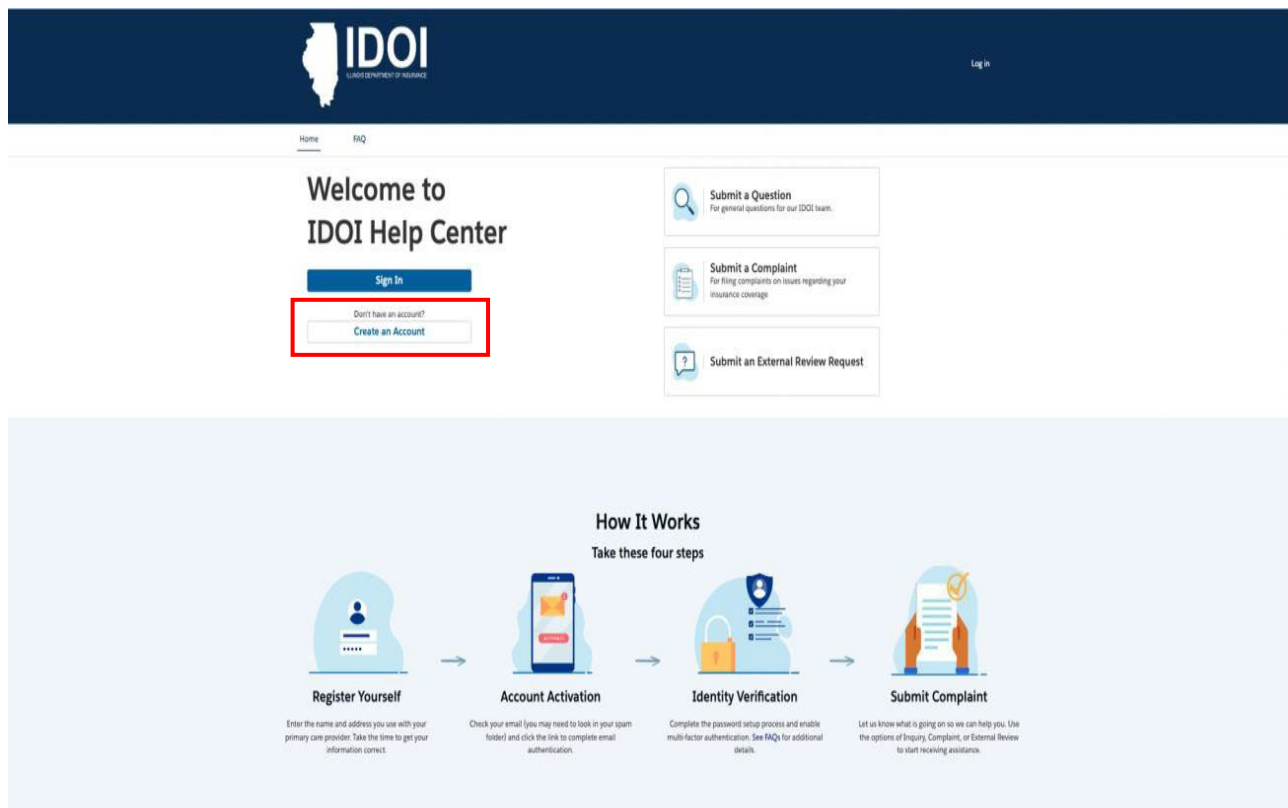# IDOI Help Center

The new IDOI Help Center will be accessible across electronic devices, including phones, tablets, and desktops.

For important information about the complaints process see "Understanding the Consumer Complaint Process"

