IMPROVING ABE SECURITY

ILOGIN

ILPARTNER

IDHS
ILLINOIS DEPARTMENT OF HUMAN SERVICES

HFS
Illinois Department of
Healthcare and Family Services

Multi-Factor Implementation, 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

- **Illinois Partner Tenant -** for ABE Provider Portal & IES Providers
- **ILogin** - for ABE Customers

IDHS
ILLINOIS DEPARTMENT OF HUMAN SERVICES

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. The email is only needed for login after initial authentication. You can also use the “No Account” Application submission.
- If you have an Application Agent 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 the new ILPartner login process, active ABE users, meaning those that have logged into the system within the last 6 months, received an email from the State of Illinois requiring them to begin the process of creating their new ILPartner account. This happened after hours on 9/27/24.

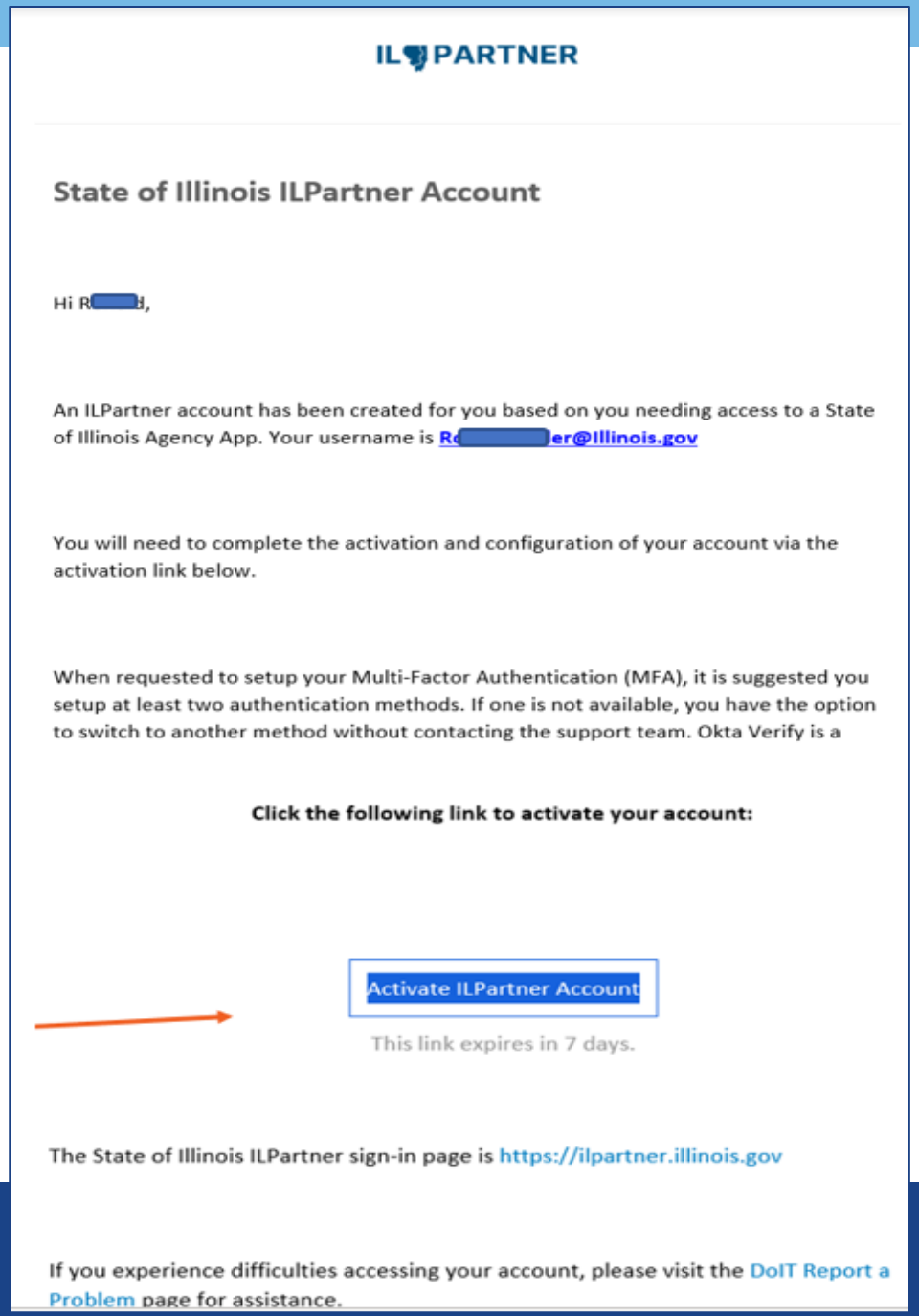
From	Subject	Received
soi.no-reply@illinois.gov	IES Provider or ABE Provider ACTION REQUIRED: Complete your Legal Consent and email...	just now

- This email included an activation link with instructions on how to complete the ILPartner account creation. *The email link was valid for 7 days only!*
- After the initial *mass migration* of users, this process will be triggered when the Primary Agency Security Administrator (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.
- In 2025, we expect to launch a new request and tracking system called SecZetta.

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!



ILPARTNER

State of Illinois ILPartner Account

Hi R[redacted],

An ILPartner account has been created for you based on you needing access to a State of Illinois Agency App. Your username is R[redacted]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

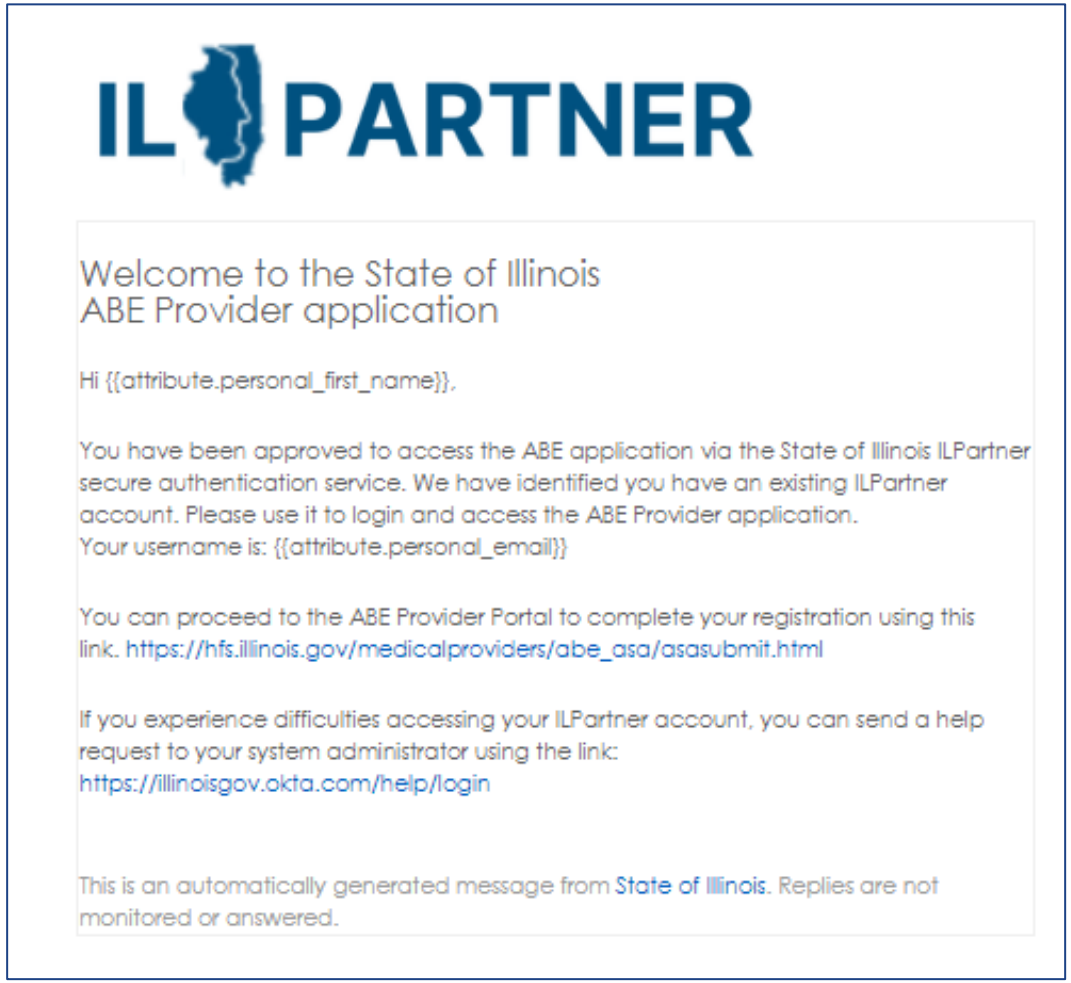
This link expires in 7 days.

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.



