

# ENHANCING ABE SECURITY

ILOGIN

ILPARTNER



**HFS**

Illinois Department of  
Healthcare and Family Services

# New Multi-Factor Authentication Fall 2024

## Who will be affected?

- ABE Customers
- ABE Provider Portal users
- Integrated Eligibility System (IES) Provider users

## Why are we changing?

- Improved protection of private information
- Easier account and password recovery
- Consistency across multiple state systems



# Two Login Processes

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**ILogin** - for ABE Customers

**IL Partner** - for ABE Provider Portal & IES External Providers



# ILPARTNER – for ABE Partners



# How Will This Change Login?

- ILPartner requires the user ID to be an email account instead of a self-chosen user ID. Use of an email address as your user ID instead of a self-chosen ID, allows the user to reset or change their password when forgotten or compromised and eliminates the current process of creating multiple user IDs. Providers will be required to use their **work email** as the user ID for ABE.
- ILPartner is a 1 email = 1 account security process!
- Some ABE Provider Portal users may have multiple accounts due to forgotten passwords or secret questions, account malfunction, different locations, or different functionalities in ABE.
- All accounts will be merged into a single account even if you have different accounts for different functions. Users will now be allowed to choose multiple functions when creating a new account.



# Authorized Representative

- If you are an Authorized Representative for multiple individual, you will need to create different emails for each individual if you will want to apply for benefits for them in the customer ABE portal.
- If you have a provider portal account, you can submit many application using your single email account. You are still able to submit an Authorized Representative document for those applications in order to receive mail for those accounts.
- We are exploring enhancements to accommodate for Authorized Representatives managing multiple individuals.

# Go-Live Day

- On the Go Live date for our new ILPartner login process, active ABE users, meaning those that have logged into the system within the last 6 months, will receive an email from the State of Illinois requiring them to begin the process of creating their new ILPartner account.

From	Subject	Received
<input type="checkbox"/> soi.no-reply@illinois.gov	IES Provider or ABE Provider ACTION REQUIRED: Complete your Legal Consent and email...	just now

- This email will include an activation link with instructions on how to complete the ILPartner account creation. *The email link will be valid for 7 days only!*
- After the initial *mass migration* of users, this process will be triggered when the (P)ASA at your organization sends a 1706P request to your HFS Liaison. The HFS Liaison will request account creation which will trigger the email to the end user.
- Late in 2024 or early 2025, we expect to launch a new request and tracking system.

# Activation Link

The email received will have your User ID (work email) included. **A public domain email cannot be used for the ABE Provider Portal or the IES External Worker Portal.** Click on the Activate ILPartner Account link to begin account creation. New users will need to register in ABE after signing in with their ILPartner account. New users will need the organization provider ID number to complete the registration process.

*The email link will be valid for 7 days only!*

## State of Illinois ILPartner Account

Hi R■■■■■,

An ILPartner account has been created for you based on you needing access to a State of Illinois Agency App. Your username is [R■■■■■er@Illinois.gov](mailto:R■■■■■er@Illinois.gov)

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

**Click the following link to activate your account:**

[Activate ILPartner Account](#)

This link expires in 7 days.

The State of Illinois ILPartner sign-in page is <https://ilpartner.illinois.gov>

If you experience difficulties accessing your account, please visit the [DoIT Report a Problem](#) page for assistance.



# Already Have an ILPartner Account?

If you already have an ILPartner account, the ABE Application will be added to that account when a request is sent from HFS to the ILPartner Support Team. You will receive an email confirming that it has been added. If you are new to ABE, you will need to register in the ABE Provider Portal and be approved by an administrator to complete the ABE access process before completing tasks in ABE.



Welcome to the State of Illinois  
ABE Provider application

Hi {{attribute.personal\_first\_name}},

You have been approved to access the ABE application via the State of Illinois ILPartner secure authentication service. We have identified you have an existing ILPartner account. Please use it to login and access the ABE Provider application.  
Your username is: {{attribute.personal\_email}}

You can proceed to the ABE Provider Portal to complete your registration using this link: [https://hfs.illinois.gov/medicalproviders/abe\\_asa/asasubmit.html](https://hfs.illinois.gov/medicalproviders/abe_asa/asasubmit.html)

If you experience difficulties accessing your ILPartner account, you can send a help request to your system administrator using the link:  
<https://illinoisgov.okta.com/help/login>

This is an automatically generated message from State of Illinois. Replies are not monitored or answered.



