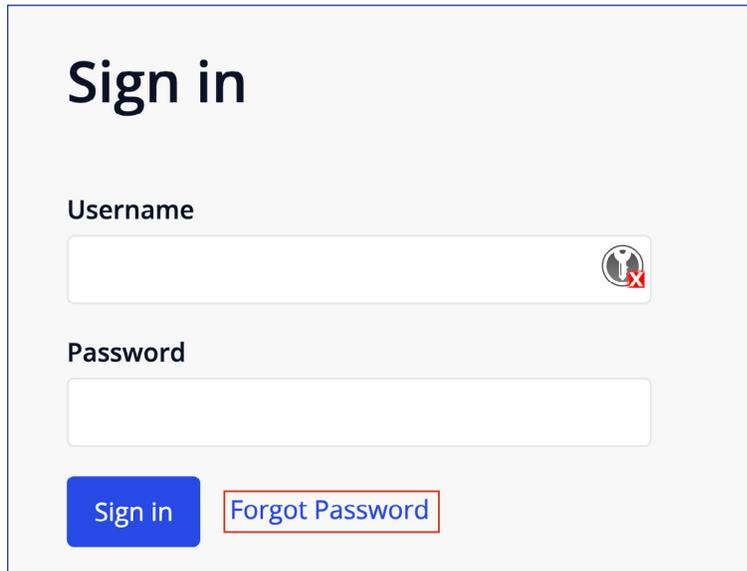


# Portal Documentation

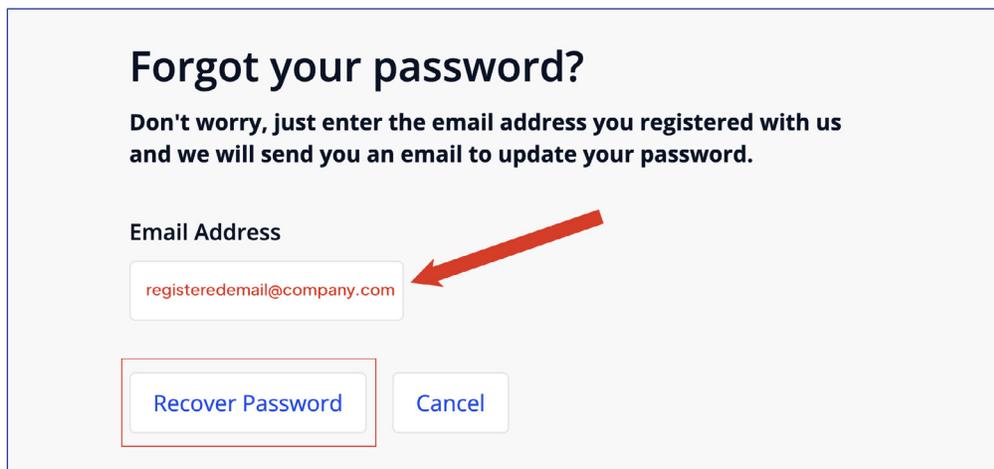
## How to: Reset your password

1. Navigate to the IL ABP portal at <https://portal.illinoisabp.com/>
2. Select the “Forgot Password” link.



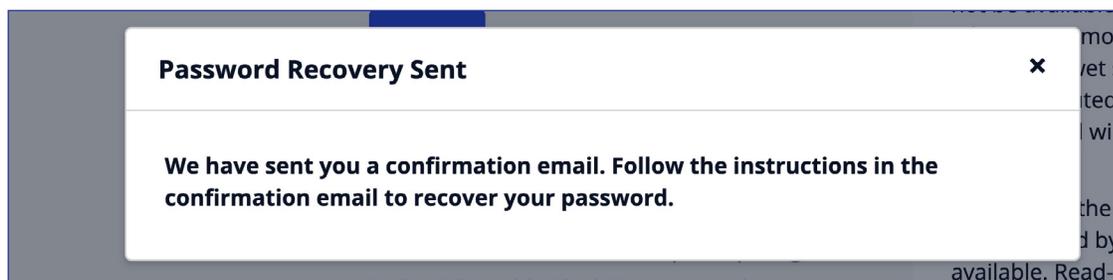
The screenshot shows a 'Sign in' form with two input fields: 'Username' and 'Password'. The 'Username' field contains a red 'x' icon, indicating an error. Below the fields are two buttons: 'Sign in' (blue) and 'Forgot Password' (white with a red border).

