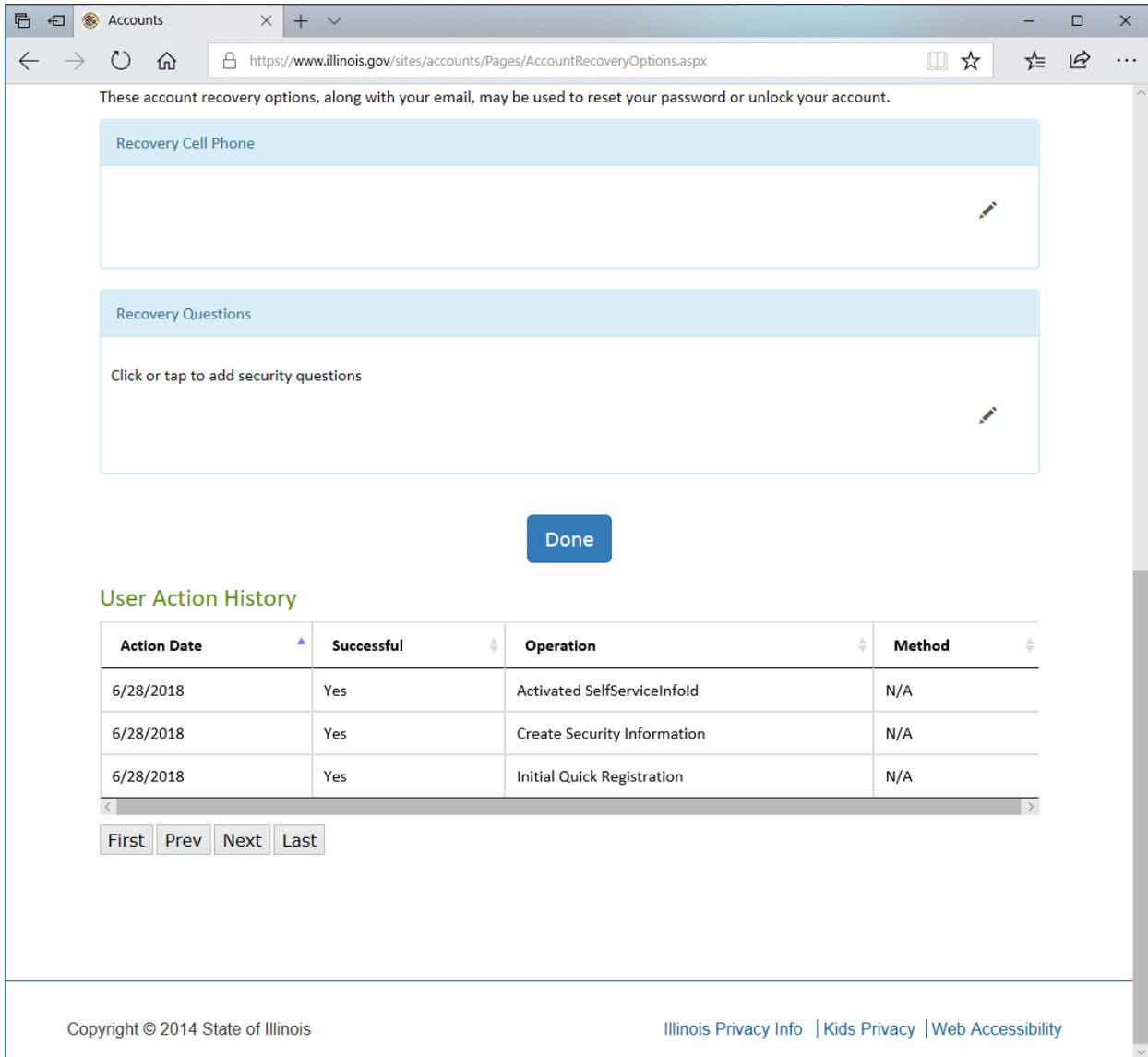
See figures 1 - 10.