In order to file a Complaint or External Review, you must first create an

account. From the Home Page of the IDOI Help Center, click on 'Create an

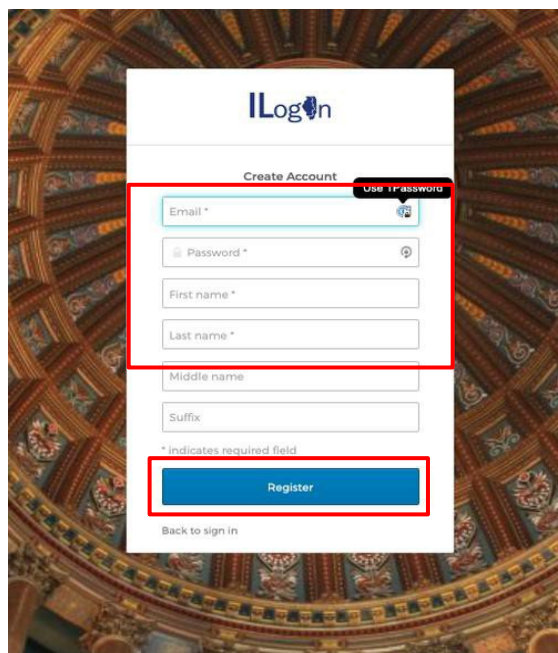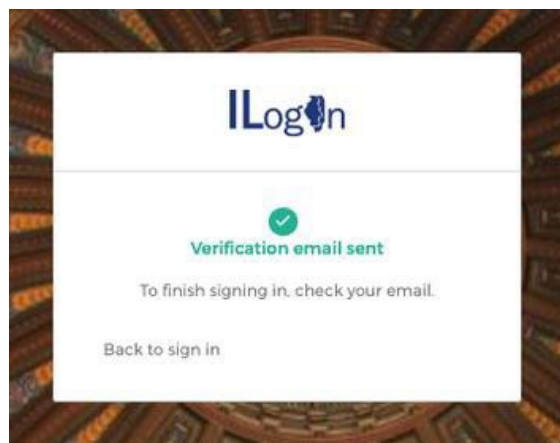*Account'.*

You will be directed to the ILogin page.

You will be required to enter:

- Email
- Password
- First Name
- Last Name

After entering all required information, click on 'Register'.

You will receive notification that a Verification Email has been sent.

To continue the sign in process, check the email address you provided in the account setup process to retrieve the verification email. Follow the directions in the email to complete the activation of your account by clicking the 'Activate ILogin Account' button.
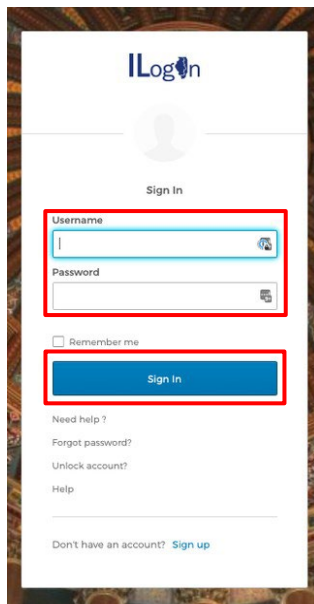
ILog**i**n

State of Illinois

Hi   ,

An ILogin account has been created. Your username is

You will need to complete the activation and configuration of your account via the activation link below.

When requested to setup your Multi-Factor Authentication (MFA), it is suggested you setup at least two authentication methods. If one is not available, you have the option to switch to another method without contacting the support team. Okta Verify is a preferred method.

Click the following link to activate your account:

Activate ILogin Account

This link expires in 7 days.

The State of Illinois ILogin sign-in page is

Once the account has been activated the link in this email will no longer work and you will need to access your application by going to gov

If you experience difficulties accessing your account, you can send a help request to your system administrator using the link:

You will be directed back to the ILogin page where you will enter the Username provided in the above email as well as the Password created during the registration process.

Click 'Sign In' to move to the next step in the setup process.

ILog**i**n

Sign In

Username

Password

☐ Remember me

Sign In

Need help ?

Forgot password?
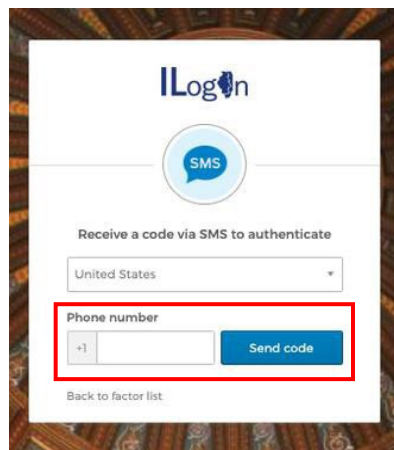
Unlock account?

Help

Don't have an account? Sign up

You will be directed to setup Multifactor Authentication, an identity verification tool used for account security. At least *ONE* option must be chosen.