3. Enter the email address you previously registered with the portal. Then select the “Recover Password” button.



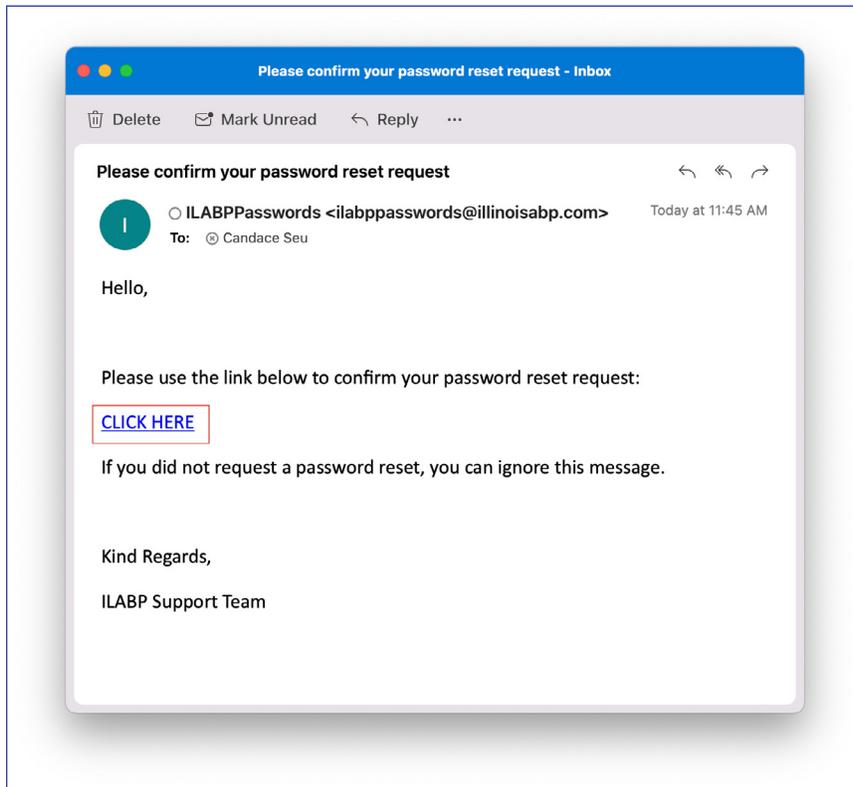
The screenshot shows a 'Forgot your password?' page. It includes a heading, a sub-heading, and a text prompt: "Don't worry, just enter the email address you registered with us and we will send you an email to update your password." Below this is an 'Email Address' input field containing 'registeredemail@company.com'. A red arrow points to this field. At the bottom are two buttons: 'Recover Password' (white with a red border) and 'Cancel' (white).

If you entered a valid email address, you'll see a popup confirmation message:



The screenshot shows a popup message titled 'Password Recovery Sent' with a close button (x) in the top right corner. The message text reads: "We have sent you a confirmation email. Follow the instructions in the confirmation email to recover your password." The popup is set against a dark grey background.

4. Check your email for a message from ILABPPasswords with the subject line, “Please confirm your password reset request.” Use the link in the email to open our New Password page in a browser window.



If you don't receive an email, contact Program Administration Support (admin@illinoisabp.com) to check if your email address was correctly registered.

*Tip: The reset link in the email expires after one click. If you receive an “Invalid Password Request” error message, you’ll need to restart the process from the first step.*

5. Enter your new password, then select the “Submit new password” button.

#### New password requirements:

- 12 characters minimum
- Include 1 UPPERCASE, 1 lowercase, 1 number, and 1 special character (@ \$ # !)

6. Once your password is accepted, you'll be brought into the system to your landing page.

**Success!** Remember your password for the next time you log in to the portal. Remember that usernames are case sensitive.