Figure 1: Personal Profile, part 1



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Figure 2: Personal Profile, part 2



These account recovery options, along with your email, may be used to reset your password or unlock your account.

Recovery Cell Phone



Recovery Questions

Click or tap to add security questions



Done

User Action History

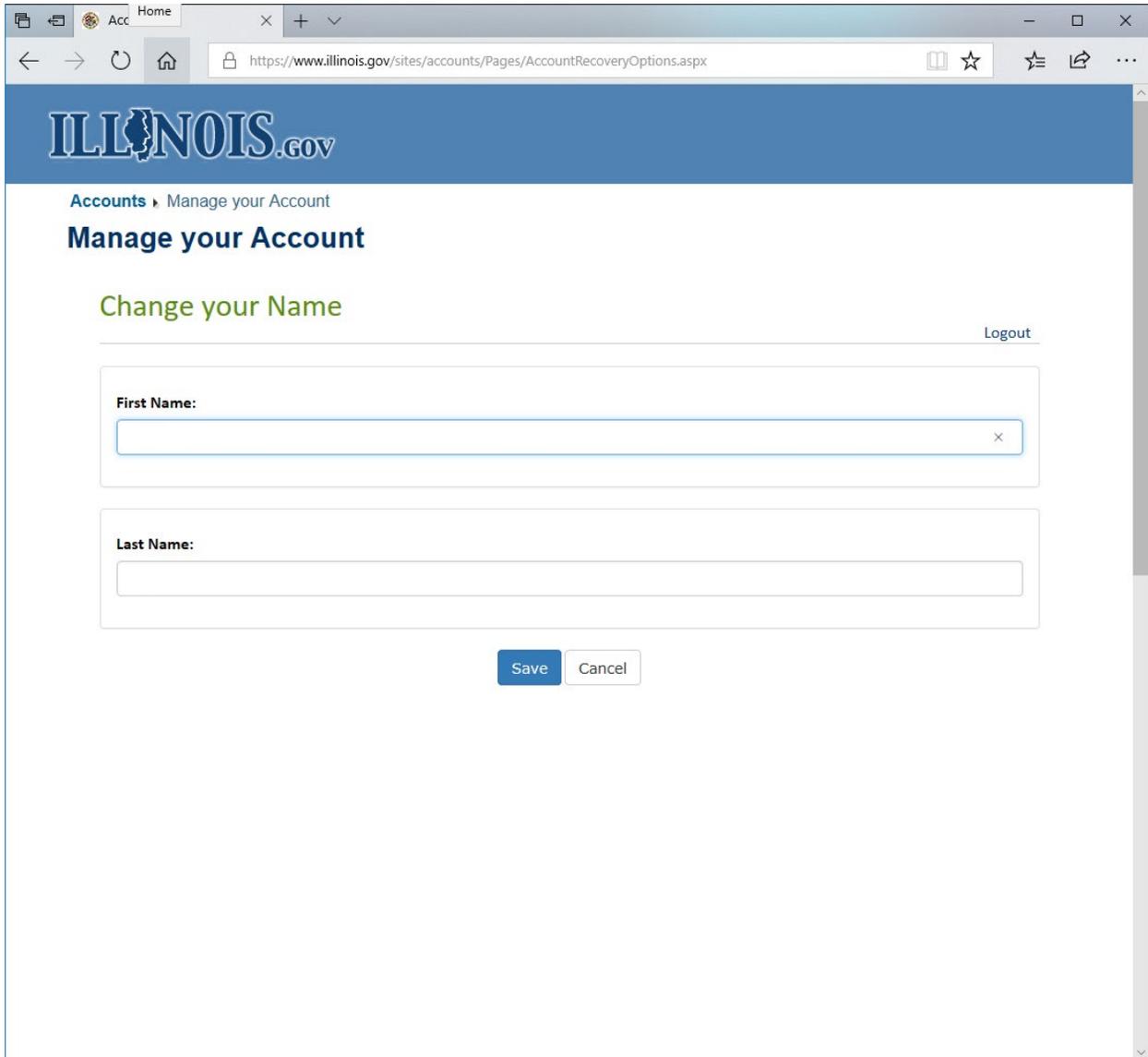
Action Date	Successful	Operation	Method
6/28/2018	Yes	Activated SelfServiceInfold	N/A
6/28/2018	Yes	Create Security Information	N/A
6/28/2018	Yes	Initial Quick Registration	N/A