ILPARTNER

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}}

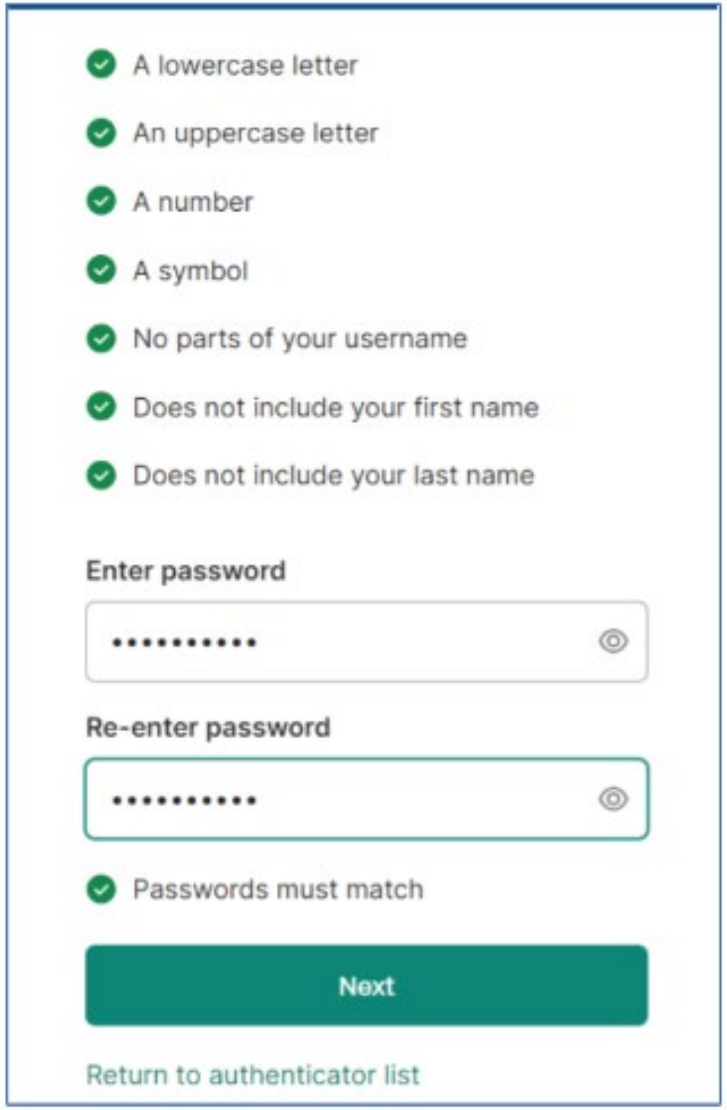
You can proceed to the ABE Provider Portal to complete your registration using this link. https://hfs.illinois.gov/medicalproviders/abe_asa/asasubmit.html

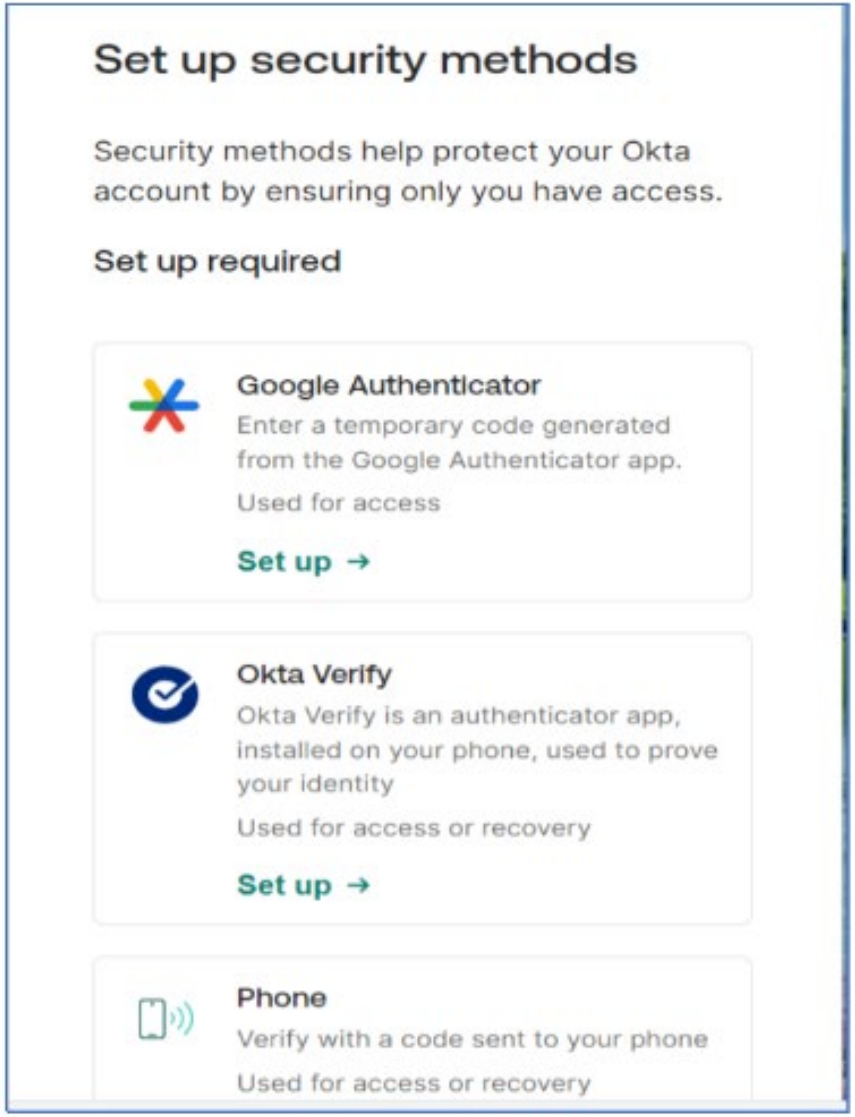
If you experience difficulties accessing your ILPartner account, you can send a help request to your system administrator using the link:
https://illinoisgov.okta.com/help/login

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

Creating an ILPartner Account

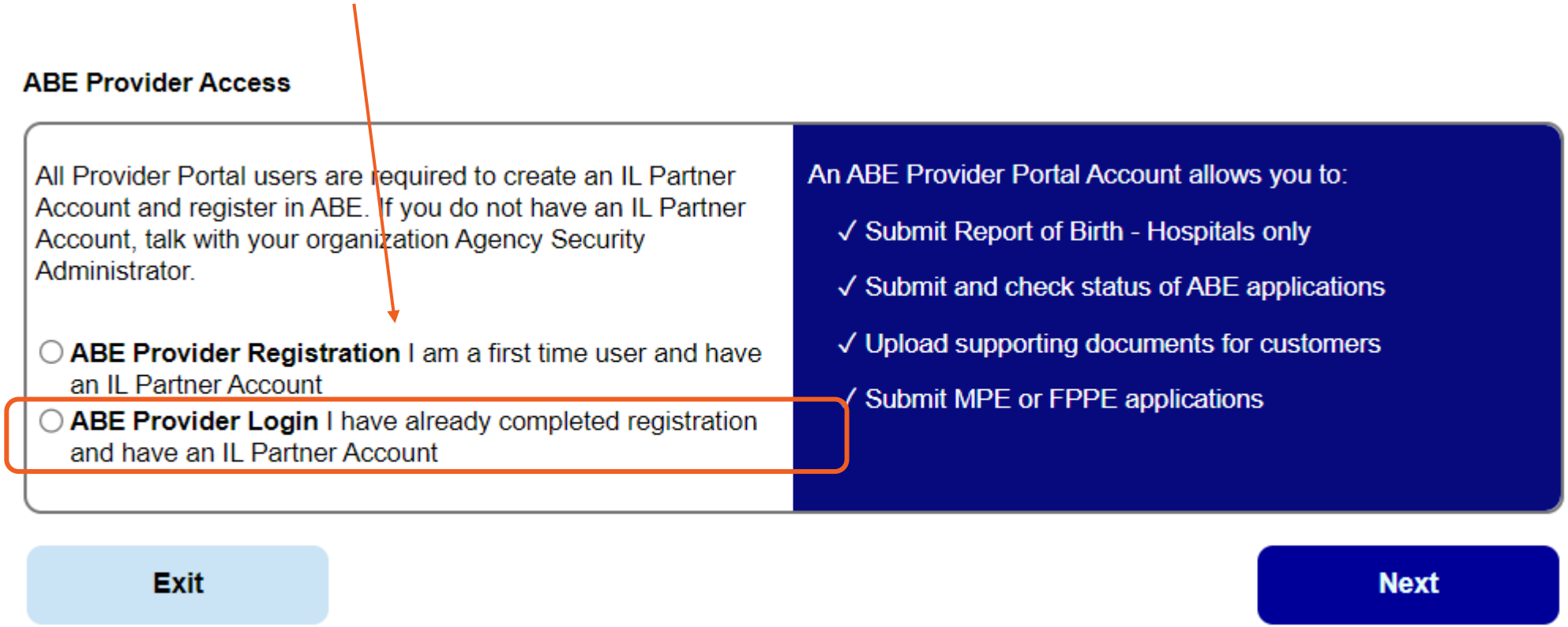
First create a password using the criteria specified. Next you will select your MFA method for your IL Partner Account. It is best practice to create two MFA methods so if one fails or is not available, the other can be used.





