

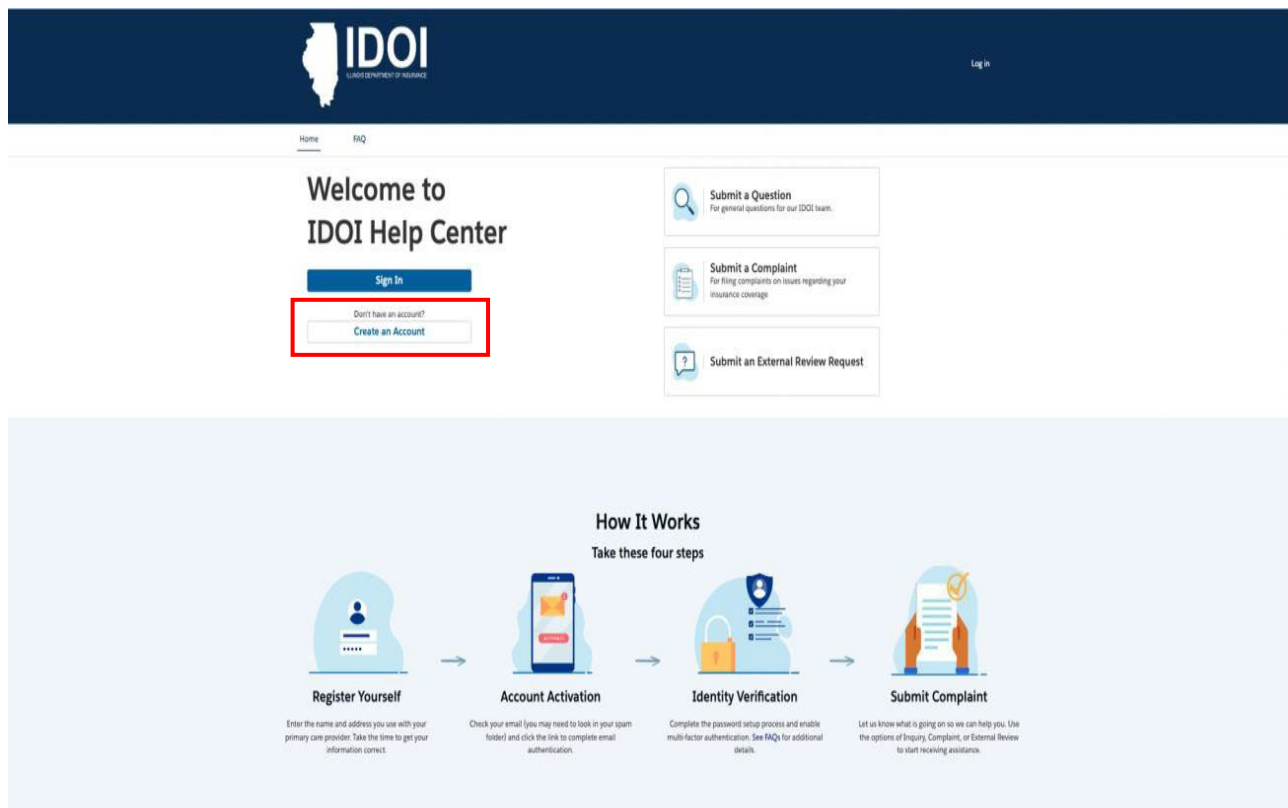
# IDOI Help Center

## Consumer Login & Registration Guide

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’**.



The screenshot shows the IDOI Help Center homepage. At the top, there is a dark blue header with the IDOI logo (Illinois Department of Insurance) and a 'Log In' link. Below the header, there are navigation links for 'Home' and 'FAQ'. The main content area features a 'Welcome to IDOI Help Center' message with a 'Sign In' button and a 'Create an Account' button highlighted with a red border. To the right, there are three service tiles: 'Submit a Question', 'Submit a Complaint', and 'Submit an External Review Request'. Below this, a 'How It Works' section outlines four steps: Register Yourself, Account Activation, Identity Verification, and Submit Complaint, each with an icon and a brief description.

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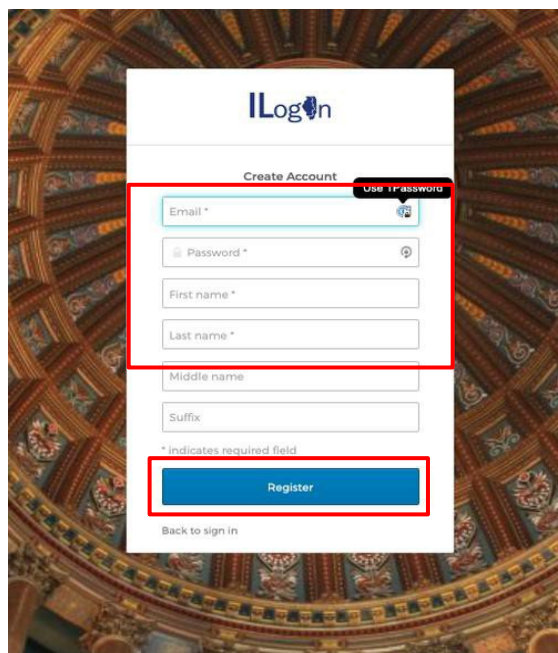
## Consumer Login & Registration Guide

You will be directed to the ILogin page.

