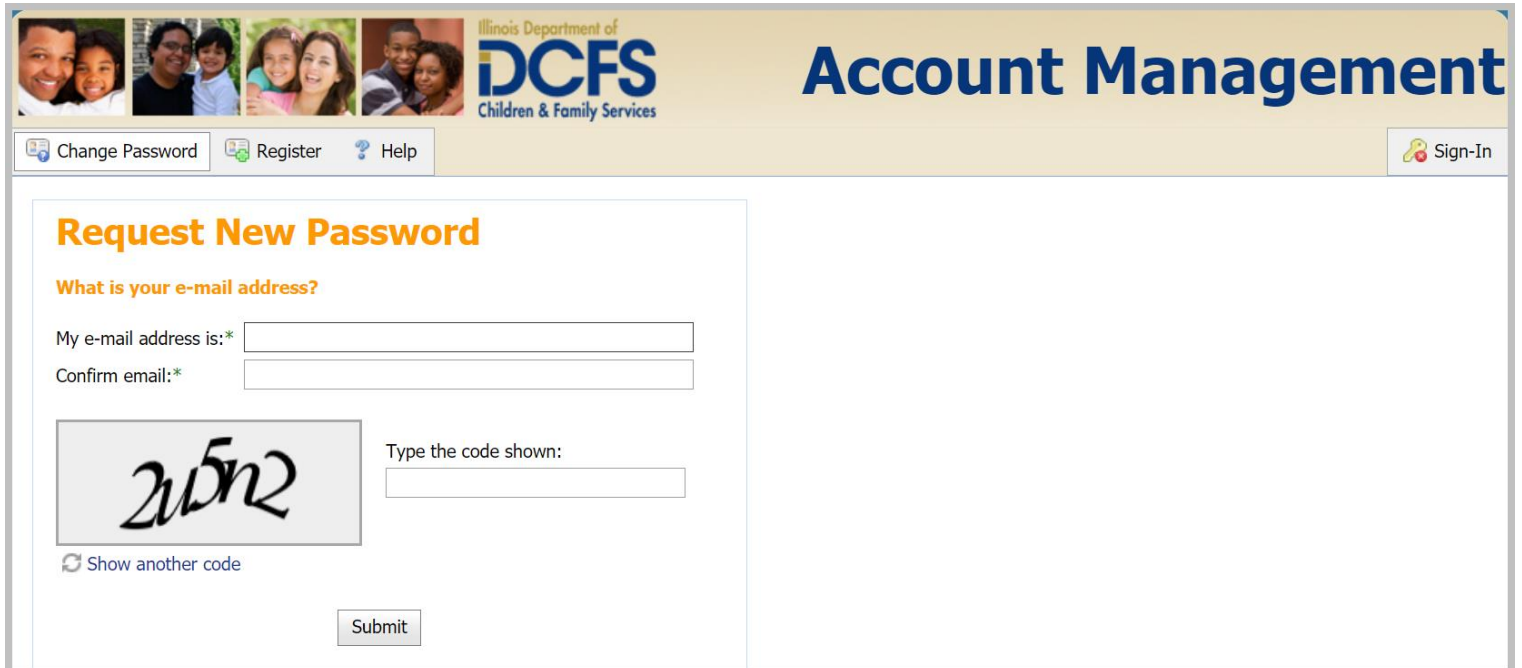


# DCFS Account Management Application Password Reset

## Background:

The Account Management Application performs the logon security for web facing DCFS Applications. Users will need to self-register using their email address to start the account creation process. Your password can be reset via a self-service option at any time.

<https://accountmanagement.dcf.illinois.gov/ChangePasswordRequest.aspx>

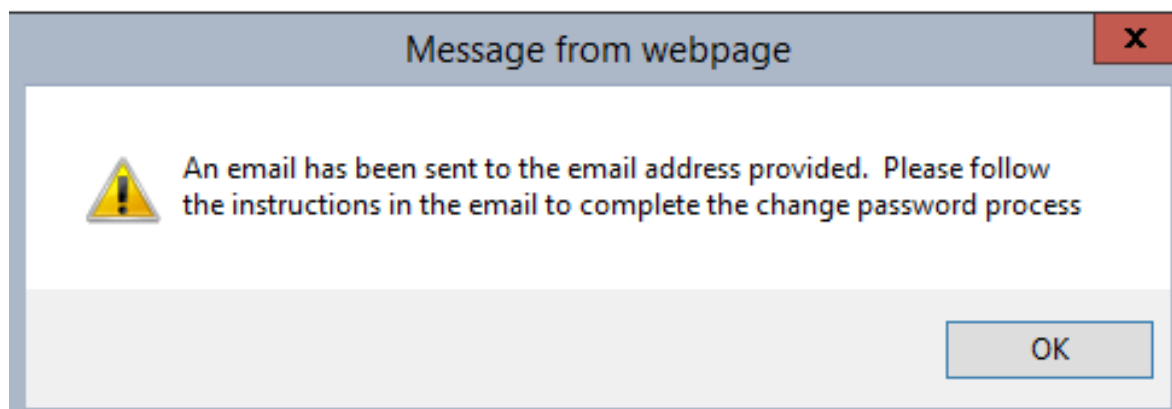


The screenshot shows the DCFS Account Management web application interface. At the top, there is a navigation bar with the DCFS logo (Illinois Department of Children & Family Services) and the title "Account Management". Below the navigation bar, there are links for "Change Password", "Register", and "Help", along with a "Sign-In" button. The main content area is titled "Request New Password" and contains the following form fields:

- What is your e-mail address?**
- My e-mail address is:\*
- Confirm email:\*
- A CAPTCHA image showing the code "21512".
- Type the code shown:
- A "Show another code" link.
- A "Submit" button.

Enter your account management registered email, confirm email, type the code shown and click Submit.

You will receive a message from the webpage



Open the email and click on the 'Change Password' link.

**Subject:** DCFS Account Management - Change Password Request



## Change Password Request

This is an automated message from Department of Children and Family Services online Account Management System.

This message was initiated by a new account registration or a change password request.

If you wish to change an existing password or set an initial password please click on the following link [Change Password](#)

**Notice:** This link will expire on **06/01/2021 06:11 PM**. Attempting to use an expired link will generate a new Change Password Request email.

If you did not request this change and continue to receive these messages please contact the DCFS OITS Helpdesk.

This message was delivered by an automated system and does not come from a monitored email address. Please do not reply to this email message.

If you require assistance, please contact the DCFS OITS Helpdesk by email at [DCFS/OITS Helpdesk](#) or by phone at [1-800-610-2089](tel:1-800-610-2089)

\*Note the change password and new account registration email notifications are the same; this email can be initiated by the password change or new registration request.

After the 'Change Password' link is selected the Account Management change password page will open, following the password standards; Minimum 8 Characters containing: 1 uppercase letter, 1 lowercase letter, 1 numeric character and 1 non-alphanumerical character.



The screenshot shows the 'Account Management' page for the Illinois Department of Children & Family Services (DCFS). The page features a navigation bar with links for 'My Applications', 'My Profile', 'Change Password', 'Register', 'Administration', and 'Help'. The 'Change Password' section is highlighted, displaying the following content:

**Change Password**  
Minimum of 8 characters containing:

- 1 uppercase letter
- 1 lowercase letter
- 1 numeric character
- 1 non-alphanumerical character

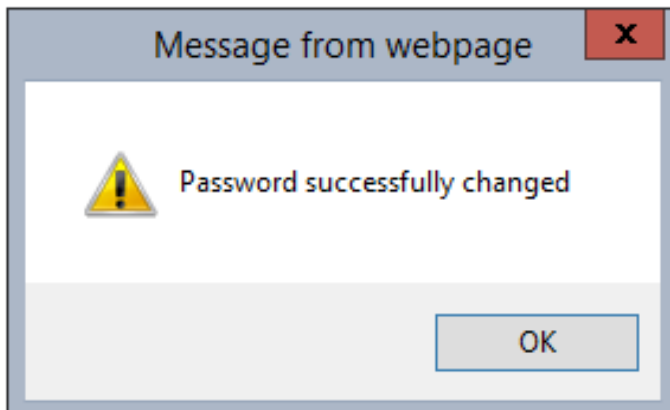
Example: PASSword1\$  
**DO NOT USE YOUR EMAIL PASSWORD!!!**

**What is your password?**

My new password is:

Confirm password:

Once you submit a message from the webpage will be displayed indicating password successfully changed.



Once the password has been successfully changed you will be presented with a Sign In screen.

Illinois Department of  
**DCFS**  
Children & Family Services

# Account Management

Change Password Register Help Sign-In

## Sign In

What is your e-mail address?

My e-mail address is:\*

My password is:\*

Sign-In

The My Applications grid will display the Applications you have access to.  
\*Clicking on the application name hyperlink will open the application.

Illinois Department of  
**DCFS**  
Children & Family Services

# Account Management

My Applications My Profile Change Password Register Administration Help @illinois.gov

## My Applications

Refresh

Application	Description	Last Activity Date	Enabled	Online
<a href="#">AccountManagement</a>	Forms Authentication for external websites	06/02/2021 08:40 AM	✓	✓
<a href="#">Child Wellbeing</a>		03/24/2020 01:06 PM	✓	✓
<a href="#">ClaimsStatement</a>	External website to allow long-term providers to submit monthly claims for services provi...	02/03/2021 02:42 PM	✓	✓
<a href="#">DayCareLicenseReporting</a>		07/20/2018 08:44 AM	✓	✓
<a href="#">DocumentTransferSystem</a>		02/07/2020 12:59 PM	✓	✓
<a href="#">Error Log Management</a>		05/27/2021 01:41 PM	✓	✓
<a href="#">Family Advocacy Center</a>		02/03/2021 11:38 AM	✓	✓

Each application has a URL along with the link from the account management applications page.

\*You may access the application either by the unique URL or via the My Applications account management page.