

IDOI Help Center

Respondent Login & Registration Guide

The new IDOI Help Center will increase business efficiency, improve services, reduce time-related costs, and create higher visibility into status and related historical records.

Via the IDOI Help Center, respondents can check the status of open complaints, review the resolution codes of closed complaints, view the related documentation and correspondence, reply to complaints, attach documents to the complaint for review, and dispute closing codes.

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 Provider Complaint Process”](#)

To respond to 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 titled 'Take these four steps' shows a four-step process: 1. Register Yourself (Enter name and address), 2. Account Activation (Check email for activation link), 3. Identity Verification (Complete password setup and enable multi-factor authentication), and 4. Submit Complaint (Let us know what is going on).

IDOI Help Center

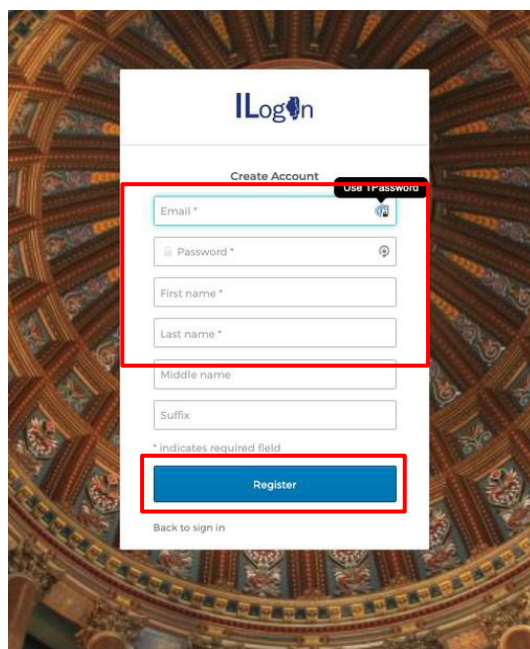
Respondent Login & Registration Guide

You will be directed to the ILogin page.

You will be required to enter:

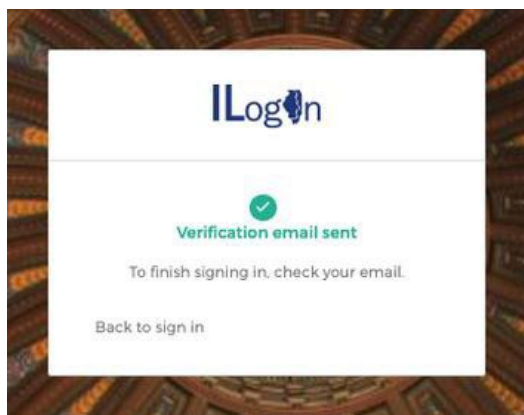
- Email
- Password
- First Name
- Last Name

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



The screenshot shows the ILogin registration form. The form is titled "ILogin" and has a "Create Account" link. A "Use 1Password" button is visible. The form contains several input fields: "Email *", "Password *", "First name *", "Last name *", "Middle name", and "Suffix". A red box highlights the "Email *", "Password *", "First name *", and "Last name *" fields. Below the fields, there is a note: "* Indicates required field". A blue "Register" button is highlighted with a red box. At the bottom, there is a link for "Back to sign in".