You will be required to enter:

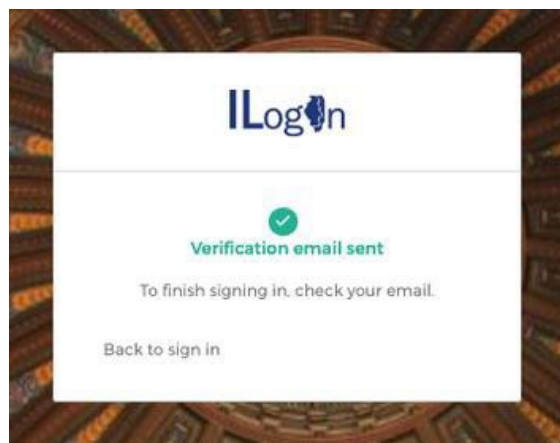
- Email
- Password
- First Name
- Last Name

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



The screenshot shows the ILogin registration form. The form is titled "Create Account" and includes the following fields: Email \*, Password \*, First name \*, Last name \*, Middle name, and Suffix. A red box highlights the Email, Password, First name, and Last name fields. A blue button labeled "Register" is also highlighted with a red box. A "Back to sign in" link is located at the bottom of the form. A tooltip "Use \* if password" is visible near the Password field. A note at the bottom of the form states "\* indicates required field".

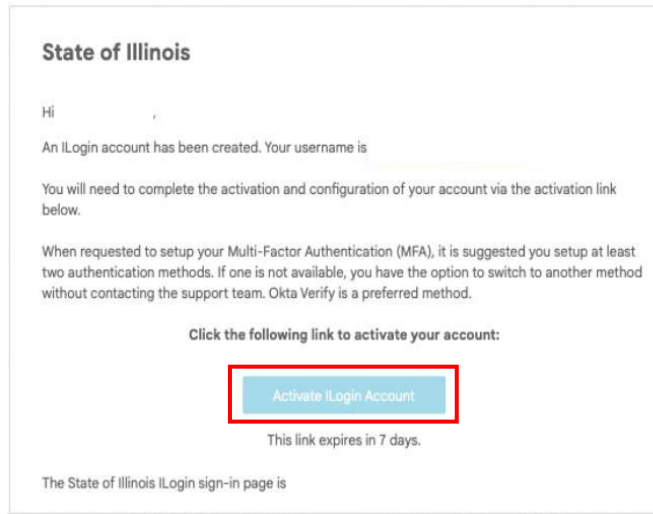
You will receive notification that a Verification Email has been sent.



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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.

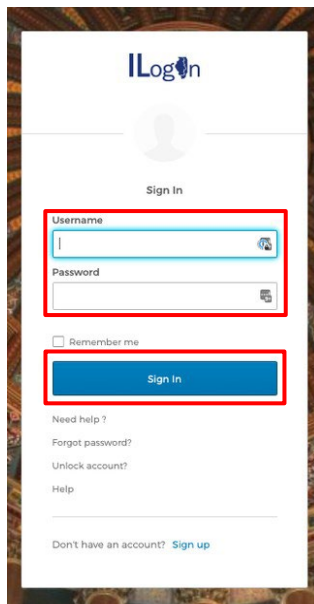


Once the account has been activated the link in this email will no longer work and you will need to access your application by going to [gov](#)

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.

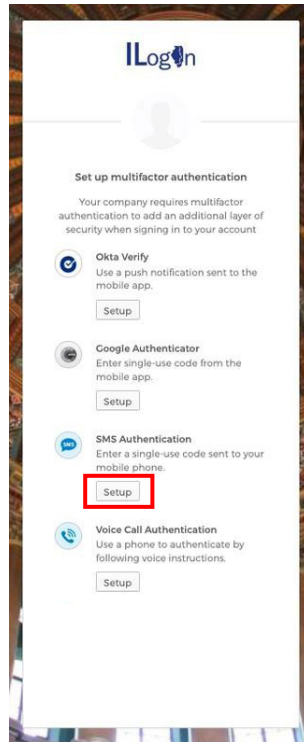


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## Consumer Login & Registration Guide

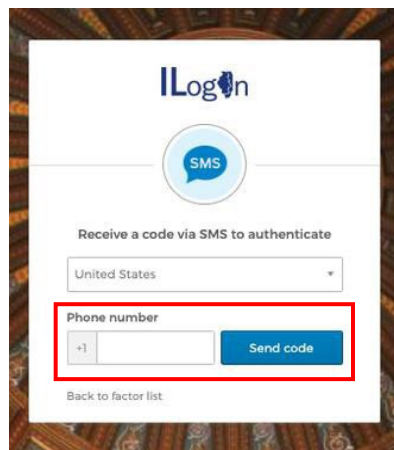
You will be directed to setup Multifactor Authentication, an identity verification tool used for account security. At least **ONE** option must be chosen.