First Prev Next Last

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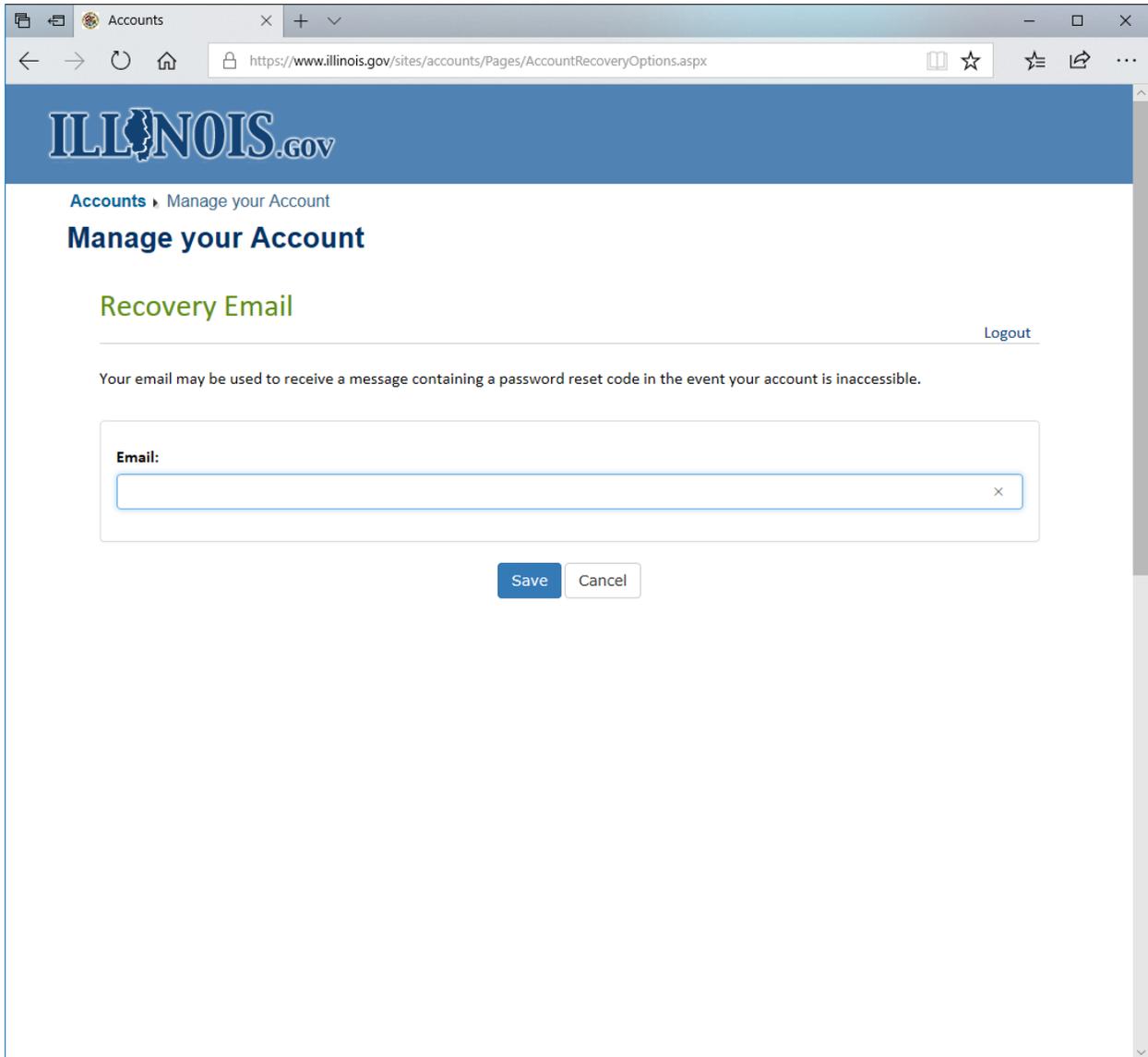
Figure 3: Change your name