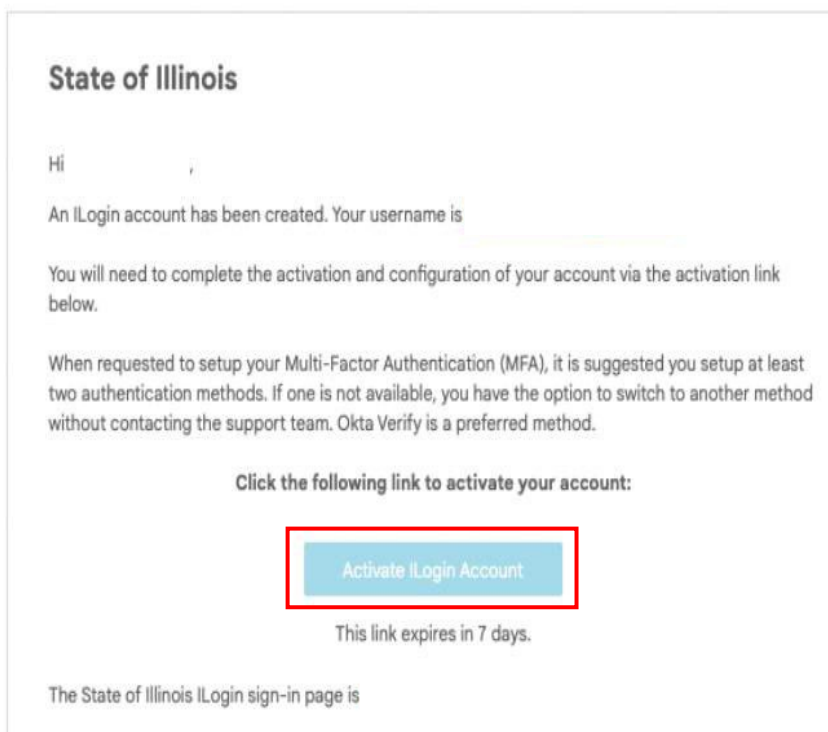
You will receive notification that a Verification Email has been sent.



IDOI Help Center

Respondent Login & Registration Guide

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](#)

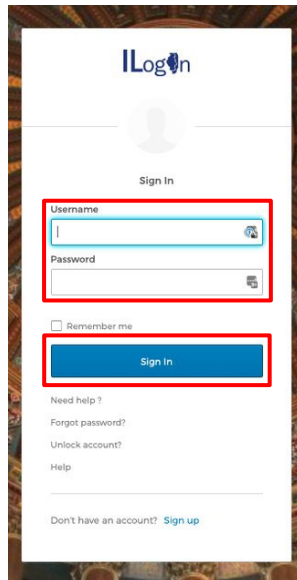
If you experience difficulties accessing your account, you can send a help request to your system administrator using the link: [redacted]

IDOI Help Center

Respondent Login & Registration Guide

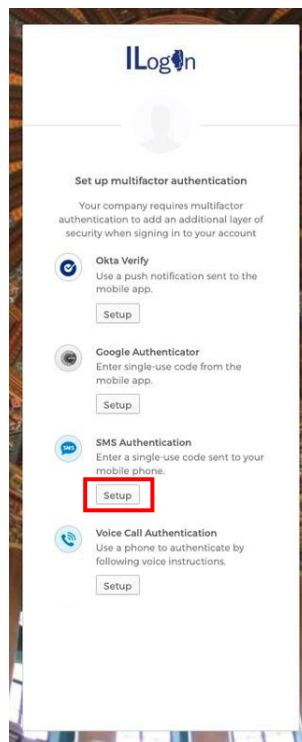
You will be directed back to the ILogin page where you will enter the **Username** provided in the above email as well as the **Password** created during the registration process.

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



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'**.

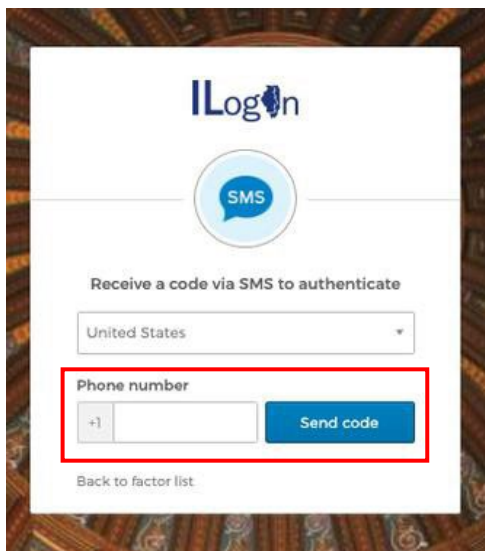


IDOI Help Center

Respondent Login & Registration Guide

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.

