

November 18, 2021



# Local System Administrator Training

## User ID's

## Acronyms used in this presentation

DCEO – Department of Commerce and Economic Opportunity

OET – DCEO Office of Employment and Training

IWDS – Illinois Workforce Development System

IBIS – Illinois Benefit Information System

IES – Integrated Eligibility System

IwNC\* – Illinois workNet Center

SDA – Shared Data Agreement

LSA – Local System Administrator

## Systems for User Access

### IWDS – Local LWIA

- Illinois Workforce Development System

### IBIS

- Illinois Benefit Information System

### IES

- Integrated Eligibility System

## Different Systems for User Access

### 1. IWDS – Local LWIA & LWIA 90 (State-Wide Grants)

- System owned by DCEO

### 2. IBIS

- System owned by IDES (IL Department of Employment Security)

### 3. IES

- System jointly owned by HFS (IL Department of Healthcare and Family Services) and DHS (IL Department of Human Services)

## IDES Data Sharing Agreement

To obtain access to IWDS or IBIS, each user must have a signed *IDES Data Sharing Agreement Acknowledgement Form - "ATTACHMENT D SHARED DATA AGREEMENT"* on file with OET. This form needs to be filed with the SDA Liaison via email before any access rights are granted, either by the IWDS System Administrators or the LWIA Local System Administrators.

LSAs are not to add new Users to IWDS until they submit the IDES Data Sharing Agreement Acknowledgment Form to the SDA Liaison with OET.

## IDES Data Sharing Agreement

The LSA should not add new users to IWDS until the IDES Data Sharing Agreement Acknowledgment Form is on file with OET.

ATTACHMENT D  
SHARED DATA AGREEMENT (18-SDA-62)  
ILLINOIS DEPARTMENT OF EMPLOYMENT SECURITY

ACKNOWLEDGEMENT FORM \_\_\_\_\_ of \_\_\_\_\_

INDIVIDUAL'S FULL NAME:

JOB TITLE AND LOCATION:

EMPLOYER'S NAME:

IF EMPLOYER IS NOT [RECIPIENT], PLEASE EXPLAIN:

Employee of a LWIA, a Title 1 grant recipient (LWIA)

REASON(S) FOR INDIVIDUAL'S ACCESS TO DATA:

WIOA Case Manager

I, \_\_\_\_\_, acknowledge that all data received from IDES under 18-SDA-62 is confidential and must be protected from unauthorized disclosure and use. I have been instructed by RECIPIENT on the permissible use(s) of the data and will not use the data for any other purpose. RECIPIENT has provided me with a list of the individuals with whom I may share the data. I understand that I may not share the data with any other entity or person, including but not limited to other employees, agents, or contractors of RECIPIENT who are not authorized to access the data. I have received instruction from RECIPIENT on the proper way to store, handle, and protect the confidentiality of the data and shall take all necessary steps to reduce the risk of unauthorized disclosure or use. I understand that I must report all violations of 18-SDA-62 to IDES and may do so by sending an e-mail to [DES.SDA@illinois.gov](mailto:DES.SDA@illinois.gov) or completing the form on the IDES website [www.ides.illinois.gov/Pages/SDA\\_Violations.aspx](http://www.ides.illinois.gov/Pages/SDA_Violations.aspx). Finally, I understand that if I disclose the data to any unauthorized individual or entity, I shall be guilty of a Class B misdemeanor and may be required to serve up to 6 months in jail and pay a fine of up to \$1,500. I shall also be disqualified from holding any appointment or employment by with state.

INDIVIDUAL:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

FOR RECIPIENT: DCEO SIGNS FOR RECIPIENT

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## IWDS – Local LWIA

1. Create new IWDS LWIA staff users and new IWDS Local System Administrators.
2. Grant or remove user roles to those IWDS IDs.
3. Re-enable IWDS LWIA users that have been disabled.
4. Reset IWDS LWIA user passwords.
5. Disable IWDS users who are no longer employed by the LWIA.

## IWDS – Local LWIA

### CREATING A NEW IWDS USER:

The Add User screen requires:

- First Name
- Last Name
- Phone Number (work)
- Email Address (work)

The LWIA is auto filled, and the choices for the IwNC\* (Illinois workNet Center) are populated by the locations associated with that LWIA.

**Add User**

User Name:

\* First Name:  Middle Initial:

\* Last Name:

\* Phone Number:  Extension:

\* Email Address:

LWA: 15 - United Workforce Development Board aka Career Link

\* IwNC\*:

\* IwNC\* Partner:

Veteran Staff:



## IWDS – Local LWIA

### CREATING A NEW IWDS USER:

The IwNC\* Partner field drop down has the following choices.

The last choice will always be associated with your LWIA:

DHS  
IBHE  
IBOE  
ICCB  
IDES  
ORS  
SCSEP  
USDOL/VETS  
WIOA Svc Pvd  
15 - City of Peoria Workforce Development Department

## IWDS – Local LWIA

### CREATING A NEW IWDS USER:

This is what the User should look like when complete.

**Edit User**  
Reset Password

User Name: suser    Last Login: 01/01/1900  
User Type: Staff

\* First Name:     Middle Initial:   
Last Name:

Enabled:  Yes  No

Disabled Reason:

\* Phone Number:     Extension:   
\* Email Address:

LWA: 15 - United Workforce Development Board aka Career Link  
\* IwNC\*: 000 - Career Link - Peoria County

\* IwNC\* Partner:

Veteran Staff:

## IWDS – Local LWIA

### CREATING A NEW IWDS USER:

The bottom section of the Add User screen has the available user roles that the LSA can grant.

Each role allows users to access features in IWDS. There are roles that are view only, data entry, access to run reports, a supervisor role, and the Local System Administrator role.

#### \* Additional User Roles

- |  |   |   |  |
|--|---|---|--|
| <input type="checkbox"/> ATIM Career Planner           | <input type="checkbox"/> Career Planner Supervisor                              | <input type="checkbox"/> Case Management View Only        | <input type="checkbox"/> Data Lag Reports                  |
| <input type="checkbox"/> Entity Maintenance            | <input type="checkbox"/> Entity Maintenance (Assign Training Function Included) | <input type="checkbox"/> Generate Swipe Card              | <input type="checkbox"/> Grants Reports                    |
| <input type="checkbox"/> Local Customization View Only | <input type="checkbox"/> Local System Administrator                             | <input type="checkbox"/> LWA Grant Planner                | <input type="checkbox"/> LWA Grants View Only              |
| <input type="checkbox"/> LWA Load External Data        | <input type="checkbox"/> LWA Local Customization Maintenance                    | <input type="checkbox"/> LWA Relationship Manager         | <input type="checkbox"/> LWA Staff                         |
| <input type="checkbox"/> Non-Youth Certification       | <input type="checkbox"/> Obligation Approval                                    | <input type="checkbox"/> OTH Career Planner               | <input type="checkbox"/> Participant Period Reports        |
| <input type="checkbox"/> Participant Reports           | <input type="checkbox"/> Performance Management Reports                         | <input type="checkbox"/> Performance Management View Only | <input type="checkbox"/> Provider Information View Only    |
| <input type="checkbox"/> Provider Management Reports   | <input type="checkbox"/> Referral Tracking Reports                              | <input type="checkbox"/> Security Reports                 | <input type="checkbox"/> Self Service Local Services       |
| <input type="checkbox"/> Summary Reports               | <input type="checkbox"/> TAA Career Planner                                     | <input type="checkbox"/> TAA Monitoring Reports           | <input type="checkbox"/> TAA Training Costs                |
| <input type="checkbox"/> Upload and View LWA Documents | <input type="checkbox"/> View Only LWA Documents                                | <input type="checkbox"/> WIOA Career Planner              | <input type="checkbox"/> WIOA Youth Certification (Not 5%) |
| <input type="checkbox"/> WIOA 5% Youth Certification   |   |   |  |

## IWDS – Local LWIA

### CREATING A NEW IWDS USER:

Select roles based on the User's position at the LWIA. Career Planner, Grant Manager, Supervisor etc.

When all roles are added, click "Save" to continue.

**\* Additional User Roles**

<input type="checkbox"/> ATIM Career Planner	<input type="checkbox"/> Career Planner Supervisor	<input checked="" type="checkbox"/> Case Management View Only	<input type="checkbox"/> Data Lag Reports
<input type="checkbox"/> Entity Maintenance	<input type="checkbox"/> Entity Maintenance (Assign Training Function Included)	<input type="checkbox"/> Generate Swipe Card	<input type="checkbox"/> Grants Reports
<input type="checkbox"/> Local Customization View Only	<input type="checkbox"/> Local System Administrator	<input type="checkbox"/> LWA Grant Planner	<input type="checkbox"/> LWA Grants View Only
<input type="checkbox"/> LWA Load External Data	<input type="checkbox"/> LWA Local Customization Maintenance	<input type="checkbox"/> LWA Relationship Manager	<input checked="" type="checkbox"/> LWA Staff
<input type="checkbox"/> Non-Youth Certification	<input checked="" type="checkbox"/> Obligation Approval	<input type="checkbox"/> OTH Career Planner	<input checked="" type="checkbox"/> Participant Period Reports
<input checked="" type="checkbox"/> Participant Reports	<input checked="" type="checkbox"/> Performance Management Reports	<input type="checkbox"/> Performance Management View Only	<input type="checkbox"/> Provider Information View Only
<input type="checkbox"/> Provider Management Reports	<input type="checkbox"/> Referral Tracking Reports	<input type="checkbox"/> Security Reports	<input type="checkbox"/> Self Service Local Services
<input checked="" type="checkbox"/> Summary Reports	<input checked="" type="checkbox"/> TAA Career Planner	<input type="checkbox"/> TAA Monitoring Reports	<input type="checkbox"/> TAA Training Costs
<input type="checkbox"/> Upload and View LWA Documents	<input type="checkbox"/> View Only LWA Documents	<input checked="" type="checkbox"/> WIOA Career Planner	<input checked="" type="checkbox"/> WIOA Youth Certification (Not 5%)
<input checked="" type="checkbox"/> WIOA 5% Youth Certification			

## IWDS – Local LWIA

### CREATING A NEW IWDS USER:

IWDS will generate a pop-up message at the top of the screen with the new IWDS Username “suser” (Sample User) and Password “8436555”.

If there is already a “suser”, the system will create “suser1” or “suser2”, and so on.

IWDS will also create an IL workNet ID and Password for the new user.

**Informational Message:**

The record has been added.

IWDS Username suser Password 8436555

Illinois workNet Email Address Not Available Password Not Available

## IWDS – Local LWIA

### IWDS USER MANAGEMENT:

As a Local System Administrator, you will have to re-enable disabled IWDS users and reset passwords.

IWDS will automatically disable any user that has not logged into the system within the past 35 days.

The far-right column “Enabled” shows a “N” for No.

#### List IWDS Users

[Return To Search](#)[Add a Staff User](#)

1 found Page 1 of 1

	Name	Username	IwNC*	IwNC* Partner	Phone Number Email Address	User Type	Enabled
<a href="#">View</a>	User, Sample	suser	000	15 - City of Peoria Workforce Development Department	(217)557-5559 kristofer.theilen@illinois.gov	Staff	N

Page 1 of 1

[Return To Search](#)[Add a Staff User](#)

## IWDS – Local LWIA

### IWDS USER MANAGEMENT:

To re-enable a User, change “Enabled” from “No” to “Yes” and change the “Disabled Reason” by using the dropdown arrow to the top which is the blank line.

Then click “Save”.

If you need to re-enable the ID and do a password reset, treat it as **2 separate tasks**. You cannot do both at the same time.

User Name: suser    Last Login: 01/01/1900  
User Type: Staff  
\* First Name:     Middle Initial:   
Last Name:   
Enabled:  Yes  No  
Disabled Reason:

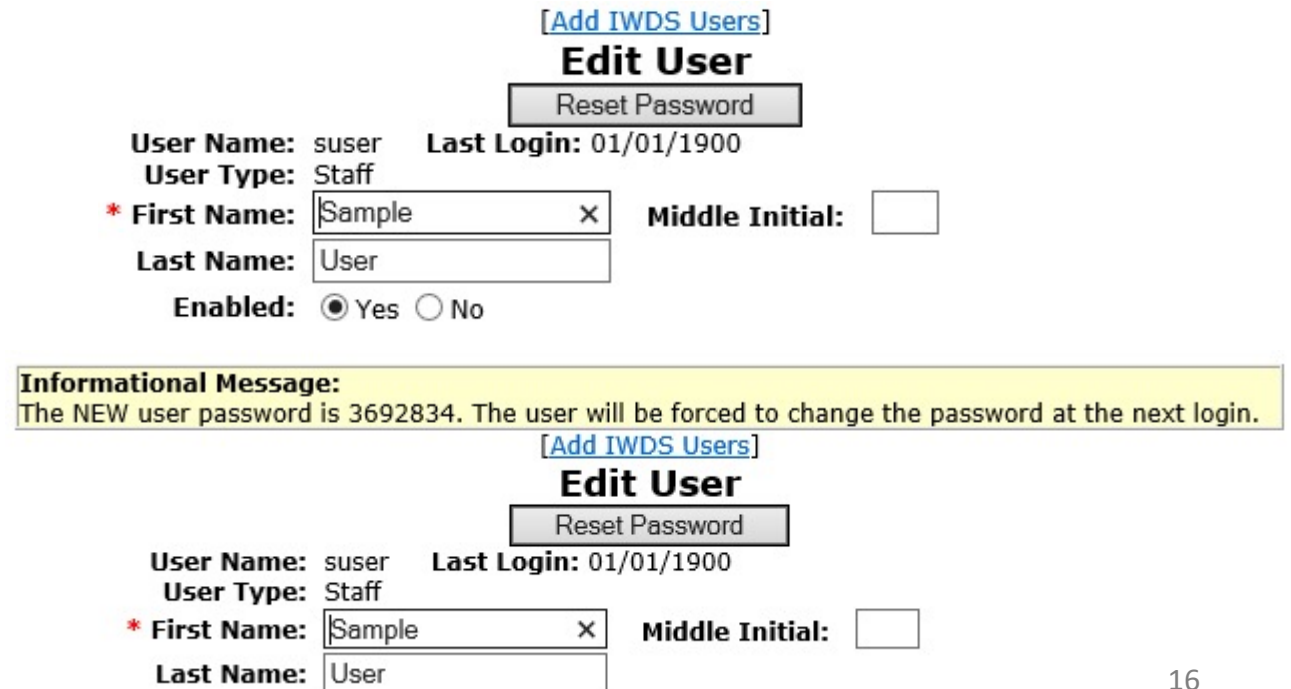
User Name: suser    Last Login: 01/01/1900  
User Type: Staff  
\* First Name:     Middle Initial:   
Last Name:   
Enabled:  Yes  No  
Disabled Reason:

## IWDS – Local LWIA

### IWDS USER MANAGEMENT:

To reset the password for the IWDS ID, click the “Reset Password” button.

IWDS will generate a pop-up message with the temporary password. This password is good until it is used, then the IWDS system will force the user to update their password.



The screenshot displays the 'Edit User' interface for a user named 'suser'. At the top right, there are links for '[Add IWDS Users]' and 'Edit User', and a 'Reset Password' button. The user details are as follows:

- User Name: suser
- User Type: Staff
- Last Login: 01/01/1900
- \* First Name: Sample
- Middle Initial: (empty)
- Last Name: User
- Enabled:  Yes  No

An informational message box is shown below the form, stating: 'The NEW user password is 3692834. The user will be forced to change the password at the next login.' Below this message, the 'Edit User' form is repeated, showing the same user details.



## IWDS – Local LWIA

### IWDS USER MANAGEMENT:

You can also look at the user to see when their last login to IWDS occurred.

If Last Login is 01/01/1900, the user has not logged into IWDS since the ID was created.

**User Name:** suser      **Last Login:** 01/01/1900  
**User Type:** Staff

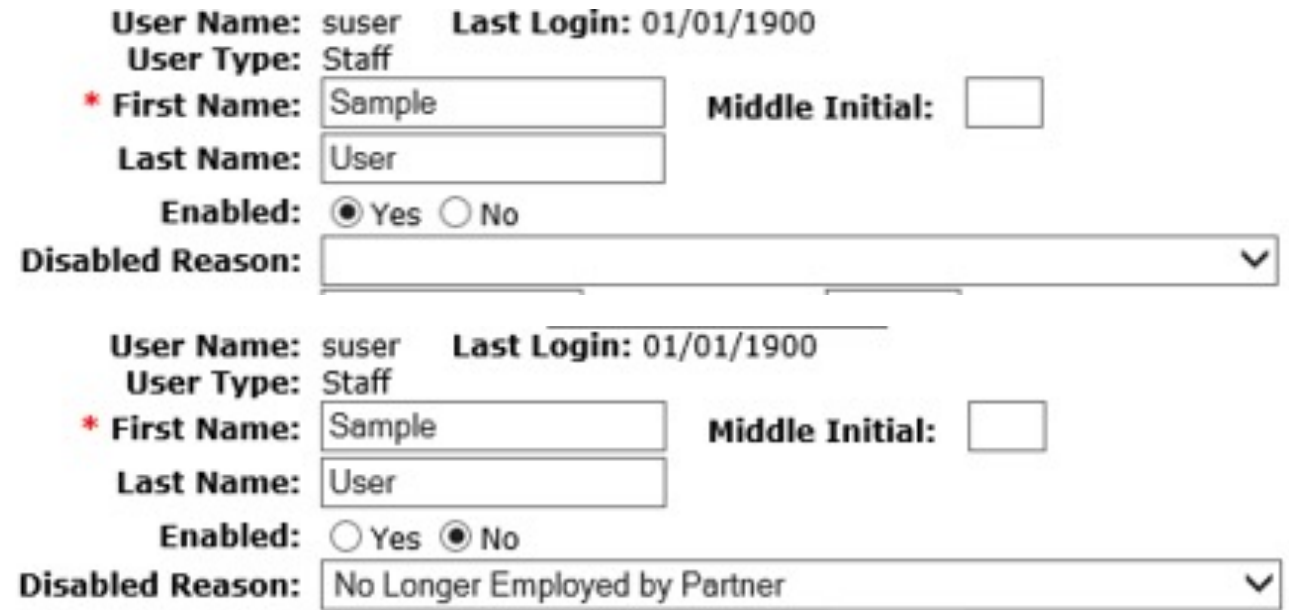
## IWDS – Local LWIA

### IWDS USER MANAGEMENT:

To disable an IWDS user who has left LWIA employment, change “Enabled” from “Yes” to “No” and change the “Disabled Reason” to “No Longer Employed by Partner”.

There are multiple options to disable a user, select the appropriate reason.

IWDS is a reporting legacy system that stores user data in relation to client data. IWDS does not delete users, only disables them.



**User Name:** suser    **Last Login:** 01/01/1900  
**User Type:** Staff  
**\* First Name:** Sample    **Middle Initial:**   
**Last Name:** User  
**Enabled:**  Yes  No  
**Disabled Reason:**

**User Name:** suser    **Last Login:** 01/01/1900  
**User Type:** Staff  
**\* First Name:** Sample    **Middle Initial:**   
**Last Name:** User  
**Enabled:**  Yes  No  
**Disabled Reason:** No Longer Employed by Partner

## User Access Requests

Local System Administrators are the only people at the LWIA with authorization to make user access or removal requests to OET for the IBIS, IES or IWDS systems.

Emails are to be sent with the necessary forms to the appropriate OET staff for all LWIA users.

## IWDS –LWIA 90

IWDS LWIA 90 (state-wide grants) access is requested through the IWDS System Administrators. Requests should be submitted by the OET Grant Manager or by the LSA with the OET grant manager cc'd on the email.

All LWIA 90 users must have an IDES Data Sharing Agreement Acknowledgment Form on file with OET before LWIA 90 access is granted.

The LSA should contact the IWDS System Administrators at OET for IWDS LWIA 90 user password resets or to disable LWIA 90 users.

## IWDS –LWIA 90

Any corrections to a LWIA 90 client application information will need to be submitted to the IWDS System Administrators at OET.

Any assistance with exits or performance on LWIA 90 clients need to be submitted to the WIOA Performance Measures Staff at OET, with a cc: to the IWDS System Administrators.

When LWIA 90 users who are no longer employed by the LWIA, or no longer need LWIA 90 access, email the IWDS System Administrators and the SDA Liaison to inform them of the change so the LWIA 90 ID can be disabled.

# Local System Administrator Training - User ID's



## IBIS

IBIS (Illinois Benefit Information System) is a program owed by IDES (Illinois Department of Employment Security) that contains unemployment benefit information.

To access the IBIS system, users will need both a PKI Digital ID and a RACF ID.

Requests to add, remove, or reset passwords for IBIS users **must be submitted by Local System Administrators.**

A screenshot of the Illinois Benefit Information System (IBIS) login page. The page has a blue header with the IBIS logo and the text "ILLINOIS BENEFIT INFORMATION SYSTEM". Below the header is a grey bar with the text "Illinois Benefit Information System". The main content area is white and contains the text "Please enter your username and password to access the Illinois Benefit Information System (IBIS)." followed by two input fields: "User ID:" and "Password:". The input fields are empty and have a white background with a thin black border.

## IBIS

### **GAINING ACCESS TO IBIS:**

IBIS access is requested by Local System Administrators by submitting the Bureau of Agency Services-I.T.M External User I.D. Request Form. User must have an IDES Data Sharing Agreement Acknowledgment Form on file before IBIS access will be granted. These forms can be submitted at the same time.

Any changes to user information (name, work address, work email, work phone) should be submitted to the IBIS Coordinator and the SDA Liaison via email to update User information.


OET is only authorized to process IBIS access for LWIA employees that are using the system for WIOA activities.

## IBIS

### GAINING ACCESS TO IBIS:

All required fields highlighted on the sample Bureau of Agency Services-I.T.M External User I.D. Request Form must be complete to be processed.

The field “Digital Certificate ID (USER NAME)” refers to the applicant getting a PKI Digital ID. To obtain this ID the user must access the Department of Innovation and Technology (DoIT) website to create their own unique ID (it is not assigned).



**Illinois Department of Commerce & Economic Opportunity**  
JB Pritzker, Governor

**Bureau Of Agency Services - I. T. M.**  
**EXTERNAL USER I. D. REQUEST FORM**  
Please Print

To: Manager, Office of Information Technology Management (Application Date)

Type of Request:  New ID  Delete ID  Change ID

DCEO RACF User ID: \_\_\_\_\_  
(not required for new I.D. Request)

Access Requested For: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
(client name - PLEASE PRINT)

Work Address: \_\_\_\_\_

City, State, ZIP: \_\_\_\_\_ LWA #: \_\_\_\_\_

EMAIL: \_\_\_\_\_

DCEO Contact: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Request Access To: IMS / TSO HOST System / Application	Access Type (Inquiry / Update)	Request Access To: IMS / TSO HOST System / Application	Access Type (Inquiry / Update)
--	-----------------------------------	--	-----------------------------------

Digital Certificate ID (USER NAME) \_\_\_\_\_

Comment: \_\_\_\_\_

Provide a brief explanation/justification for each system or application to which you are requesting access. Provide authorization from the appropriate Division Manager when access has been requested for a system supporting a Division other than the Division for which this User I.D. Has been requested.

DCEO Manager: In signing this request, I am authorizing all charges incurred as a result of the establishment of this User I.D. To be charged to the appropriate funding source identified for the employee assigned this User ID.

Should the person assigned this User I.D. leave your employment, it is your responsibility to notify I.T.M., via this form, to delete this User I.D. Failure to notify I.T.M. may result in unauthorized access to computer resources.

Applicant Signature: \_\_\_\_\_ Date: \_\_\_\_\_



# Local System Administrator Training - User ID's



## GAINING ACCESS TO IBIS:

To create or reset a PKI Digital ID, go to:

[https://enroll.pki.illinois.gov/UserRegistration/en\\_US/Homepage.html](https://enroll.pki.illinois.gov/UserRegistration/en_US/Homepage.html)

**If you have problems, do not contact OET. You will need to call the help desk at either (217) 524-3648 or (312) 814-3648 and select Option 1 (Computer Related Issue) or Option 2 (Digital ID support), then respond by saying "This is concerning a Digital ID".**

# IBIS



### Digital ID Registration and Recovery

#### Register

The registration process for *State of Illinois Digital IDs* begins here for all users, both Illinois residents and out-of-state users.

Get a Digital ID

#### Reset Password

Are you unable to recall your Digital ID user name or password? To begin the password recovery process, choose one of the following options.

If you registered for your *State of Illinois Digital ID* using an Illinois driver's license or ID card, choose **Illinois residents**.

Otherwise, choose **All other users**.

Illinois residents

All other users

#### Digital ID Support

Web: [Report Problems](#)

Email: [DoIT.Helpdesk@illinois.gov](mailto:DoIT.Helpdesk@illinois.gov)

#### Customer Service Center (CSC)

- Springfield: 217-524-4-DoIT (217-524-3648)
- Chicago: 312-814-4-DoIT (312-814-3648)

#### Standard Support Service Hours

Monday – Friday  
8 a.m. – 5 p.m.

Select option 1 (computer related issue) and then choose option 2 (Digital ID support). Please respond by saying, "This is concerning a Digital ID."

Questions about State of Illinois Digital IDs?

[Read the FAQ](#)

## IBIS

### **RACF/IBIS PASSWORD RESETS:**

If the IBIS user needs a password reset or the user gets an error message that the RACF ID is revoked or suspended, email both the RACF (MHDxxxx) and the user's name to the IBIS Coordinator, who will first verify the user, then submit to the DCEO RACF Security Group for a reset.

OET is only authorized to process RACF password resets for users that are in the OET IBIS user database list and needing the password reset to access IBIS (not GRS, SNAP, or any other State of IL program).

The temporary password is only good for 48 hours.

## IBIS

# RACF/IBIS PASSWORD RESETS:

To reset your RACF ID for accessing IBIS, go to <https://neonwebh.cmcf.state.il.us/changepassword>.

## Change MVS Password

You can change your current MVS password by keying the required information below and submitting the change request.

Your MVS Userid:

Your OLD Password:

Your NEW Password:

Re-type NEW Password:

Change Password Now

Your MVS Userid is your RACF ID – MHDxxxx.

Your OLD Password is the temporary password you were issued with the reset.

Your NEW Password must meet the following requirements:

- 1) Password must contain exactly eight (8) characters
- 2) Password must contain at least one letter (a-z, or A-Z) – not case sensitive
- 3) Password must contain at least one number (0-9)
- 4) Password must contain at least one Special characters, these only: #, \$ or @
  - a. NOTE: Password cannot begin with the special character (#123test)
- 5) Password CANNOT be your first or last name
- 6) Password CANNOT use abbreviations or names of months (Jan, Feb, June, July, etc.)
- 7) Passwords must not have been used in previous 12 months

It is recommended to use a password you can increment, like Flower#1, Coffee\$1, or Plant@01.

## IBIS

### **DEACTIVATING IBIS USERS:**

If the IBIS user needs their access disabled, email the IBIS Coordinator at OET. The IBIS Coordinator will create the deactivation request forms and submit them to the DCEO RACF Security Group once per week.

If a LWIA employee leaves your employment, the LWIA must notify the IBIS Coordinator and SDA Liaison as soon as possible. It could be a violation of the data sharing agreement if a user accessed IBIS who no longer was employed by your LWIA.

## IES

IES (Integrated Eligibility System) is a computer based public benefits application and management system. It is a joint initiative by HFS (Illinois Department of Healthcare and Family Services) and DHS (Illinois Department of Human Services) where users can view client eligibility information. Users are able to see all benefits (Medical, SNAP, TANF) for at least the last 12 months, earned and unearned income used to determine benefit eligibility, client notices, rede dates, family members included in the case.

IES access is granted to LWIAs as a Subcontractor to OET through a Shared Data Agreement between DCEO and DHS. If you have any questions regarding your Agency's access to the IES system, please contact the SDA Liaison.

## IES

### **GAINING ACCESS TO IES:**

IES access is requested by Local System Administrators to the OET SDA Liaison. Each staff person from your agency, who requests access to IES, will need to:

- Complete Systems Access Request IL444-2022 Form.
- Review the HIPPA and Privacy Policy Training for Externals and the External Security Awareness Training.
- Complete and sign the IES HIPPA Privacy Policy Training Attestation and the IES Certificate of Understanding. **Both form are to be sign by user's supervisor**
- Obtain an external ID (Username and Password).
- Submit all forms to the SDA Liaison.

# Local System Administrator Training - User ID's



## IES

### Required Forms for IES Access:

Community Provider/External User ID and Systems Access Request IL444-2022 Form

The user completes the highlighted User Information fields and signs the form.

The LSA sends the Request Form and the IES HIPPA Privacy Policy Training Attestation and the IES Certificate of Understanding to the SDA Liaison.

State of Illinois  
Department of Human Services - Office of Information Technology

**COMMUNITY PROVIDER / EXTERNAL USER I.D. AND SYSTEM ACCESS REQUEST**

**Action Requested**  
Add User  Security Administrator  Delete User ID  System Access Only (ID Previously Assigned)

**Community Provider Information (Please Print)**  
FEIN No. (Required): 00-0000000 IGA/DSA No. (Required): 2019-295-DSA-FCS  
Agency Number: \_\_\_\_\_ Medicaid ID Number: \_\_\_\_\_  
Provider Name (Required): IL Department of Commerce & Economic Opportunity

**User Information**  
First Name: **FIRST** Last Name: **NAME**  
Full Work Address: **Anywhere, city, st, zip**  
Work Email Address (must not be a shared email address): **whoever@whatever**  
Work Telephone (and extension if applicable): **123-456-1789** IDHS ID, if already assigned: **sample.sample**

**User System Access Requested**  
 FTP  Mobius View  eRIN  MedScreen  
 SIS On Line  Cornerstone  IES  DMH Jail Link  
 FOID  IDHS Provider Claims  Other (specify): **identity verified with ID**

**To Be Completed for all Transactions Except "Delete User ID":**  
I understand that the use of the IDHS systems, software, programs, data, manuals, and facilities is intended for and may only be used for the purpose of accomplishing the official business of the Illinois Department of Human Services. I understand that Illinois statute and IDHS policy prohibit disclosure or discussion of any confidential IDHS information without proper written authorization. I understand that I am personally responsible for all usage under my User ID and I agree not to give my User ID or password to anyone. I further understand that system usage is logged and my access to use the system may be denied or revoked by IDHS.

**FIRST NAME LAST NAME**  
User Printed Name: \_\_\_\_\_  
User Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Approval Signatures (required)**  
**DCEO SIGNS THE COMMUNITY PROVIDER APPROVAL**  
Community Provider / External Entity Executive Director Name (printed): \_\_\_\_\_  
Community Provider / External Entity Executive Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## IES

### CREATING THE EXTERNAL ID:

Each staff person from your agency, who requires access to IES, will first need to obtain an external ID at the [DoIT Identity Management](#) website.

This is a self-service account management system that allows users to create an Illinois.gov ID and/or reset their account password.

The user will use the external ID (***Username***) and password they create through this process to log in to IES.

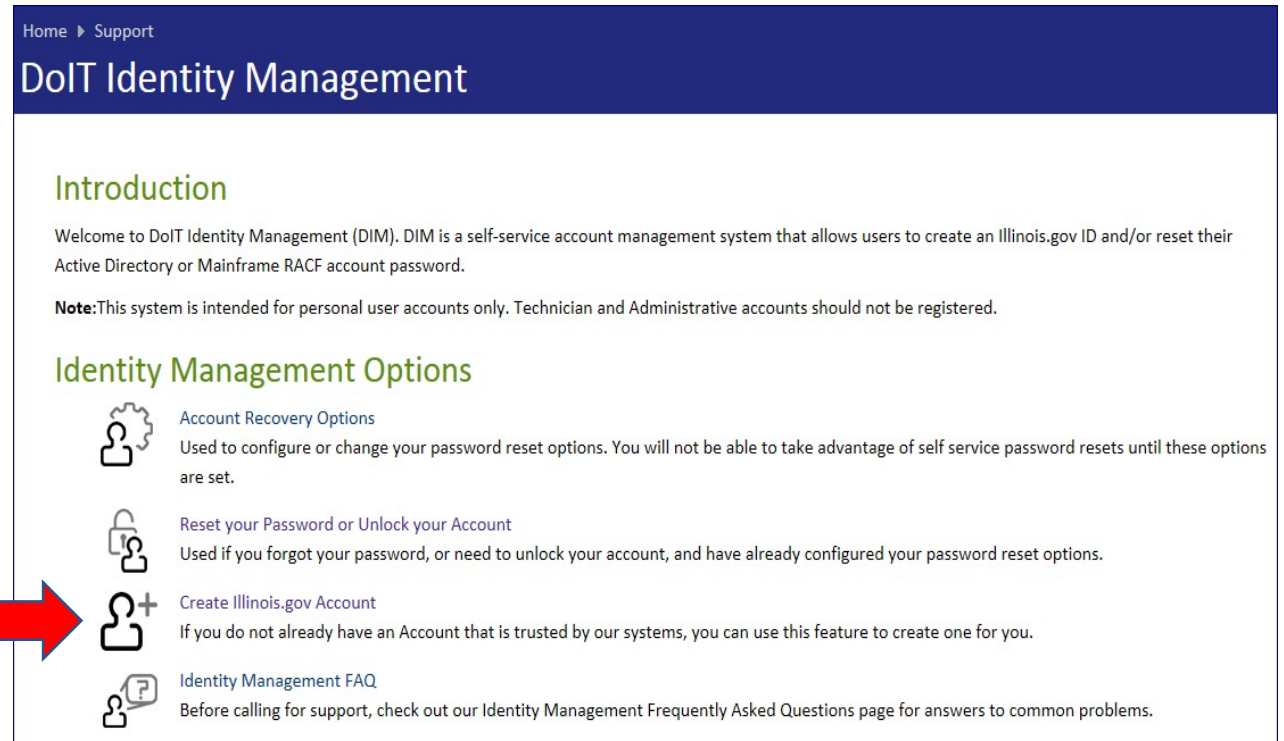
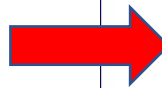


## IES

### CREATING THE EXTERNAL ID:

Begin by going to: <http://id.illinois.gov> and click on the third option on the page.

The information you enter must match your Driver's License **exactly!** If your information is not entered exactly as it appears on your Driver's License, it could cause your registration to fail. Employees who do not have an Illinois Driver's License are not eligible to register via this automated system. A State Of Illinois ID cannot be used instead of a Driver's License. You will need to notify your agency lead who will in turn notify their HFS or DHS Liaison. An Enterprise Service Request (ESR) will be created so that an ID can be created manually for you.



Home ▶ Support





### DoIT Identity Management

**Introduction**

Welcome to DoIT Identity Management (DIM). DIM is a self-service account management system that allows users to create an Illinois.gov ID and/or reset their Active Directory or Mainframe RACF account password.

**Note:** This system is intended for personal user accounts only. Technician and Administrative accounts should not be registered.

**Identity Management Options**

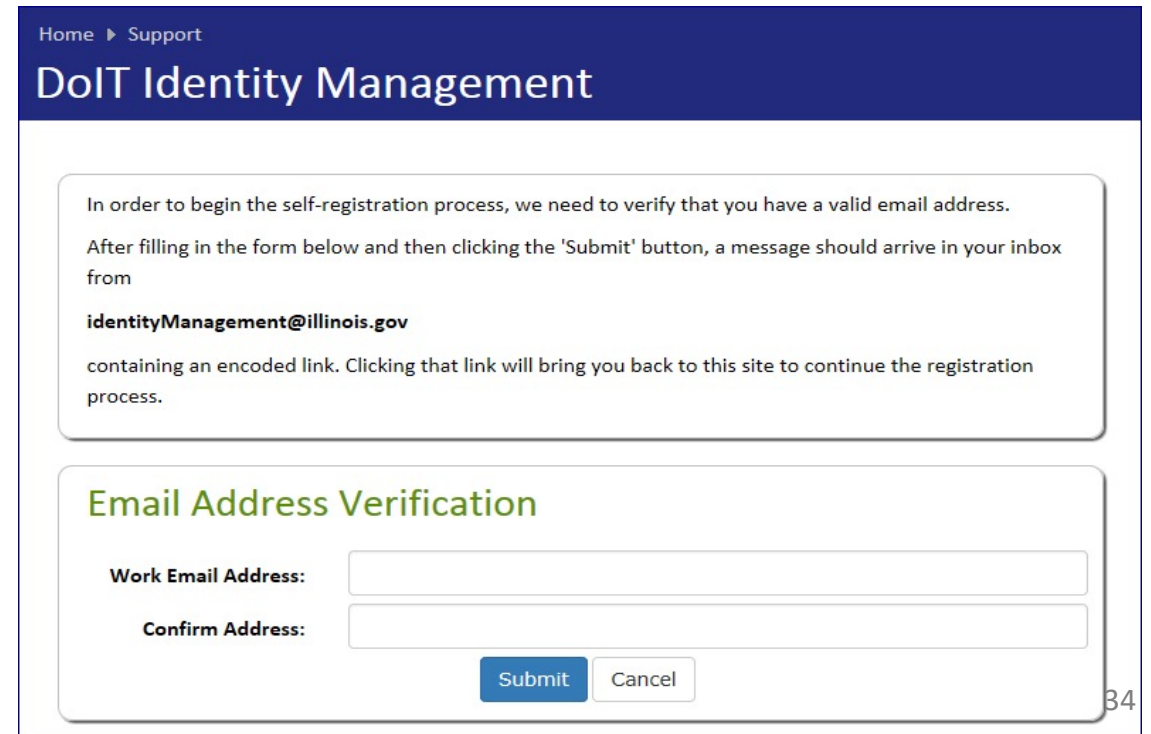
-  **Account Recovery Options**  
Used to configure or change your password reset options. You will not be able to take advantage of self service password resets until these options are set.
-  **Reset your Password or Unlock your Account**  
Used if you forgot your password, or need to unlock your account, and have already configured your password reset options.
-  **Create Illinois.gov Account**  
If you do not already have an Account that is trusted by our systems, you can use this feature to create one for you.
-  **Identity Management FAQ**  
Before calling for support, check out our Identity Management Frequently Asked Questions page for answers to common problems.

## IES

### CREATING THE EXTERNAL ID:

DoIT requires an email address verification and will send a confirmation email when completed.

The user will click on the link in the email they receive, and they will be returned to the DoIT site to complete the self-registration form.



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### DoIT Identity Management

In order to begin the self-registration process, we need to verify that you have a valid email address.

After filling in the form below and then clicking the 'Submit' button, a message should arrive in your inbox from

**identityManagement@illinois.gov**

containing an encoded link. Clicking that link will bring you back to this site to continue the registration process.

#### Email Address Verification

Work Email Address:

Confirm Address:

## IES

### UPDATING USER INFORMATION FOR IES:

To update user information (name, work address, work email, work phone) for IES, the LSA submits a new completed Access Request IL444-2022 Form and forward to the SDA Liaison.

**If the user email changes, they must create a new External ID** and submit a new Access Request IL444-2022 Form to become active in IES with their new email. Because of Multi-Factor Authentication, it is very important that their IES Account has an accurate work email.

## IES

### **IES PASSWORD/USER RESETS:**

Users are required to change their password every 60 days. If the user fails to change their password, they will be locked out of IES until they make the change.

Additionally, users who are inactive in IES for 60 days will automatically have their status changed to 'Inactive'. If the user account becomes inactive, the LSA will need to resubmit an Access Request IL444-2022 Form for the user to the SDA Liaison for reactivation.

## IES

### GAINING ACCESS TO IES:

To sign in to IES, the user will enter the username including domain that the user was given when the user obtained their external ID through **DoIT** (for example, [mary.smith@external.illinois.gov](mailto:mary.smith@external.illinois.gov)). The user will have also received a system generated notification when the user's name was added to IES. ***The username from DoIT should match the user ID in the notification!*** If the names do not match, this will cause an error and prevent the user from logging in to IES. Notify the SDA Liaison to correct this problem.

## IES

### **DEACTIVATING IES USERS:**

Any time a user leaves an agency the Local System Administrators MUST complete and submit an Access Request IL444-2022 Form to delete access to the SDA Liaison to stay compliant with the DCEO/DHS Shared Data Agreement.

## Possible System Misuse

If for any reason, you suspect that an LWIA employee or subcontractor is misusing their access to any system (IWDS, IWDS – LWIA 90, IBIS, or IES), contact the IWDS System Administrators at DCEO immediately.

Misuse includes accessing the systems for outside employment (non-LWIA related) or using the systems to look up family members, co-workers, or celebrities.

## OET Contacts

### **IWDS SYSTEM ADMINISTRATORS**

Jim Potts: (217) 558-2456, [james.potts@illinois.gov](mailto:james.potts@illinois.gov)

Kris Theilen: (217) 557-5559, [kristofer.theilen@illinois.gov](mailto:kristofer.theilen@illinois.gov)

### **IBIS COORDINATOR**

Kris Theilen: (217) 557-5559, [kristofer.theilen@illinois.gov](mailto:kristofer.theilen@illinois.gov)

### **WIOA PERFORMANCE MEASURES STAFF**

Mark Burgess: (217) 785-6387, [mark.a.burgess@illinois.gov](mailto:mark.a.burgess@illinois.gov)

Paula Barry: (217) 524-5500, [paula.barry@illinois.gov](mailto:paula.barry@illinois.gov)

### **SDA LIAISON - IES ACCESS**

Janet Q. Davis: (217) 785-0789, [janet.q.davis@illinois.gov](mailto:janet.q.davis@illinois.gov)



# TITLE PLACEHOLDER



# QUESTIONS?

The Illinois workNet® Center System, an American Job Center, is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers may be reached by persons using TTY/TDD equipment by calling TTY (800) 526-0844 or 711. This workforce product was funded by a grant awarded by the U.S. Department of Labor Employment and Training Administration. For more information please refer to the footer at the bottom of any webpage

at [illinoisworknet.com](http://illinoisworknet.com). – December 2019, v3