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'**.

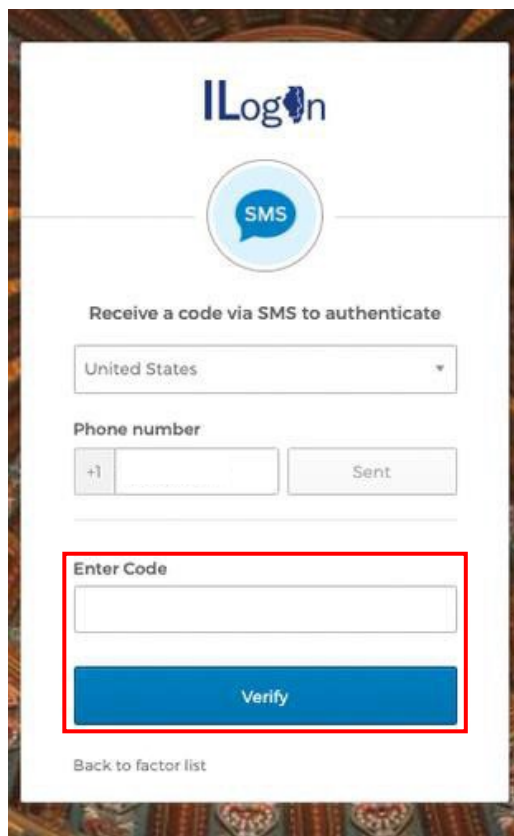


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Retrieve the single-use code from your phone and **enter the code** in the provided area of the next screen to which you are directed.

After entering the code, click **'Verify'**.



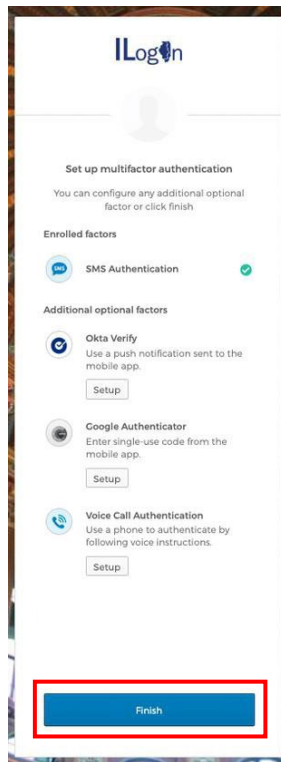
The screenshot displays the ILogIn SMS authentication interface. At the top, the ILogIn logo is visible. Below it is an SMS icon. The main heading is "Receive a code via SMS to authenticate". There is a dropdown menu for "United States". Under "Phone number", there is a field with "+1" and a "Sent" button. The "Enter Code" field is highlighted with a red box, and the "Verify" button is also highlighted with a red box. At the bottom, there is a link for "Back to factor list".

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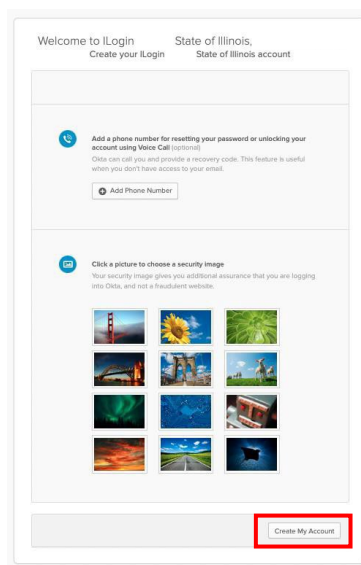
You will be redirected back to the MFA screen which will now show the 'Enrolled Factors', indicating the method of MFA you have selected.

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).

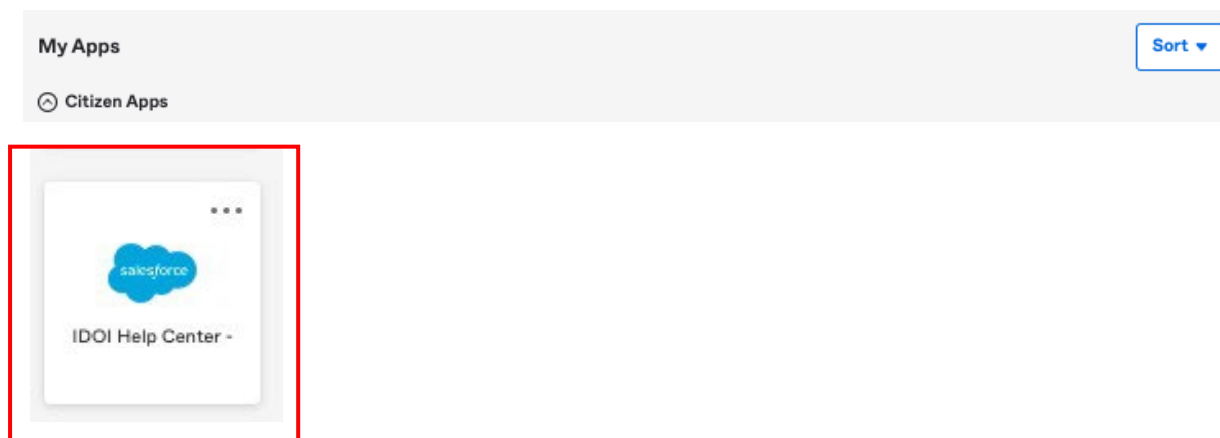
Select your preferred security image and click 'Create My Account'.



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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’**.

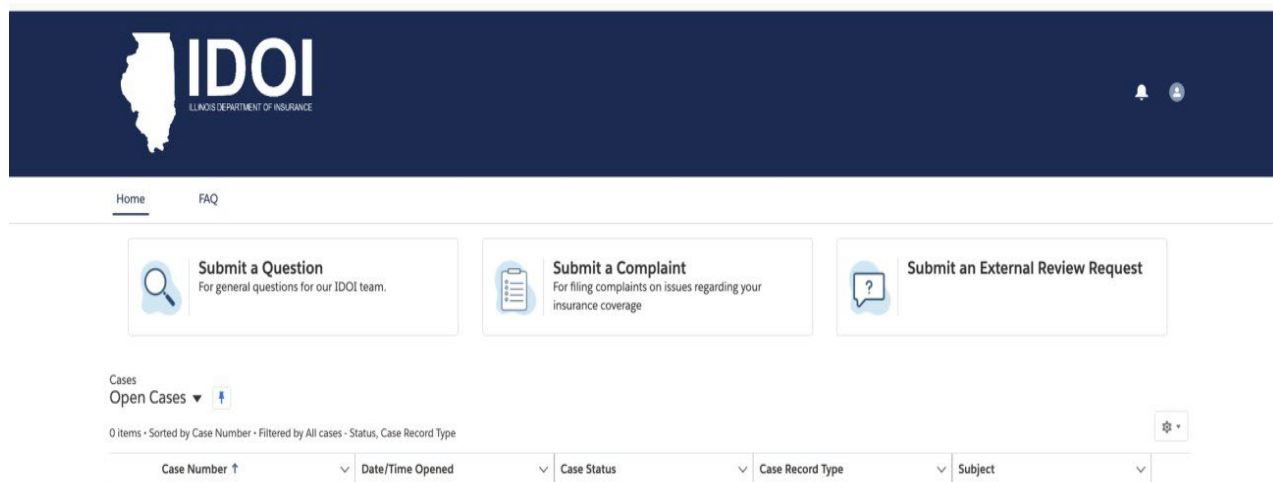
A screenshot of the IDOI Help Center registration form. At the top, it shows the IDOI logo and the text 'ILLINOIS DEPARTMENT OF INSURANCE'. Below this, the user's email 'bjricare+doicons2@gmail.com.rs360qa' and a 'Log Out' link are visible. The main heading is 'I would like to:'. Below this, there is a section titled '\* Please select one' with two radio button options. The first option, 'Create an online account to submit a complaint or external review', is selected and highlighted with a red border. The second option is 'Create an online account to respond to a complaint or external review'. At the bottom right of the form, there is a blue 'Next' button, also highlighted with a red border.

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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



The screenshot shows the IDOI Help Center home page. At the top is a dark blue header with the IDOI logo (Illinois Department of Insurance) on the left and a notification bell icon on the right. Below the header are two navigation links: "Home" (underlined) and "FAQ". The main content area features three prominent action buttons: "Submit a Question" (with a magnifying glass icon), "Submit a Complaint" (with a document icon), and "Submit an External Review Request" (with a question mark icon). Below these buttons is a "Cases" section with a dropdown menu for "Open Cases" and a filter icon. The text below the dropdown reads "0 items · Sorted by Case Number · Filtered by All cases - Status, Case Record Type". At the bottom of the cases section is a table with five columns: "Case Number" (sorted ascending), "Date/Time Opened", "Case Status", "Case Record Type", and "Subject".