After selecting your chosen option, click 'Setup'.
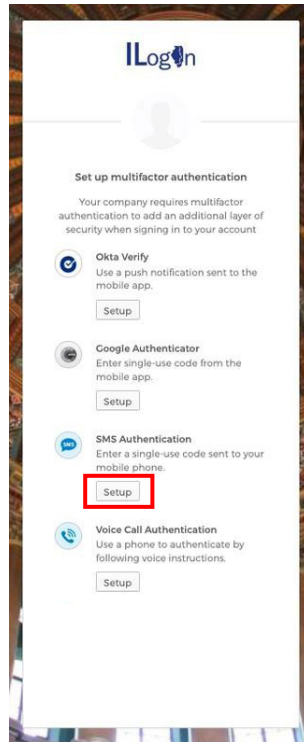
Assuming SMS Authentication is the option chosen, you will be directed to provide the phone number to which you would like to receive the single-use code.

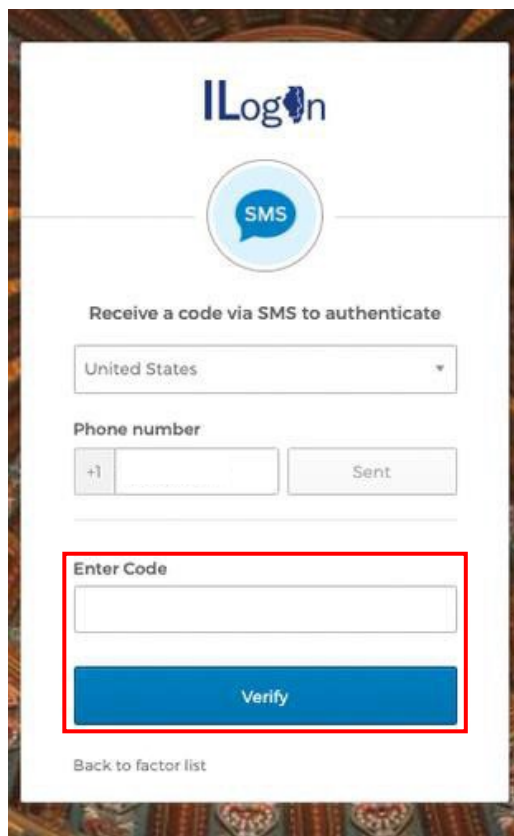After inputting the desired phone number, click 'Send code'.

Retrieve the single-use code from your phone and enter the code in the provided area of the next screen to which you are directed.

After entering the code, click 'Verify'.

You will be redirected back to the MFA screen which will now show the 'Enrolled Factors', indicating the
method of MFA you have selected.

Click 'Finish' on this screen.
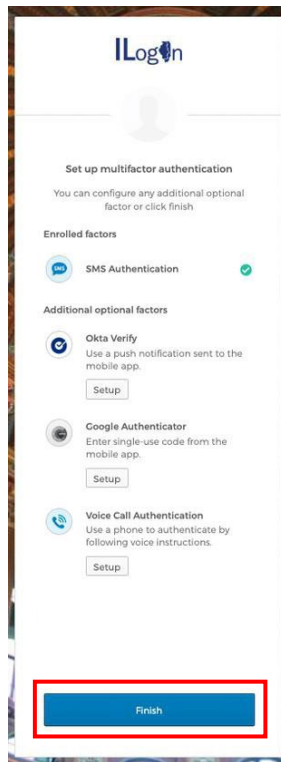
You will be directed to the next page where you can add a phone number for resetting your password or unlocking your account (Optional), as well as selecting a security image (Required).

Select your preferred security image and click 'Create My Account'.
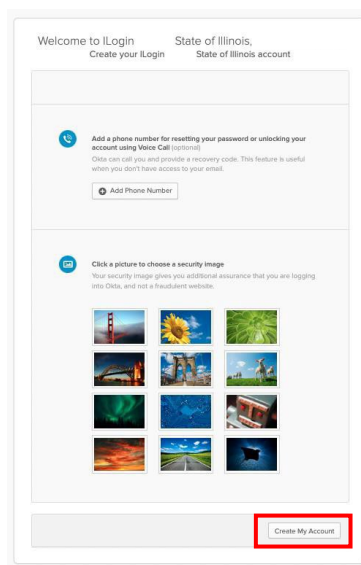
You are directed to the 'My Apps' page where you will select the IDOI Help Center app.
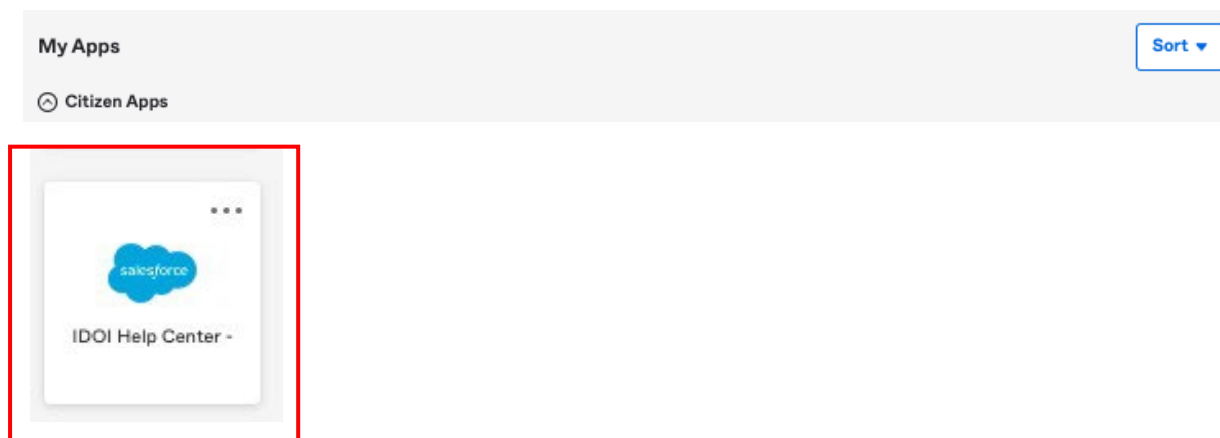
Next, you will select your role within the IDOI Help Center.

For Consumer accounts, choose "Create an online account to **submit** a complaint or external review".
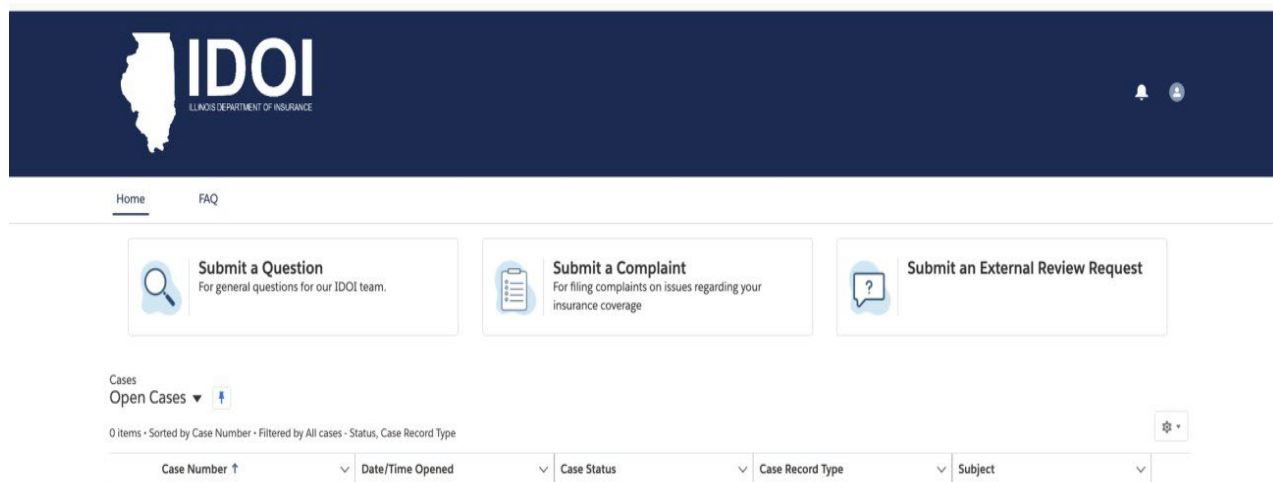
After making your selection, click 'Next'.

You have now completed the registration process. You will then be directed to your home page of the IDOI Help Center where you can:

- Submit a Question
- Submit a Complaint
- Submit an External Review Request
- View your Cases
- Access a Frequently Asked Questions document