# Creating an ILPartner Account

First create a password using the criteria specified. Next you will select your MFA method for your IL Partner Account. It is best practice to create two MFA methods so if one fails or is not available, the other can be used.

- ✓ A lowercase letter
- ✓ An uppercase letter
- ✓ A number
- ✓ A symbol
- ✓ No parts of your username
- ✓ Does not include your first name
- ✓ Does not include your last name

Enter password

Re-enter password

- ✓ Passwords must match




[Return to authenticator list](#)

[Next](#)

## Set up security methods

Security methods help protect your Okta account by ensuring only you have access.

### Set up required

-  **Google Authenticator**  
Enter a temporary code generated from the Google Authenticator app.  
Used for access  
[Set up →](#)
-  **Okta Verify**  
Okta Verify is an authenticator app, installed on your phone, used to prove your identity  
Used for access or recovery  
[Set up →](#)
-  **Phone**  
Verify with a code sent to your phone  
Used for access or recovery

# Logging Into ABE

After creating their ILPartner Account, migrated users will log in to ABE using the second button.

## ABE Provider Access

All Provider Portal users are required to create an IL Partner Account and register in ABE. If you do not have an IL Partner Account, talk with your organization Agency Security Administrator.

- ABE Provider Registration** I am a first time user and have an IL Partner Account
- ABE Provider Login** I have already completed registration and have an IL Partner Account

An ABE Provider Portal Account allows you to:

- ✓ Submit Report of Birth - Hospitals only
- ✓ Submit and check status of ABE applications
- ✓ Upload supporting documents for customers
- ✓ Submit MPE or FPPE applications

Exit

Next



# Login After Setup:

On ABE screen click on **ABE Provider Login**  
then click on ABE Sign In; you will be taken to IL Partner for Login



**IL PARTNER**

## Enter Email

Sign In

Username

Keep me signed in

**Next**

[Unlock account?](#)

[Help](#)

**IL PARTNER**

## Enter Password

HFSKAASA-CS@mailinator.com

Verify with your password

Password

**Verify**

[Forgot password?](#)

[Verify with something else](#)

[Back to sign in](#)

**IL PARTNER**

## Security Method Chosen

Testy14@mailinator.com

Verify with your phone

Send a code via SMS to +1 XXX-XXX-2640.  
Carrier messaging charges may apply

**Receive a code via SMS**

[Receive a voice call instead](#)

[Back to sign in](#)

**IL PARTNER**

## Enter Code Received

Margaret.IES.ASA@illinois.gov

Verify with your phone

A code was sent to +1 XXX-XXX-2640.  
Enter the code below to verify.  
Carrier messaging charges may apply

Enter Code

**Verify**

# Account Complete!

- Once MFA methods have been chosen, the IL Partner account creation process is complete, and the ABE application is added to your IL Partner account. This IL Partner account can be used for other State of Illinois's applications that use IL Partner as a login method – such as IMPACT or IES, if you are using the same email. If you already have an ILPartner account using the same email, you will get a different activation email.
- The organization Primary Agency Security Administrator will still need to submit the [Request for Primary Agency Security Administrator Approval](#) for new organizations, this will trigger the activation email to be sent to you.
- In the future we will be adding a new tracking system where requests will be submitted for *all* new users, and this is what will trigger ABE or IES account creation.

# New Users

After ILPartner account creation new users will choose ABE Provider Registration to finish their ABE Account creation.

## ABE Provider Access

All Provider Portal users are required to create an IL Partner Account and register in ABE. If you do not have an IL Partner Account, talk with your organization Agency Security Administrator.

- ABE Provider Registration** I am a first time user and have an IL Partner Account
- ABE Provider Login** I have already completed registration and have an IL Partner Account

An ABE Provider Portal Account allows you to:

- ✓ Submit Report of Birth - Hospitals only
- ✓ Submit and check status of ABE applications
- ✓ Upload supporting documents for customers
- ✓ Submit MPE or FPPE applications

Exit

Next





# New Provider Portal User Registration

## Section 1 - User Information

\* First Name :

Middle Initial :

\* Last Name :

\* Date of Birth :  Ex: mm/dd/yyyy

\* Business Email Address :

\* Address :

\* City :

\* State :

\* Zip Code :

\* Phone Number :

\*  I understand that state and federal laws require that information re: Eligibility or ABE programs be safeguarded from unauthorized use

\* Please select the type of user that you are.

### Hospital Providers

- I am a regular user for a provider that is certified to submit a Report of Birth.
- I am a regular user for a provider that is certified to submit Health Coverage applications.
- I am a regular user for a provider that is certified to submit Hospital Presumptive Eligibility (HPE) applications.
- I am a designated agency security administrator for a Hospital that is certified to submit a Report of Birth.

### Medicaid Presumptive Eligibility Providers

- I am the designated agency security administrator for a provider that is certified to submit Medicaid Presumptive Eligibility (MPE) applications and Family Planning Presumptive Eligibility (FPPE) applications.
- I am a regular user for a provider that is certified to submit Medicaid Presumptive Eligibility (MPE) applications and Family Planning Presumptive Eligibility (FPPE) applications.

### All Kids Providers

- I am the designated agency security administrator for a provider that is certified to submit ABE applications.

## Section 2 - Organization Information

Please enter the Provider ID(s) associated with the privilege(s) you have selected above. In order to receive access to a provider location, you must enter a Provider ID that is assigned each of the privileges you have selected. If you need access to multiple Provider IDs, please enter the first ID and then click the 'Add' button to add another ID. If you add a box in error, please click the 'Delete' button to remove it. Your account will need to be approved by a Security Administrator. Once your account is approved, you can log back in and access the locations where you have been approved.

\* Provider ID

to upload documents.

Submit



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# Troubleshooting

## What if I let my email expire?

If you miss the activation seven-day window and your email verification link or account activation link no longer work, please contact [ILogin Report a Problem](#).

## What if I forget my username?

In ILPartner, your username is the email address you used during account creation. Your email will also show it.

## What if I forgot my password?

During the ILPartner login process, expand the "Need Help?" and click on the "Forgot your password?" link. You will be asked to enter your current email address/Username and select a security option to verify your identity (SMS, Voice Call, or Email). The system will then prompt you for your new password. Once your new password has been accepted, you will perform the MFA method you chose and then you will be able to login.



# Helpful Links for Partners

- [ILPartner Question & Answers](#) page.
  - [ILPartner Help Page](#)
  - [Report a Problem with ILogin](#)
- 
- After the transition [ILPartner/ILogin Help Desk](#) will be your access support for any login issues.





# **ILogin** – for ABE Customers



# Preparing Customers

- An email will be the User ID for customers instead of the current self-chosen ID. There are several email providers who offer free email accounts. Please note that these providers are not partners with the State of Illinois, and email messages are not stored in State of Illinois systems.
  - Gmail: <https://www.google.com/gmail/about>
  - Yahoo Mail: <https://login.yahoo.com/account/create>
  - Microsoft Live Hotmail: <https://outlook.live.com/owa>
- What about customers that do not have and/or do not want an email?  
We will have a “No Account” Application Submission option in ABE. This will be a single session sign on that will not allow for further check-ins or MMC linking. To create an MMC account the customer must create the ILogin account using an email.
- May also refer to [HFS Application Agents](#) that can submit apps via the Provider Portal, use [paper applications](#), call (800) 843-6154 or go to a [Family Community Resource Center](#).



# Customers:

From ABE.Illinois.gov choose:

Apply for Benefits

Login

Manage My Case

Watch the ABE banner for a link to more information and Q & A!

ABE APPLICATION FOR BENEFITS ELIGIBILITY

An official site of the State of Illinois | J.B. Pritzker, Governor

What is ABE? FAQ More Options

Sign In

Please be advised: We need your up-to-date address, so you get our mail when it's time to renew your benefits. Click "Manage My Case" below, log in or create your account, and update your contact information. Or call the ABE hotline at 1-800-843-6154.

For convenience and customer safety, you are encouraged to use the State's online and phone services.

On Sundays, ABE will not be available from 6:00 AM until 11:00 AM.

Once ABE comes up again, some functionality may be affected by system maintenance from 11:00 AM until 10:00 PM. When completing an application, ABE may ask you to provide proof of some things that the state can verify electronically once the system maintenance is completed. It is not necessary to submit these documents. If any information is needed to complete your application you will be contacted by mail or phone.

In Manage My Case (MMC), most of the options will not be available during this time. If you have an existing MMC account, you will only be able to view your current benefits and file an appeal.

We apologize for the disruption in service at this important time.

Welcome to ABE  
Helping people in Illinois lead healthy and independent lives

Use this site to apply for and manage your healthcare, food, and cash assistance benefits

Check if I Should Apply Apply for Benefits Manage My Case

ABE Provider Sign In  
Provider Registration



# First time Login: ILogin and ABE

Initial access and setup will be a 3-step process: **Create, Connect, Choose**.  
**Create** and **Connect** is only required one time.

Once the **Create** and **Connect** processes are complete, a returning user will **choose ABE Sign In**. To begin, click on **Create an ILOGIN Account** I do not have an ILogin account with State of Illinois

## ABE Access

All users of [abe.illinois.gov](http://abe.illinois.gov) are required to create an ILogin account with State of Illinois **and** an ABE profile.

- Create an ILOGIN Account** I do not have an ILogin account with state of Illinois.
- Connect an ABE Profile** I am a first-time or existing ABE user and I have an ILogin Account.
- ABE Sign In** I have an ILogin account and connected my ABE profile

An ABE/MMC Profile allows you to apply for and manage your SNAP, Cash and Medical Benefits.

- ✓ Apply for more benefits or renew benefits
- ✓ Update your contact or household information
- ✓ Sign up for electronic notification
- ✓ File and manage appeals
- ✓ Review notices about your case

Exit

Next



# Create ILogin

1

ILogin

Create Account

LTSSABEtest001@mailinator.com

\*\*\*\*\*

- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 symbol(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username
- ✓ Does not contain 'First name'
- ✓ Does not contain 'Last name'

Rick

simon

Middle name

Suffix

\* indicates required field

Register

Back to sign in

2.

ILogin

Verification email sent

To finish signing in, check your email

Back to sign in

3.

State of Illinois

Hi John,

An ILogin account has been created. Your username is **abeuser111deloitte@**

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

When requested to setup your Multi-Factor Authentication (MFA), it is suggested least two authentication methods. If one is not available, you have the option 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 <https://login-dev.illinois.gov>

4.

ILogin

testy14@mailinator.com

Set up security methods

Security methods help protect your account by ensuring only you have access.

Set up optional

**Google Authenticator**  
Enter a temporary code generated from the Google Authenticator app.  
Used for access  
Set up →

**Okta Verify**  
Okta Verify is an authenticator app, installed on your phone, used to prove your identity  
Used for access or recovery  
Set up →

**Security Question**  
Choose a security question and answer that will be used for signing in  
Used for access  
Set up →

Continue

Back to sign in

1. ILogin account creation page displays, and customer enters information.
2. Customer chooses email for verification - email is sent
3. Click on link in email - good for 7 days
4. Customer is returned to ILogin and then chooses security method:
  - a. Google authenticator
  - b. Okta Verify
  - c. Phone call/text message
  - d. Security Question\*

\*security questions will not be accepted as 2<sup>nd</sup> security method on other sites that use ILogin.

# Connect ILogin Account to ABE

- After ILogin Account creation and MFA setup user returns to ABE Access screen.
- Next step is to **Connect an ABE Profile**
- Note: the ILogin option is greyed out since the user is logged in.

## ABE Access

All users of [abe.illinois.gov](http://abe.illinois.gov) are required to create an ILogin account with State of Illinois **and** an ABE profile.

- Connect an ABE Profile** I am a first-time or existing ABE user and I have an ILogin Account.

An ABE/MMC Profile allows you to apply for and manage your SNAP, Cash and Medical Benefits.

- ✓ Apply for more benefits or renew benefits
- ✓ Update your contact or household information
- ✓ Sign up for electronic notification
- ✓ File and manage appeals
- ✓ Review notices about your case

Exit

Next

## Connect an ABE Profile

Enter your current ABE user ID and password :

• User ID

• Password

**Next**

[I have never had or cannot remember my ABE login information](#)

User enters known User ID and Password or clicks on link in blue if they have never had or do not remember ABE login information.



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# Choose MMC Activity

After the ILogin account is created and connected to an ABE Profile, the customer can **choose** an activity

The screenshot shows two side-by-side panels. The left panel, titled "Connect an ABE Profile", displays a success message: "Success! Your ILogin Account **Testy12@mailinator.com** is connected to ABE." The right panel, titled "Apply For Benefits", shows a user interface for selecting an activity. It includes a greeting "Hello, Jamie. You are logged in." and instructions: "Welcome! Please click one of the buttons to tell us what you would like to do. Then click the Next button at the bottom of the page." Below this are five radio button options: "Start a new application for Health care coverage, SNAP, Cash Assistance, and/or Medicare Savings Program. For most people, it will take approximately 30 minutes to fill out the application.", "Keep working on an application that you have already started.", "Check the status or view an application that you have already submitted.", "Manage My Case", and "File or Manage an Appeal". The "Manage My Case" option is highlighted with a red box. Below the options is a note: "As you apply for benefits, please do not use the Forward, Back or Stop buttons on your web browser to move from page to page. Instead, use the buttons on this website." and another note: "Note: You will be logged out after 15 minutes of inactivity. If you have technical difficulties using this website, please [Report Technical Difficulties](#)". At the bottom of the right panel are two buttons: "Exit" and "Next". The "Next" button is highlighted with a red box.

**\*\*Manage My Case will continue to require account linking and Identity Proofing.**





# Logging in Later

The customer will choose the last button on the login screen. This will take the user to the ILogin page.

## ABE Access

All users of [abe.illinois.gov](http://abe.illinois.gov) are required to create an ILogin account with State of Illinois **and** an ABE profile.

- Create an ILOGIN Account** I do not have an ILogin account with state of Illinois.
- Connect an ABE Profile** I am a first-time or existing ABE user and I have an ILogin Account.
- ABE Sign In** I have an ILogin account and connected my ABE profile

Exit

An ABE/MMC Profile allows you to apply for and manage your SNAP, Cash and Medical Benefits.

- ✓ Apply for more benefits or renew benefits
- ✓ Update your contact or household information
- ✓ Sign up for electronic notification
- ✓ File and manage appeals
- ✓ Review notices about your case

ILogin

## Sign In

Email or Username

Testy14@mailinator.com

Next

[Unlock account?](#)

[Help](#)



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# ILogin after clicking verify you will go back to ABE :

ILogin

## Enter Password

Testy14@mailinator.com

Verify with your password

Password

.....

Verify

[Forgot password?](#)

[Back to sign in](#)

ILogin

Testy14@mailinator.com

Verify with your phone

Send a code via SMS to +1 XXX-XXX-XXXX. Carrier messaging charges may apply.

Receive a code via SMS

Receive a voice call instead

Verify

[Back to sign in](#)

ILogin

## Enter Code Received

Testy14@mailinator.com

Verify with your phone

A code was sent to +1 XXX-XXX-XXXX. Enter the code below to verify. Carrier messaging charges may apply.

Enter Code

Verify

[Back to sign in](#)

After login and MFA Choose what you want to do in ABE

Hello, Jamie. You are logged in.

## Apply For Benefits

Welcome! Please click one of the buttons to tell us what you would like to do. Then click the Next button at the bottom of the page.

- Start a new application for Health care coverage, SNAP, Cash Assistance, and/or Medicare Savings Program. For most people, it will take approximately 30 minutes to fill out the application.
- Keep working on an application that you have already started.
- Check the status or view an application that you have already submitted.
- Manage My Case
- File or Manage an Appeal

As you apply for benefits, please do not use the Forward, Back or Stop buttons on your web browser to move from page to page. Instead, use the buttons on this website.

**Note:** You will be logged out after 15 minutes of inactivity. If you have technical difficulties using this website, please [Report Technical Difficulties](#)

Exit

Next

# Helpful Links for Customers

- [ABE Customer Support Page](#)
  - [ILogin Question & Answers](#) page.
  - [Creating an ILogin & ABE User Account](#)
  - [Report a Problem with ILogin](#)
- 
- After this transition [ILPartner/ILogin Help Desk](#) will be your access support for any login issues.