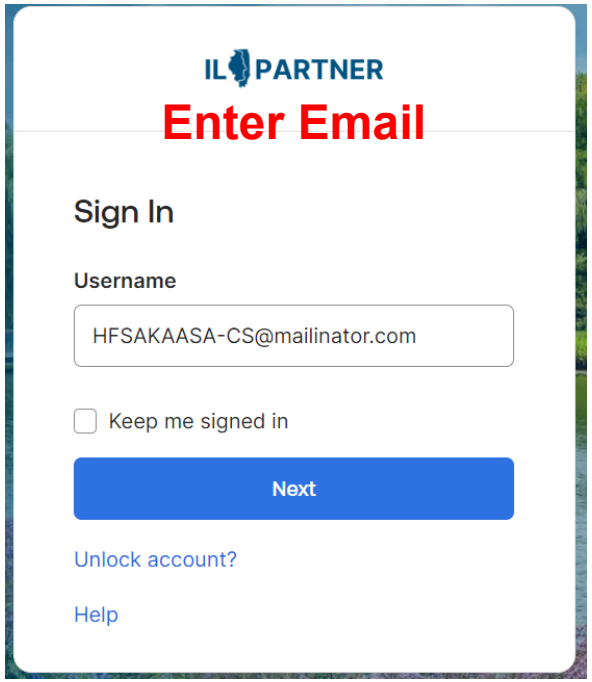
Logging Into ABE

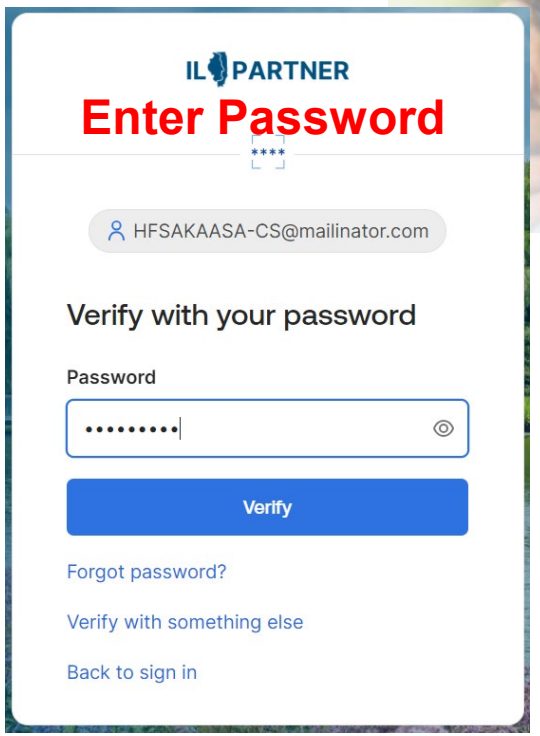
After creating their ILPartner Account, *migrated* users will log in to ABE using the second button, and then be taken to ILPartner to complete sign in.

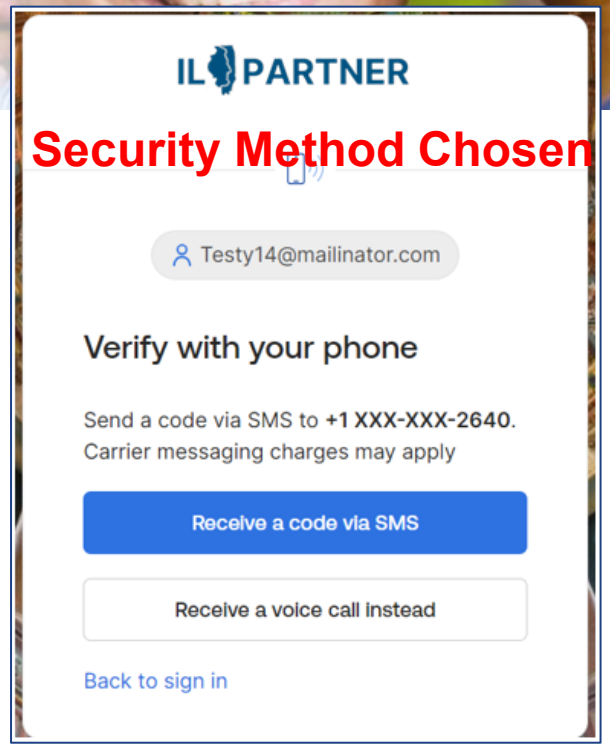


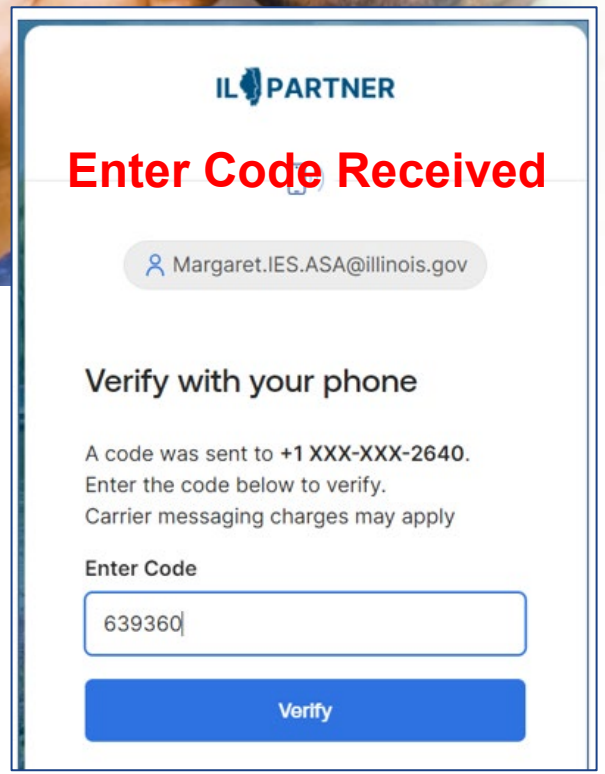
Login After Setup:

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









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.
- To load organizations and new PASAs after the initial migration, the organization Primary Agency Security Administrator will need to submit the Request for Primary Agency Security Administrator Approval and complete a 1706P form, this will trigger the activation email to be sent.
- 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.

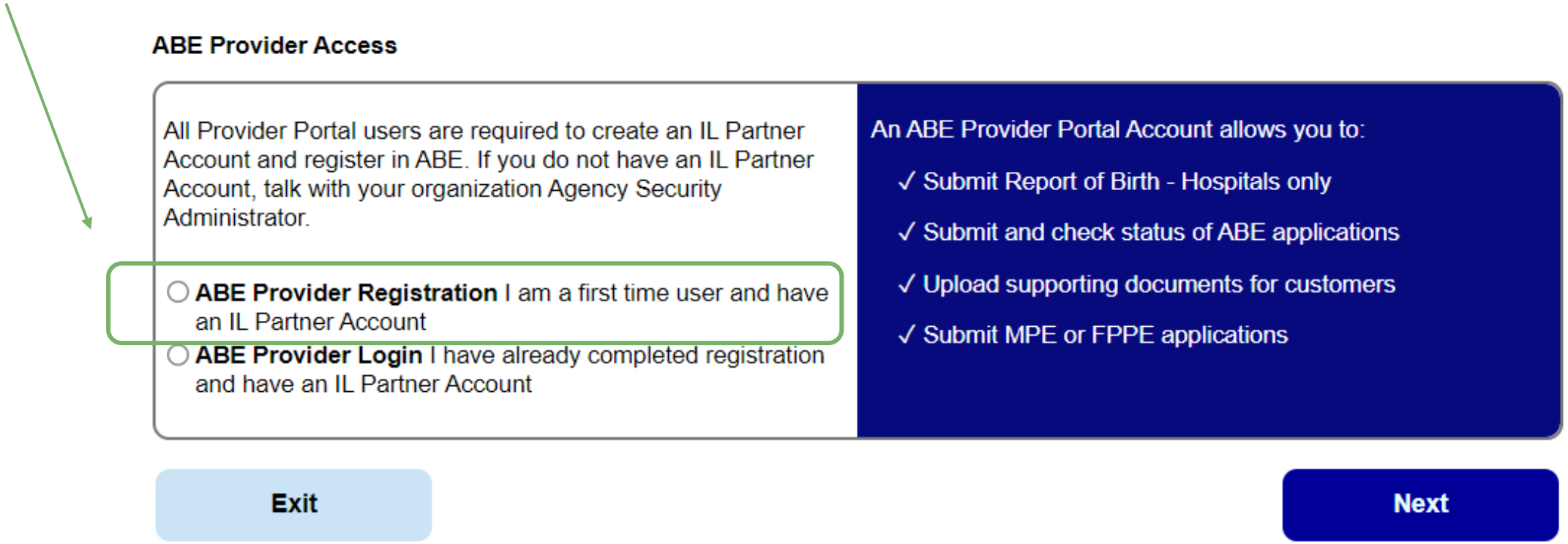
New ABE User Requests

- Complete the 1706P Form when you want the ABE "chiclet" triggered for a new ABE user at your organization. Remember, new PASAs will still need to go to the ABE Provider Portal Registration page to complete the Request for ABE Primary Agency Security Administrator Approval . Once the HFS Global Security Administrator has approve the PASA, the PASA will be able to approve all of their new ABE users. The 1706P will *only trigger* the initiation of the ABE chiclet email, *the user* must create their ILPartner account and their ABE Account if they are new to ABE.
- Send the 1706P to:
  - Hospitals - Report of Birth: **HFS.ABEpartnerportal@illinois.gov**
  - Approved MPE/FPPE Provider with a current Agreement: **HFS.MPE.FPproviders@illinois.gov**
  - Approved Application Agents with a current Agreement: **HFS.ApplicationAssisters@illinois.gov**
  - LTC Providers: **HFS.LTC-ABERequest@illinois.gov**

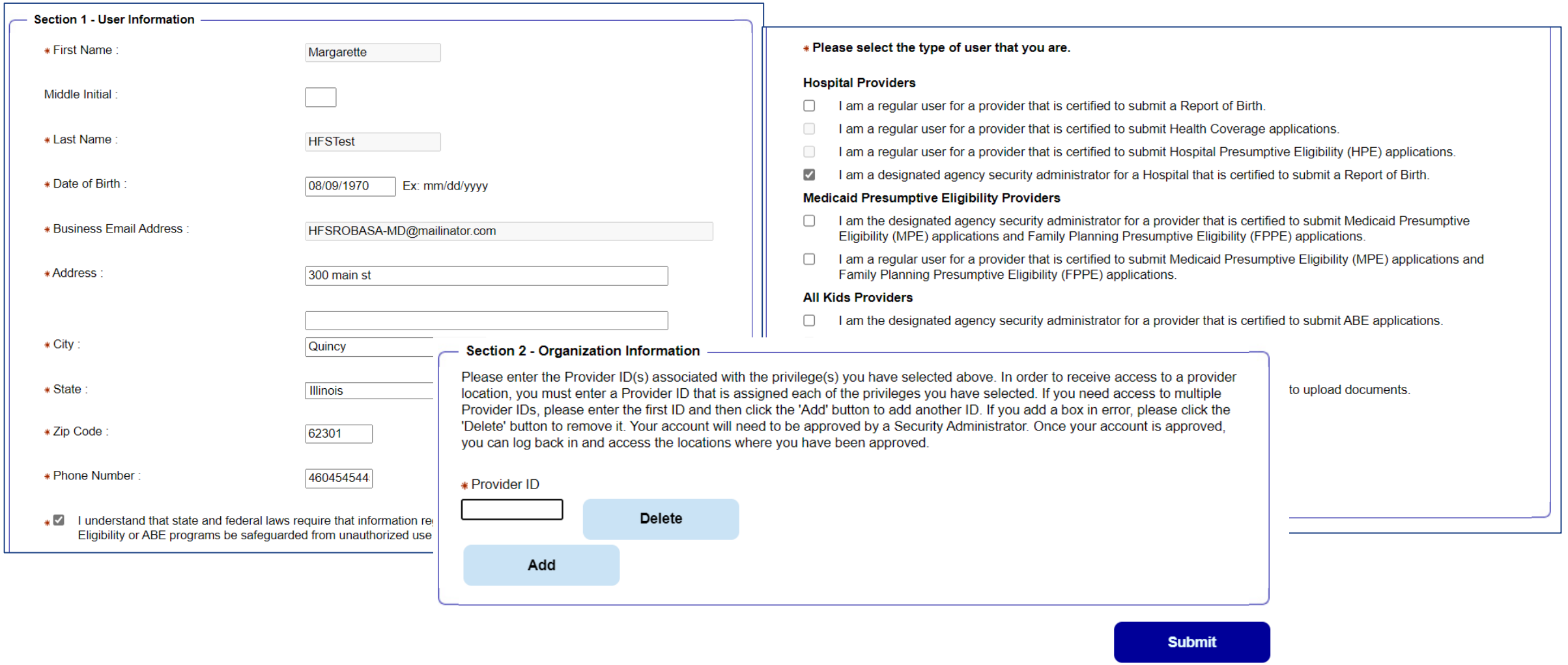
The 1706P may first need to be downloaded and saved and then reopened in order to enter data!

New Users

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



New Provider Portal User Registration



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 Report a Problem with ILogin

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:

ILPartner Question & Answers page.
ILPartner Help Page
ILPartner/ILogin Help Desk

After the transition ILPartner/ILogin Help Desk will be your access support for any login issues. Do NOT call the Help Desk – submit ticket via email.

An updates guide to ABE Manage My Case (MMC) will be available on LTSS and HFS Application Agent pages soon!

ILogin – for ABE Customers

ABE Customer Accounts

- Customer account creation will require an email as the User ID instead of a self-chosen ID.
- There are several email providers who offer free email accounts for those that may not have an email account. 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

Alternatives to Creating ILogin Accounts

Customers that do not want to create an email will have the option on ABE to submit an application without an account. This will be a single session application without the option to return at a later time or to upload support documents. This option would be similar to sending in an application.

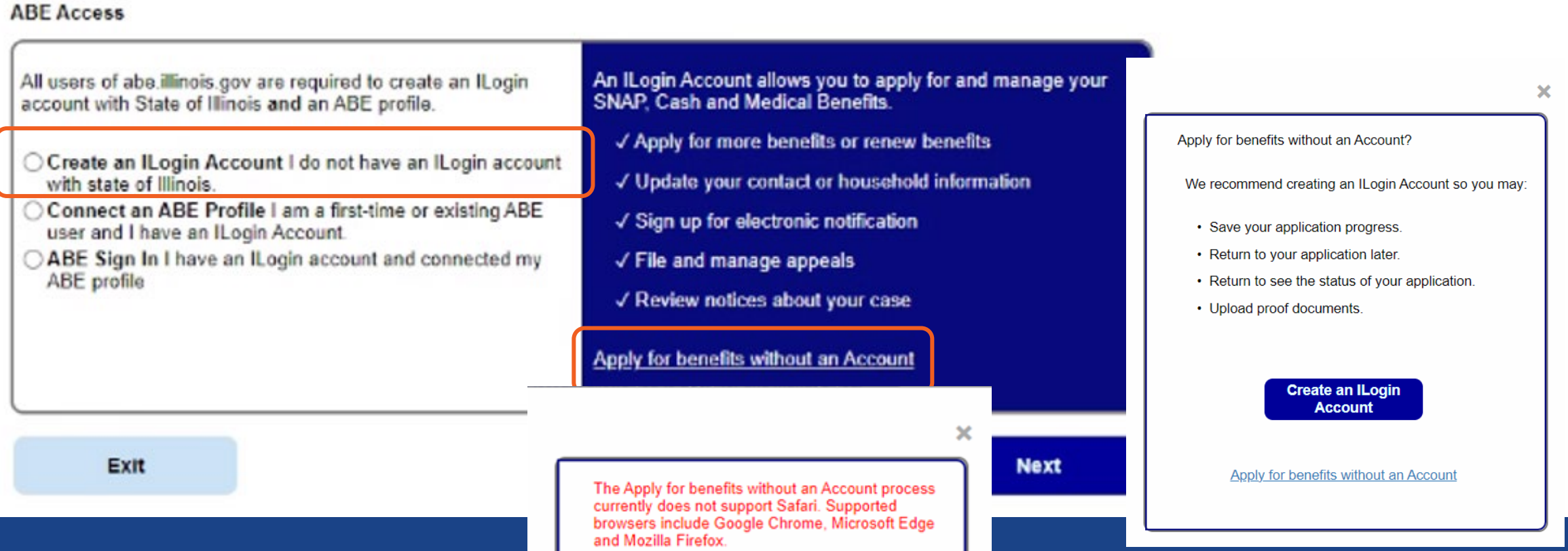
Other options include:

- Referral to an HFS Application Agent
- Submission of a paper application
- Calling the ABE Customer Call Center at(800) 843-6154
- Going to a Family Community Resource Center

Customers must have an ILogin Account to use Manage My Case for account management. No matter the way an application is submitted, customers may ***always*** return to ABE later to create an ILogin and link their account to Manage My Case.

First time Login: ILogin and ABE

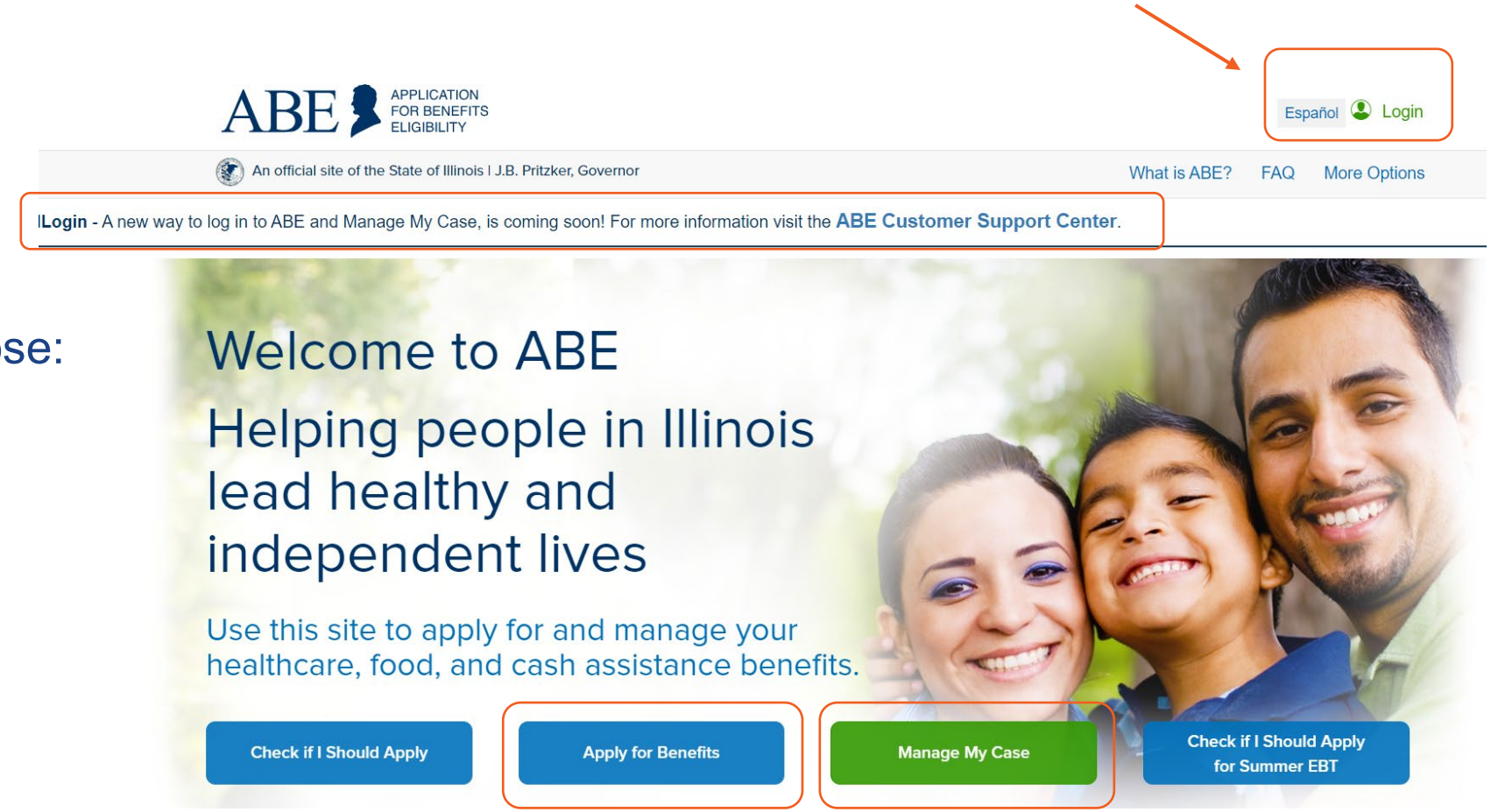
Initial access and setup will be a 3-step process: Create, Connect, Choose. Create and Connect is only required one time. Once the Create and Connect processes are complete, a returning user will choose ABE Sign In. To begin, click on **Create an ILOGIN Account** I do not have an ILogin account with State of Illinois.



Customers:

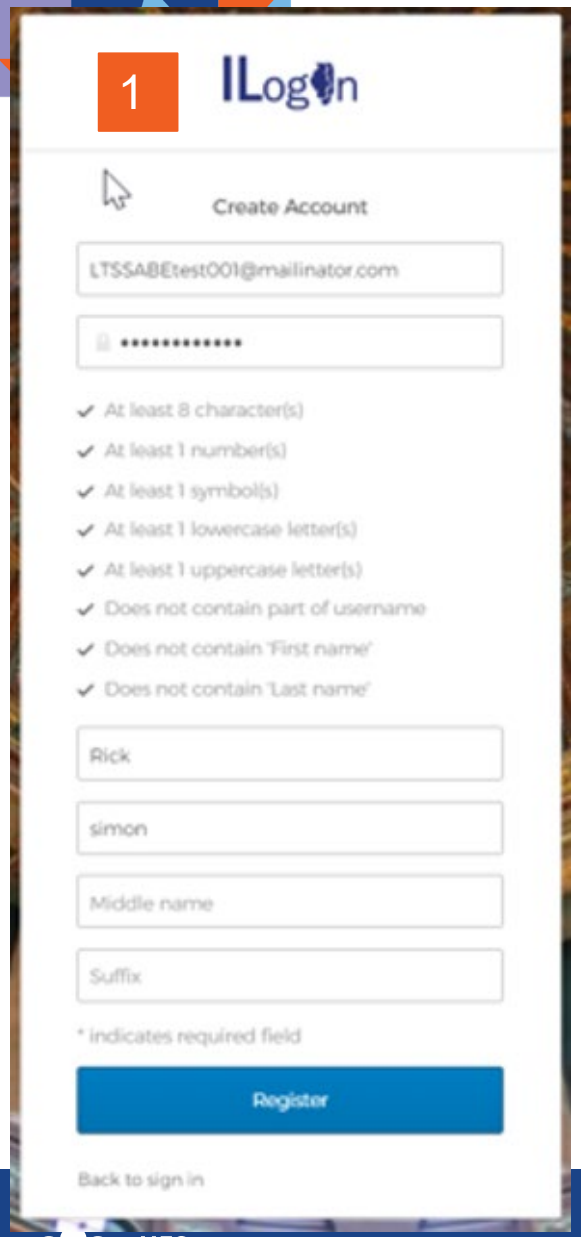
From ABE.Illinois.gov choose:

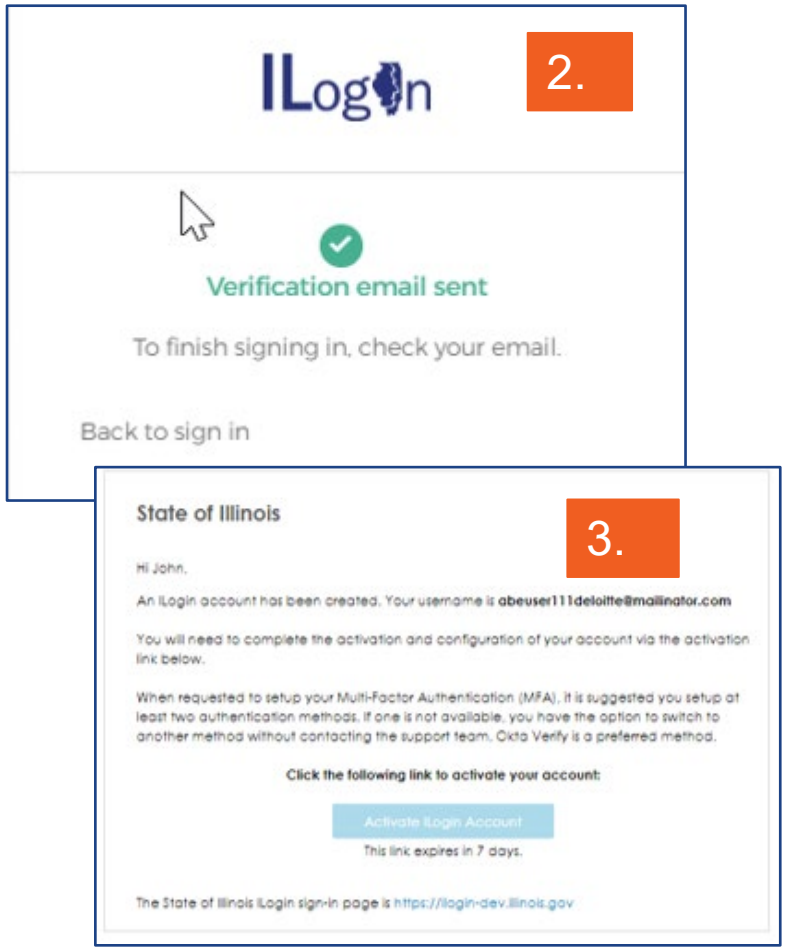
- Apply for Benefits
- Login
- Manage My Case



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

Create an ILogin Account





1. ILogin account creation page displays, and customer enters information.

2.Customer chooses email for verification - email sent

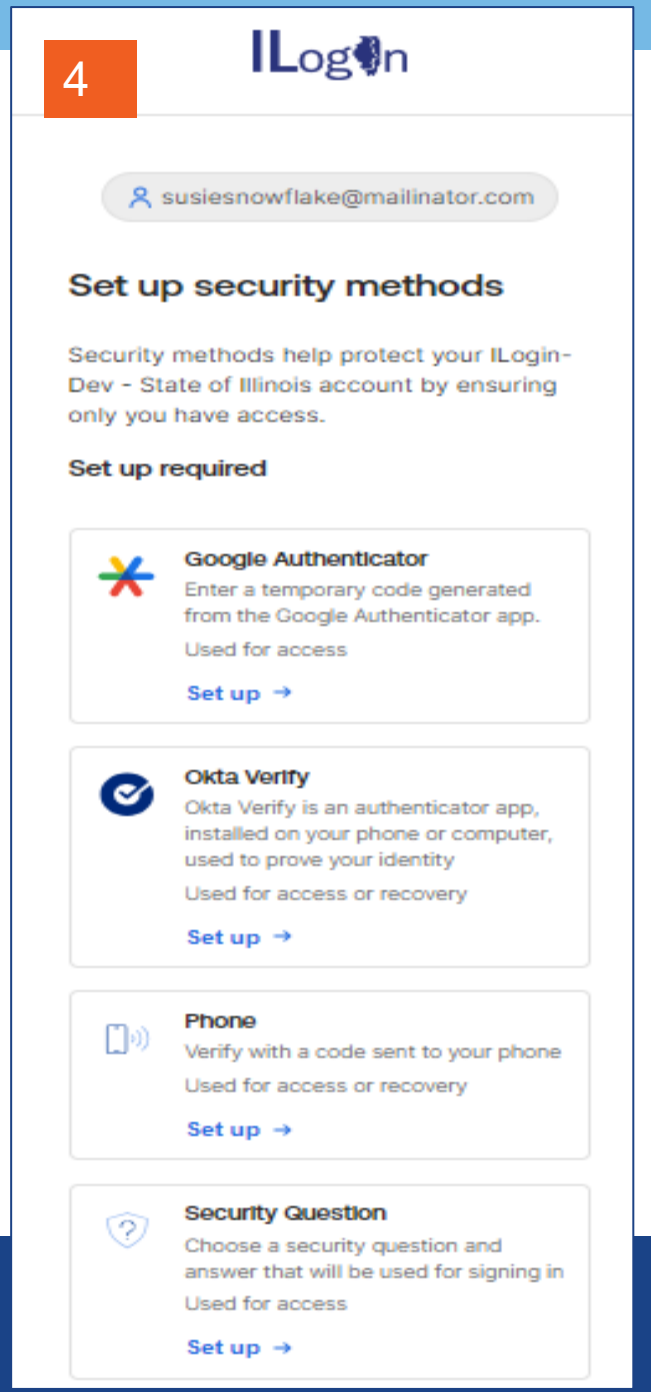
3.Click on link in email - good for 7 days

Choosing Security Method

The 4th and final step to setting up an ILogin Account is to choose your Multi-Factor Authentication Security Method. Setting up two methods is recommended but not required. Methods that can be chosen are:

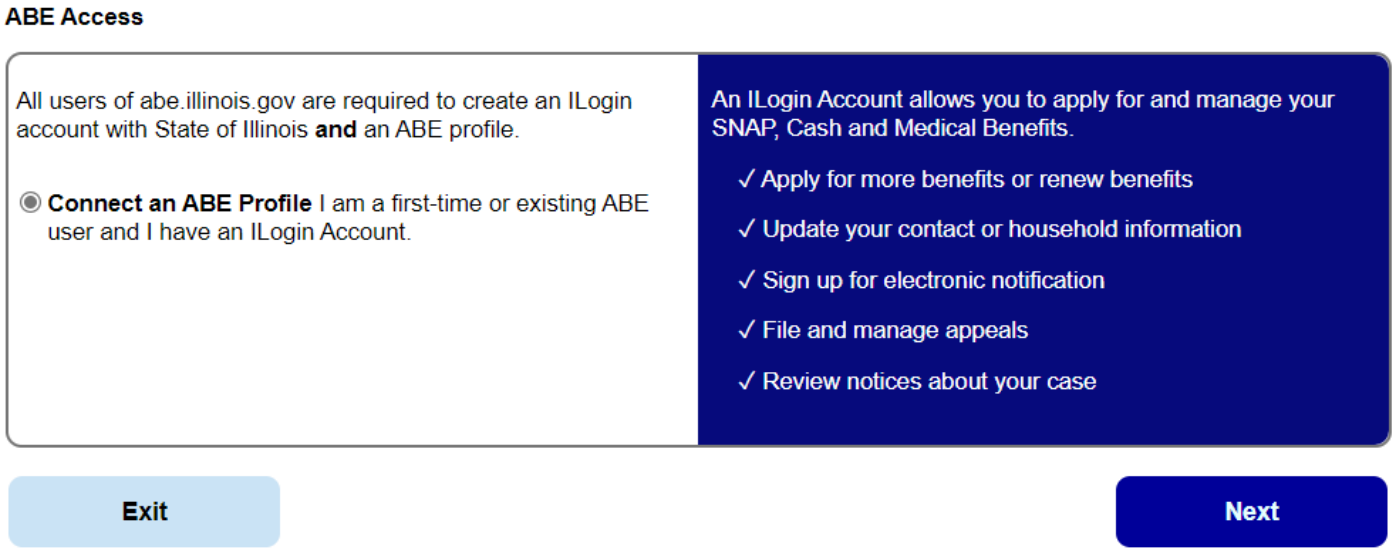
a) Google Authenticator
b) Okta Verify
c) Phone – mobile call or text, or call to a landline
d) Security Question – new option, only available to customers, not Providers*

*Security Question will not be accepted at other state sites as an acceptable security method – customers will be prompted to create a different method.



Connect ILogin Account to ABE

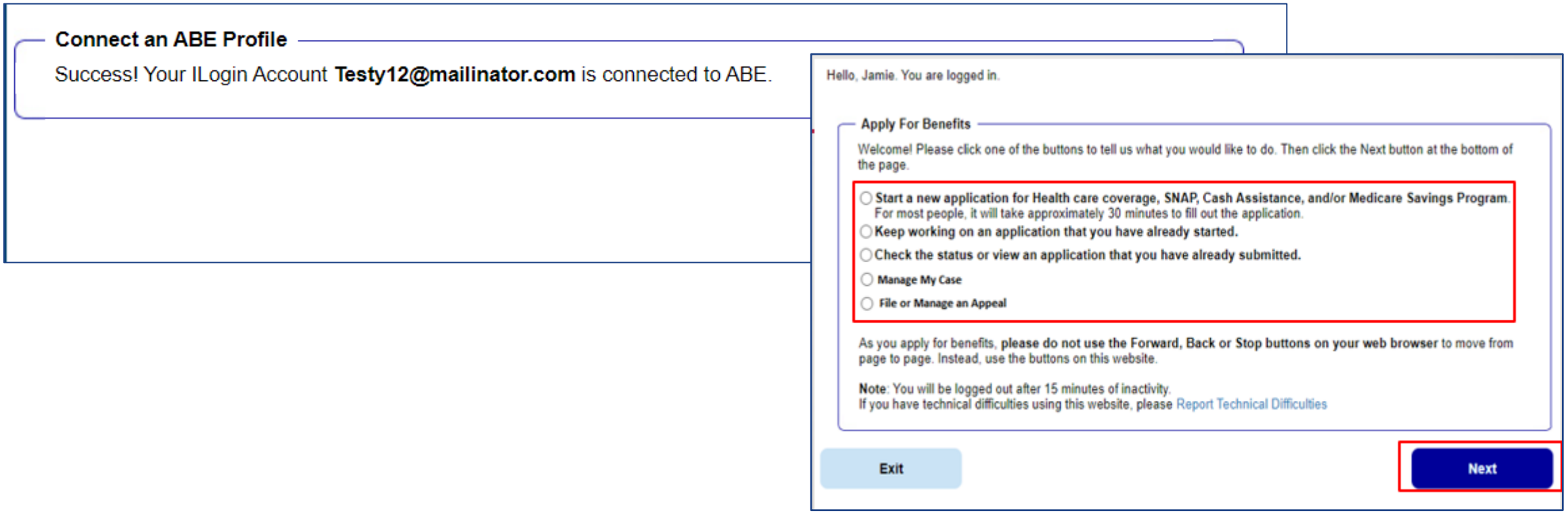
- After ILogin Account creation and MFA setup user returns to ABE Access screen.
- Next step is to Connect an ABE Profile
- Note: the ILogin option is greyed out since the user is logged in.



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.

Choose ABE Activity

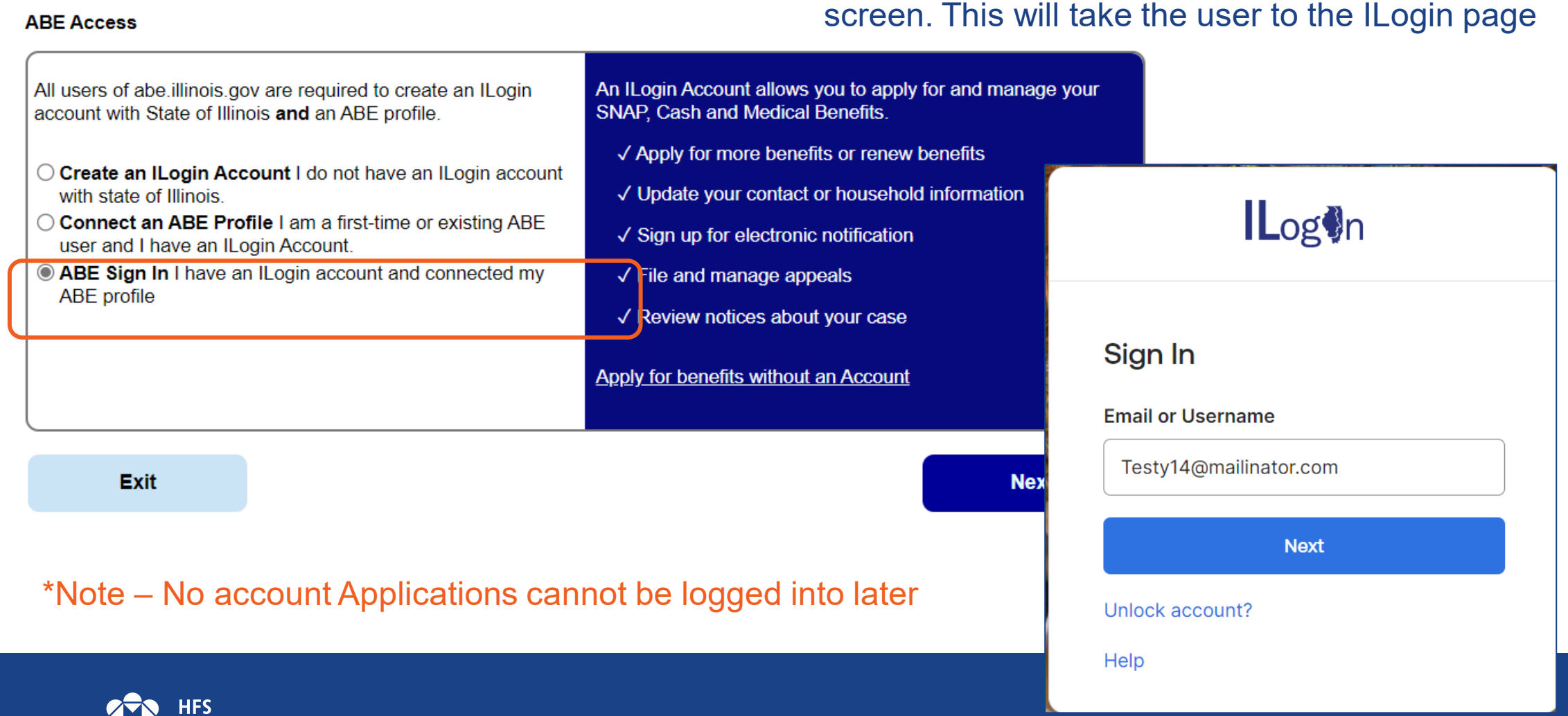
After the ILogin account is created and connected to an ABE Profile, the customer can choose an activity



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

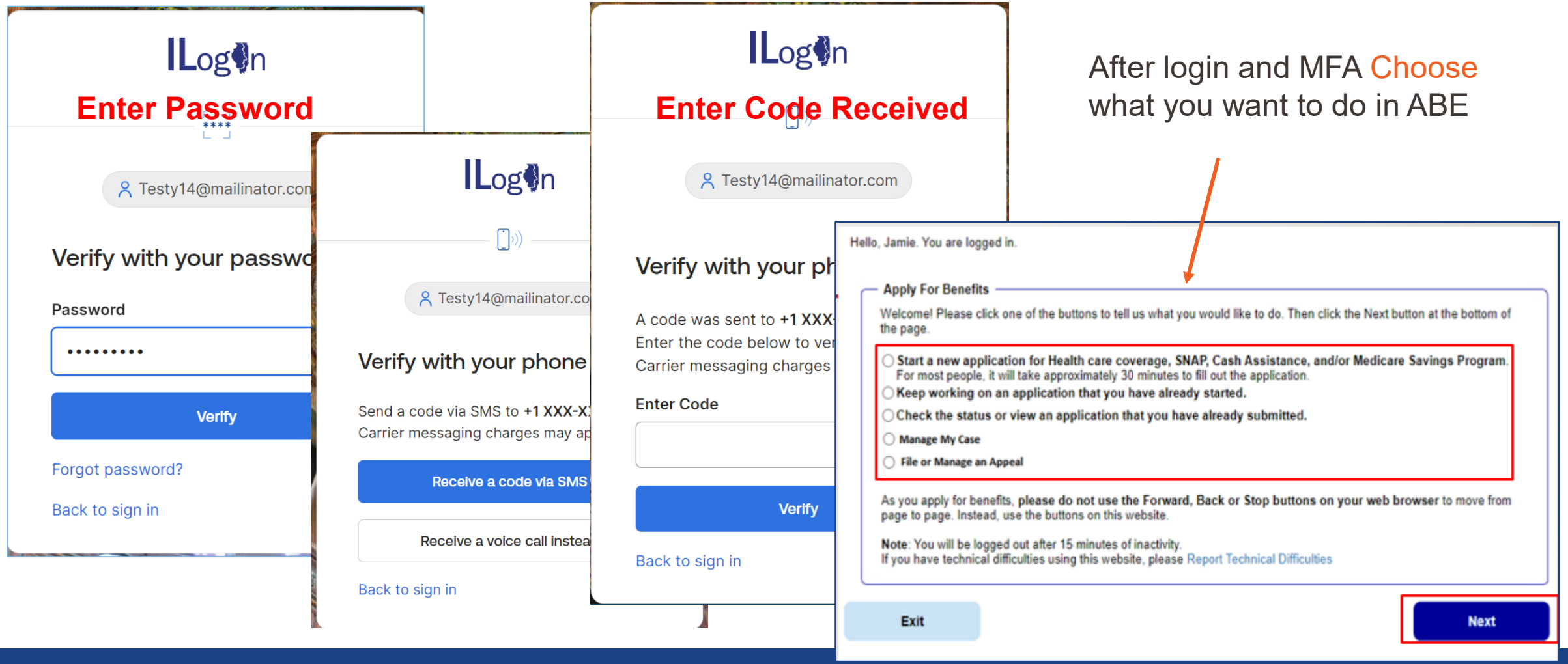
Logging in Later

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



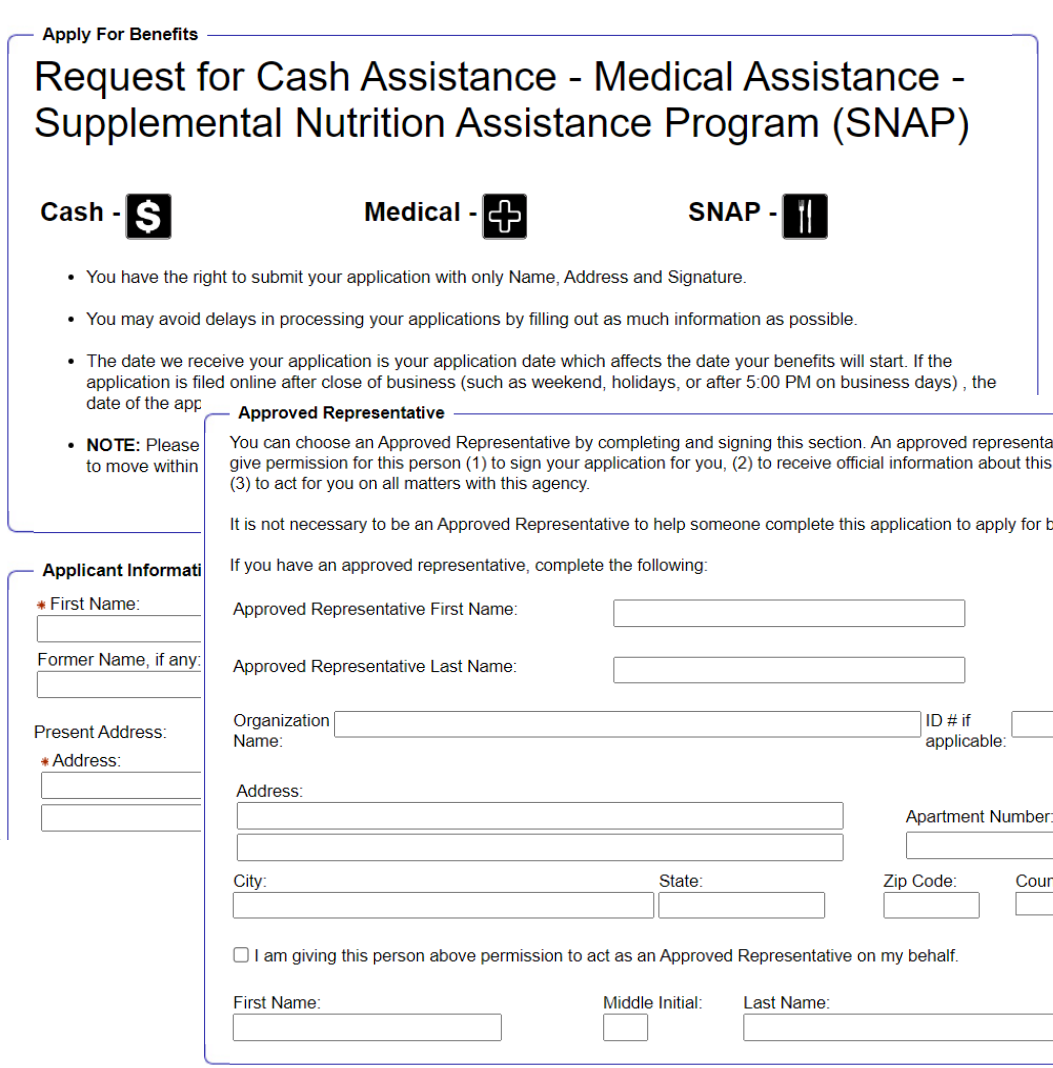
*Note – No account Applications cannot be logged into later

ILogin after clicking verify you will go back to ABE :



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

Sneak Peak: No Account Application



Apply For Benefits

Request for Cash Assistance - Medical Assistance - Supplemental Nutrition Assistance Program (SNAP)

Cash - $ Medical - SNAP -

- You have the right to submit your application with only Name, Address and Signature.
- You may avoid delays in processing your applications by filling out as much information as possible.
- The date we receive your application is your application date which affects the date your benefits will start. If the application is filed online after close of business (such as weekend, holidays, or after 5:00 PM on business days) , the date of the app
- **NOTE:** Please to move within

Applicant Informati

* First Name:

Former Name, if any:

Present Address:

* Address:

Approved Representative

You can choose an Approved Representative by completing and signing this section. An approved representative means yc give permission for this person (1) to sign your application for you, (2) to receive official information about this application, a (3) to act for you on all matters with this agency.

It is not necessary to be an Approved Representative to help someone complete this application to apply for benefits.

If you have an approved representative, complete the following:

Approved Representative First Name:

Approved Representative Last Name:

Organization Name: ID # if applicable:

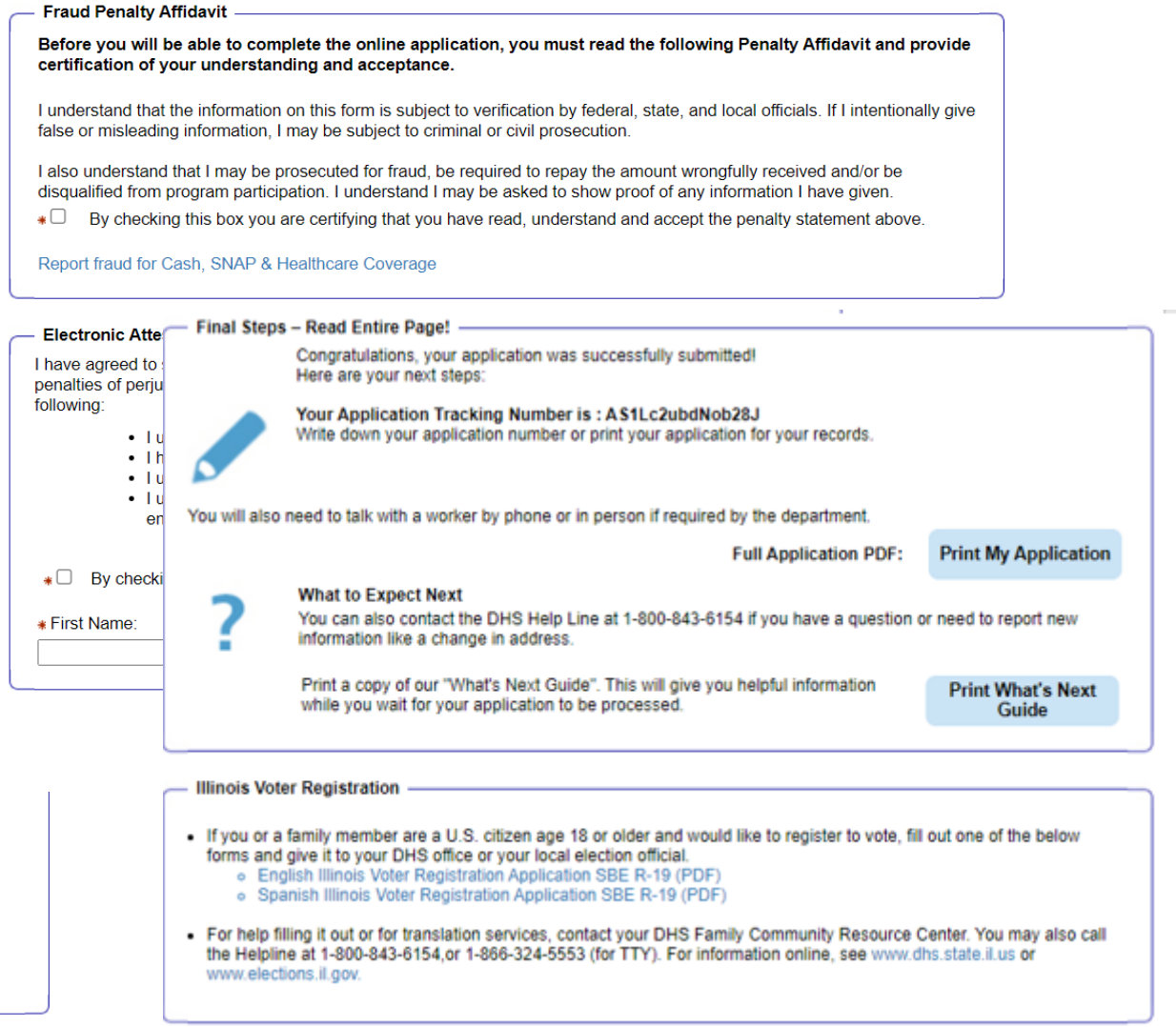
Address:

Apartment Number:

City: State: Zip Code: County:

☐ I am giving this person above permission to act as an Approved Representative on my behalf.

First Name: Middle Initial: Last Name:



Fraud Penalty Affidavit

Before you will be able to complete the online application, you must read the following Penalty Affidavit and provide certification of your understanding and acceptance.

I understand that the information on this form is subject to verification by federal, state, and local officials. If I intentionally give false or misleading information, I may be subject to criminal or civil prosecution.

I also understand that I may be prosecuted for fraud, be required to repay the amount wrongfully received and/or be disqualified from program participation. I understand I may be asked to show proof of any information I have given.

* ☐ By checking this box you are certifying that you have read, understand and accept the penalty statement above.

Report fraud for Cash, SNAP & Healthcare Coverage

Electronic Atte

I have agreed to penalties of perju following:

- I u
- I h
- I u
- I u en

* ☐ By checki

* First Name:

Final Steps – Read Entire Page!

Congratulations, your application was successfully submitted!
Here are your next steps:

Your Application Tracking Number is : AS1Lc2ubdNob28J
Write down your application number or print your application for your records.

You will also need to talk with a worker by phone or in person if required by the department.

Full Application PDF: Print My Application

What to Expect Next
You can also contact the DHS Help Line at 1-800-843-6154 if you have a question or need to report new information like a change in address.

Print a copy of our "What's Next Guide". This will give you helpful information while you wait for your application to be processed. Print What's Next Guide

Illinois Voter Registration

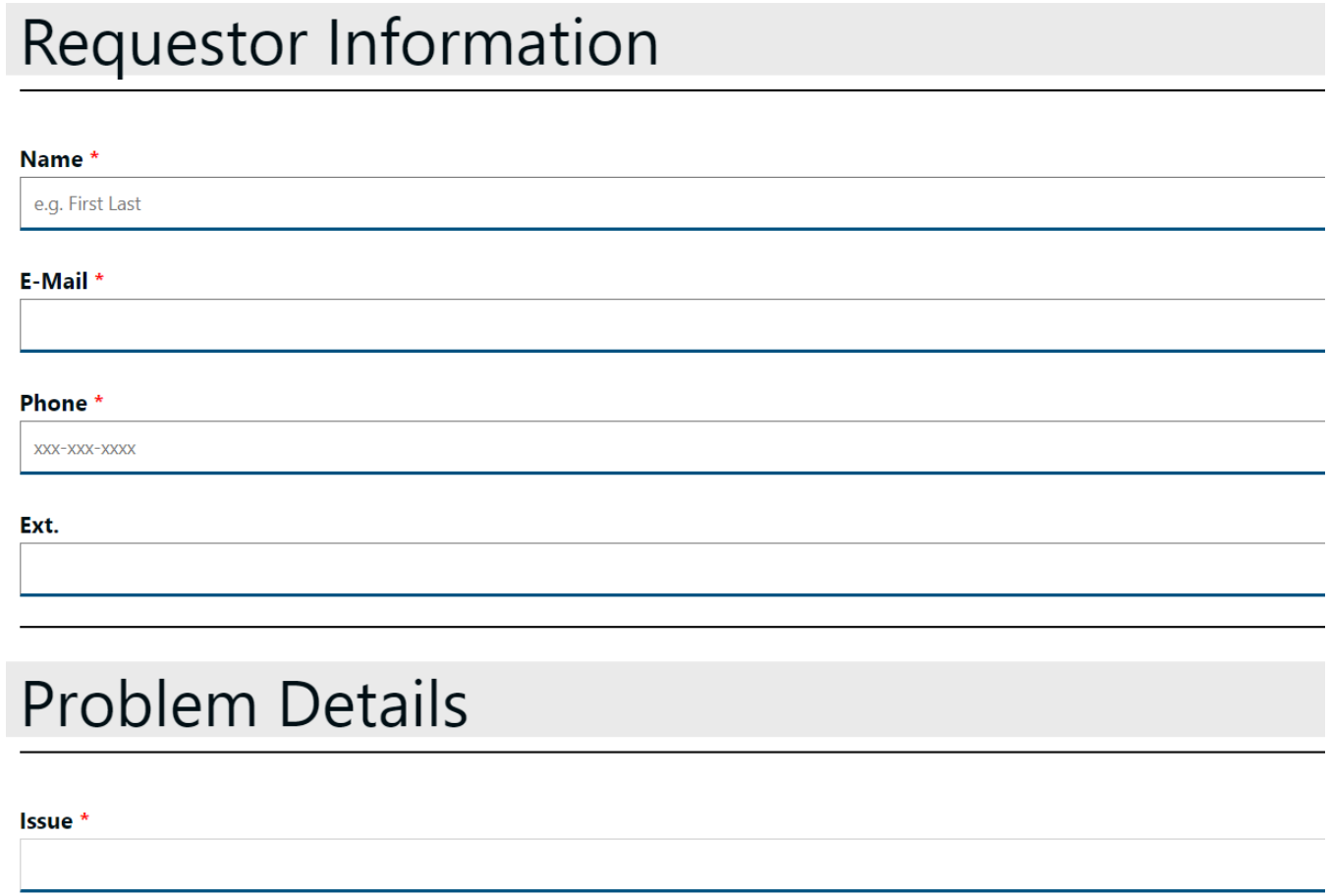
- If you or a family member are a U.S. citizen age 18 or older and would like to register to vote, fill out one of the below forms and give it to your DHS office or your local election official.
  - English Illinois Voter Registration Application SBE R-19 (PDF)
  - Spanish Illinois Voter Registration Application SBE R-19 (PDF)
- For help filling it out or for translation services, contact your DHS Family Community Resource Center. You may also call the Helpline at 1-800-843-6154,or 1-866-324-5553 (for TTY). For information online, see www.dhs.state.il.us or www.elections.il.gov.

Questions from the Field on No Account Application

- **Where does the Application go?**
- The Applications will be sorted by address and zip code and drop into the appropriate office Caseworker queue as if it were a paper application.
- **Is there tracking?**
- Yes, though not a “T” Number as given for a standard ABE application. The number will start with AS, for example AS75aae5a323saa. Lookup will be easier by name, Dob, etc.
- **Will it be handled as quickly as other ABE submissions?**
- Yes, same rules will apply!
- **Can an MMC account be created if we use this application?**
- Yes, an ILogin ABE Account can always be created later and account information can be linked in MMC.

Submitting a Ticket for ILPartner or ILogin Account Assistance

- Include required information and short description of problem – do NOT include SSNs, passwords, or any other private information in your ticket!



Helpful Links:

Creating an ILogin & ABE User Account
ILogin Questions & Answers for ABE Customers
IDHS: ABE Customer Support (state.il.us)
ILogin Help Desk

After the transition ILogin Help Desk will be your access support for any login issues.

An updates guide to ABE Manage My Case (MMC) will be available on LTSS and HFS Application Agent pages soon!