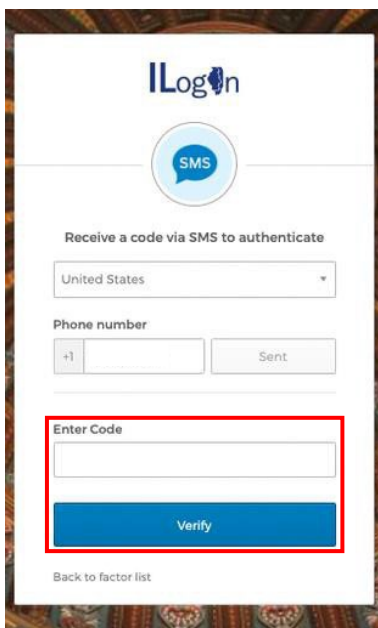
After inputting the desired phone number, click **'Send code'**.



The screenshot shows the ILogIn interface for SMS authentication. At the top is the ILogIn logo and an SMS icon. Below is the instruction "Receive a code via SMS to authenticate". A dropdown menu shows "United States". The "Phone number" section has a field with "+1" and a "Send code" button, both highlighted with a red border. A "Back to factor list" link is at the bottom.

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'**.



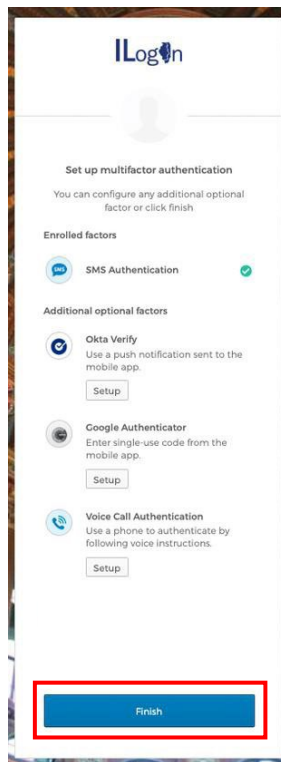
The screenshot shows the ILogIn interface for SMS authentication. At the top is the ILogIn logo and an SMS icon. Below is the instruction "Receive a code via SMS to authenticate". A dropdown menu shows "United States". The "Phone number" section has a field with "+1" and a "Sent" button. The "Enter Code" section has a text input field and a "Verify" button, both highlighted with a red border. A "Back to factor list" link is at the bottom.

IDOI Help Center

Respondent Login & Registration Guide

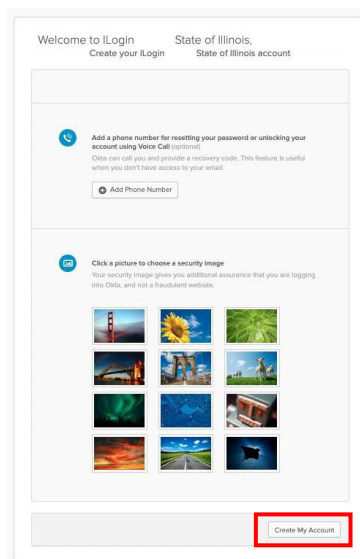
You will be redirected back to the MFA screen which will now show the 'Enrolled Factors', indicating the method of MFA you have selected.

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).

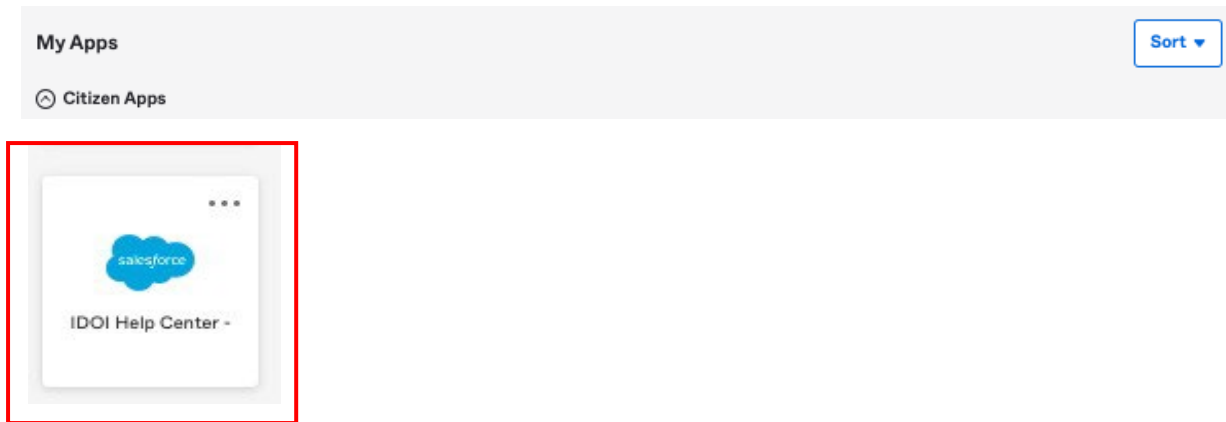
Select your preferred security image and click 'Create My Account'.