The screenshot shows a web browser window with the URL <https://www.illinois.gov/sites/accounts/Pages/AccountRecoveryOptions.aspx>. The page header features the **ILLINOIS.GOV** logo. Below the header, the breadcrumb trail reads **Accounts** > **Manage your Account**. The main heading is **Manage your Account**, followed by the sub-heading **Change your Name** in green text. A **Logout** link is positioned in the top right corner. The form contains two input fields: **First Name:** and **Last Name:**. The **First Name** field is currently active, showing a blue border and a small 'x' icon in the top right corner. At the bottom of the form, there are two buttons: **Save** (in blue) and **Cancel** (in white).

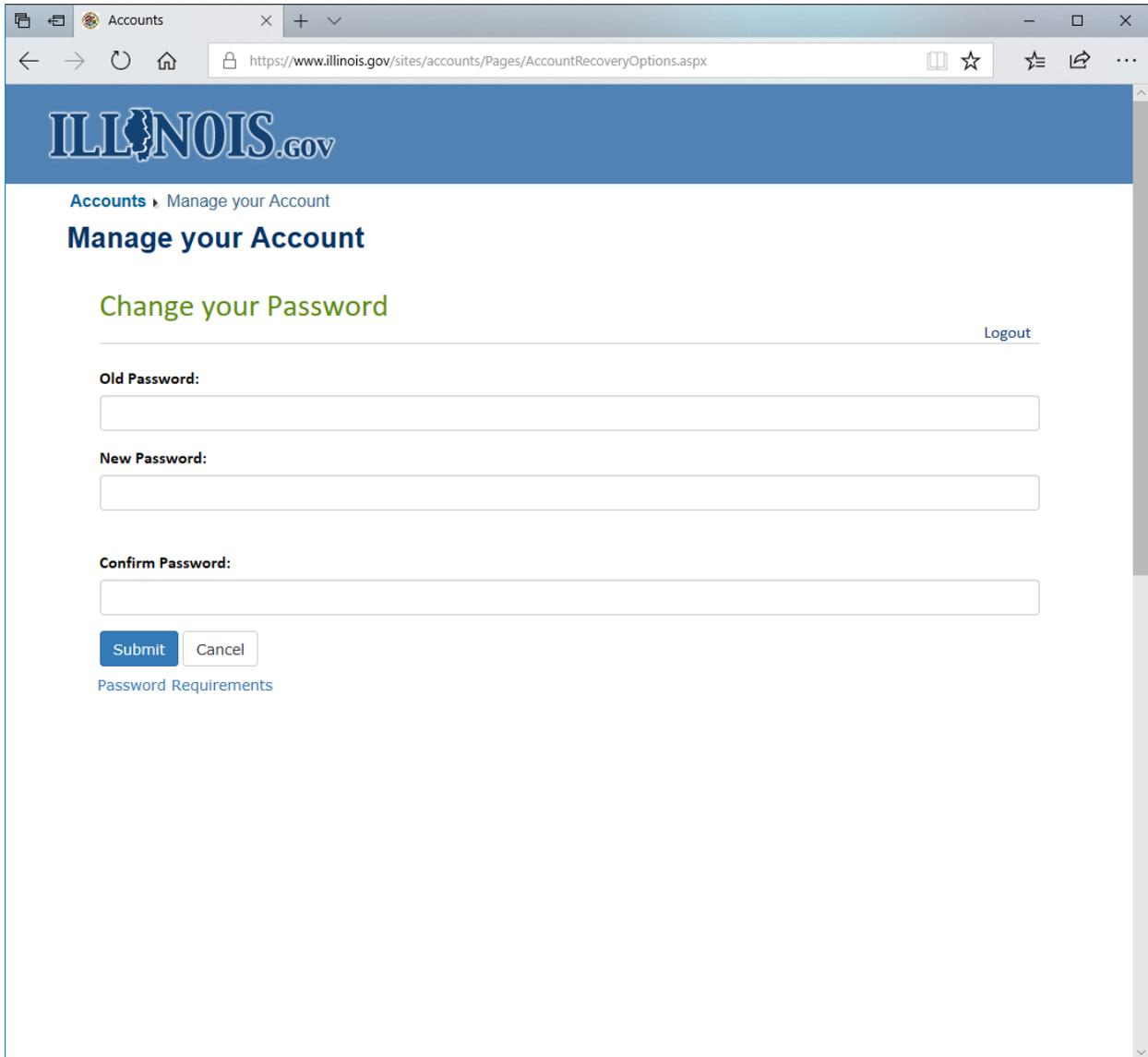
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Figure 4: Recovery E-Mail



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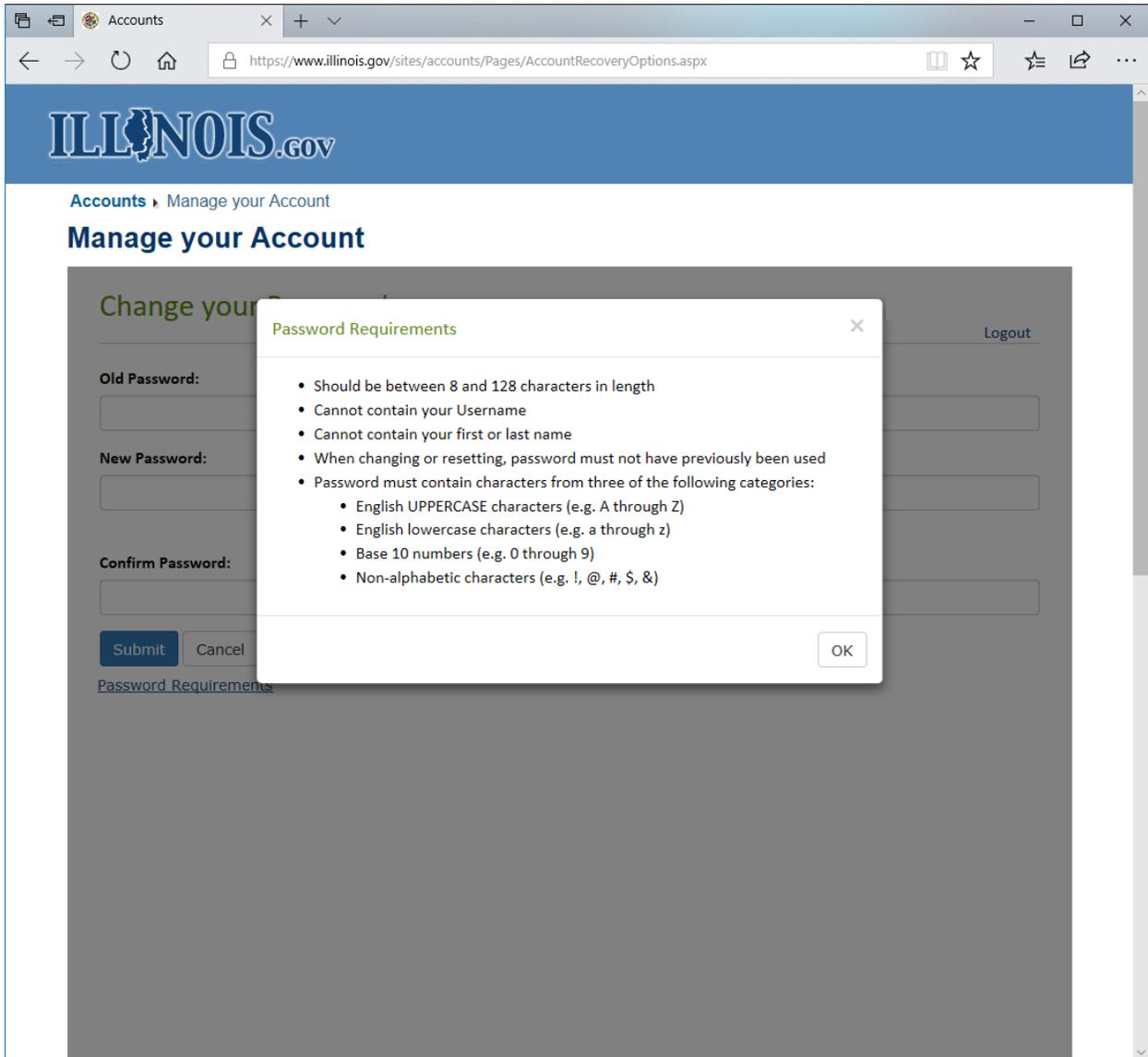
Figure 5: Change your password



The screenshot shows a web browser window with the URL <https://www.illinois.gov/sites/accounts/Pages/AccountRecoveryOptions.aspx>. The page header features the **ILLINOIS.GOV** logo. Below the header, the breadcrumb trail reads **Accounts** > **Manage your Account**. The main heading is **Manage your Account**, followed by the sub-heading **Change your Password** in green text. A [Logout](#) link is positioned in the top right corner. The form contains three input fields: **Old Password:**, **New Password:**, and **Confirm Password:**. At the bottom of the form are **Submit** and **Cancel** buttons, and a [Password Requirements](#) link.

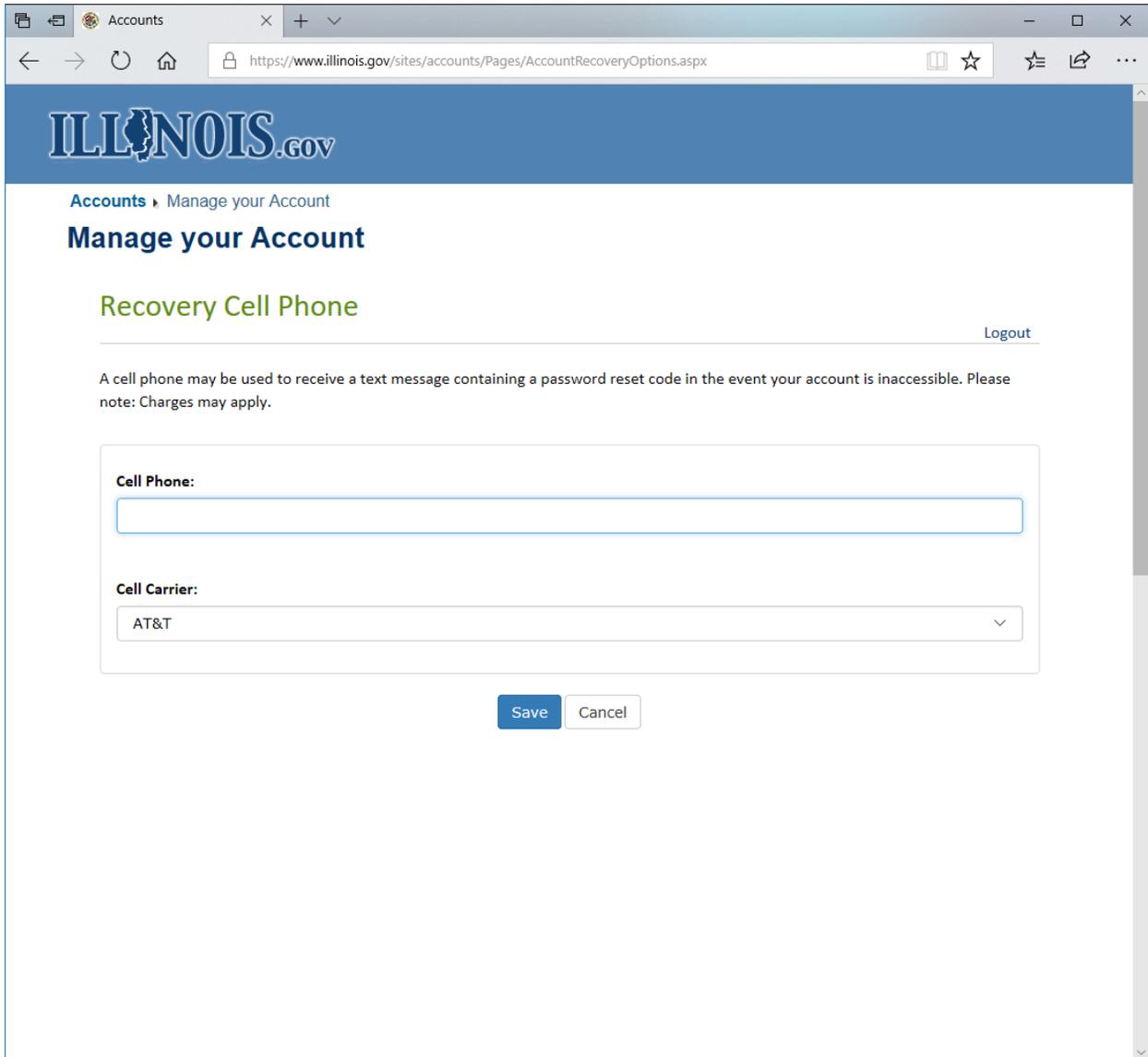
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Figure 6: Password Requirements



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Figure 7: Recovery Cell Phone



Accounts Manage your Account

Manage your Account

Recovery Cell Phone [Logout](#)

A cell phone may be used to receive a text message containing a password reset code in the event your account is inaccessible. Please note: Charges may apply.

Cell Phone:

Cell Carrier:
AT&T

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Figure 8: Recovery Questions. Part 1

Accounts > Manage your Account

Manage your Account

Recovery Questions

[Logout](#)

*** All three Security Questions and Answers are required.**
Answers you have previously provided are not displayed.
If you are changing one question and answer, all three answers must be entered.

Question and Answer Rules

- Each question must be unique.
- Each answer must be unique.
- Answers are not case sensitive.

Question 1:
-- Select One --

Answer:

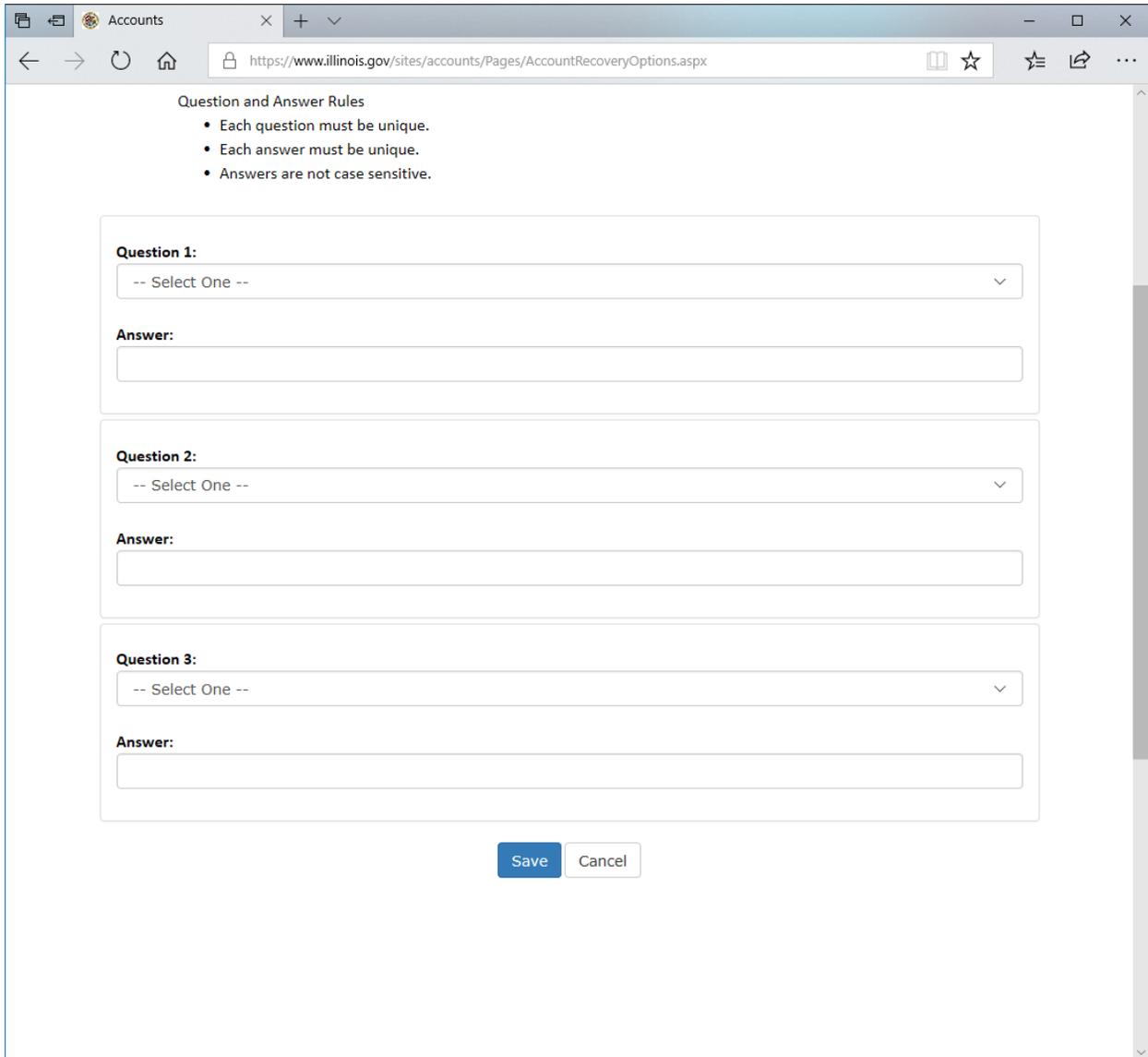
Question 2:
-- Select One --

Answer:

Question 3:

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Figure 9: Recovery Questions, part 2



Accounts

https://www.illinois.gov/sites/accounts/Pages/AccountRecoveryOptions.aspx

Question and Answer Rules

- Each question must be unique.
- Each answer must be unique.
- Answers are not case sensitive.

Question 1:

-- Select One --

Answer:

Question 2:

-- Select One --

Answer:

Question 3:

-- Select One --

Answer:

Save Cancel

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Figure 10: Recovery Questions, part 3

Accounts > Manage your Account

Manage your Account

Recovery Questions

[Logout](#)

*** All three Security Questions and Answers are required.**
Answers you have previously provided are not displayed.
If you are changing one question and answer, all three answers must be entered.

Question and Answer Rules

- Each question must be unique.
- Each answer must be unique.
- Answers are not case sensitive.

-- Select One --

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

In what city does your nearest sibling live?

In what city or town did your mother and father meet?

In what city or town was your first job?

In what city or town were you married?

What is the first name of the boy or girl that you first kissed?

What is the first name of your favorite childhood friend?

What is the middle name of your youngest child?

What is the name of a college you applied to but didn't attend?

What is the name of the place your wedding reception was held?

What is the name of your favorite childhood friend?

What is your favorite kind of animal?

What is your grandmother's maiden name?

What is your oldest cousin's first and last name?

What is your oldest sibling's middle name?

What school did you attend for sixth grade?

What street did you live on in third grade?

What was the last name of your third grade teacher?

What was the last name of your fifth grade teacher?

What was your childhood nickname?

What is your youngest sibling's birthday month/year? (e.g., 1/1954)

What is your oldest sibling's birthday month/year? (e.g., 1/1952)

What was your childhood phone number? (e.g., 000-000-0000)