IDOI Help Center

Respondent Login & Registration Guide

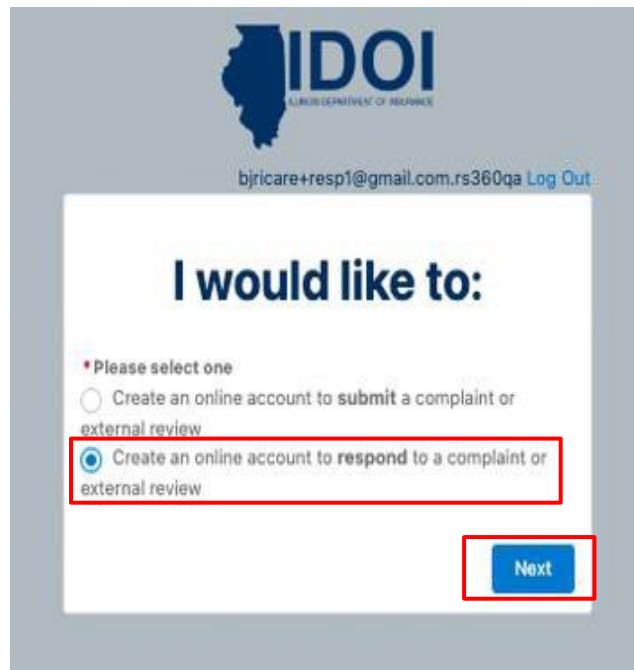
You are directed to the 'My Apps' page where you will select the **IDOI Help Center app**.



Next, you will select your role within the IDOI Help Center.

For Respondent Accounts, choose **“Create an online account to respond to a complaint or external review”**.

After making your selection, click **‘Next’**.



IDOI Help Center

Respondent Login & Registration Guide

You will then be required to identify if you are or represent:

- An Insurance Company
- A Producer/Public Adjuster
- Other Regulated Entity

After making your selection, click 'Next'.



The screenshot shows the IDOI registration interface. At the top, the IDOI logo and the text 'ILLINOIS DEPARTMENT OF INSURANCE' are visible. Below the logo, the user's email address 'bjricare+resp1@gmail.com.rs360qa' and a 'Log Out' link are displayed. The main heading is 'I am a:'. Below this, there is a prompt '*Please select one' followed by three radio button options: 'Insurance Company' (which is selected), 'Producer/Public Adjuster', and 'Other Regulated Entity'. At the bottom right of the form area, there are two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a red rectangular box.

Depending on the previous selection, you will be required to enter identifying information. All required information is noted by a red asterisk.

After entering all required information, click 'Next'.



The screenshot shows the IDOI registration interface for the information entry step. At the top, the IDOI logo and the text 'ILLINOIS DEPARTMENT OF INSURANCE' are visible. Below the logo, the user's email address 'bjricare+resp1@gmail.com.rs360qa' and a 'Log Out' link are displayed. The main heading is 'Please enter your information below:'. Below this, there are three text input fields, each with a red asterisk indicating required information: '* Company Name', '* NAIC Number', and '* Phone'. At the bottom right of the form area, there are two buttons: 'Previous' and 'Next'. The 'Next' button is highlighted with a red rectangular box.

IDOI Help Center

Respondent Login & Registration Guide

You have now successfully submitted your account for approval and will receive the following message:



Your account submission will be reviewed and, if approved, you will receive the following email confirmation:

