# ILLINOIS TRANSPORTATION ENHANCEMENT PROGRAM

On-line Application Instructions

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User Accounts

To begin an application, you will need to create a user account with a user name and password in order to login to the on-line Illinois Transportation Enhancement Program (ITEP) application database.

If you submitted an application during a previous cycle, you can and are encouraged to reuse your existing account. In each application cycle, applicants will have the ability to copy portions of an application submitted during the previous cycle to save time. If you do not have an existing account, you will need to create a new one.

Creating a New Account

When creating your user name and password – or login – be mindful that others may need to use this login in the future to access application information either to assist with the application or in the event of personnel changes. Therefore, it is advised that the login not be specific to one person and that the password is unique and something you will be comfortable sharing if needed.

To create a new login, utilize the “New User? Create an Account” link, located under the login form on the ITEP application homepage [Fig. 1].

This will bring you to the new account sign up page [Fig. 2].

Your new account will require a unique username, a password, a valid e-mail address, and a security question and answer. Be sure to keep this information for your records.

Your password will need to meet the following criteria:

- be at least 7 characters long
- contain at least 1 number
- contain at least 1 upper case letter
- contain at least 1 lower case letter
- contain at least 1 special character such as: ! @ # $ % ^ ( or )
When you have completed all fields with the required information, click the “Create User” button located at the bottom of the form. If all fields have been correctly filled out, you will receive a confirmation notice [Fig. 3]. Otherwise you will receive an error message indicating the corrections that need to be made [Fig. 4].

(Fig. 3: New account successfully created)

(Fig. 4: Identified errors must be corrected before the account can be created)
Recovering an Existing Account

Forgotten User Name

If you have a user account from a past application cycle and would like to try to reuse it and cannot remember the user name, then we might be able to find it for you. If you send us the name of the application which you submitted under that user name we can attempt to look it up.

However, you will still need either the password or the answer to the security question to login to the account, see “Lost Passwords and Security Answers” for more information.

Lost Passwords and Security Answers

If you lost your password, you can use the ‘lost password’ functionality to reset your password. To utilize this function you will need the answer to your security question.

To reset your password click the “Forgot Password?” button located under the login form on the ITEP Application homepage [Fig. 5].

You will then be prompted for the user name of the account for which you are trying to reset the password. Enter it in the box and click the ‘Next’ button.

The reset password form will prompt you for the answer to your security question and a new password. Fill in the fields to reset your password [Fig. 6].

When successfully reset, you will be directed back to the ITEP Application homepage.

We cannot reset your password for you, nor can we reset the answer to your security question. Therefore, it is important that you keep a record of your password and the answer to your security question.
Locked Accounts

Repeated failed attempts to login will result in your account being locked for security purposes. If you have tried to login multiple times and cannot, contact DOT.ITEP@illinois.gov with your user name to request to have your account unlocked.

Logging In

Once you have created a user account, you can login via the login form on the ITEP Application Homepage [Fig. 7].

Account Management

Once you have logged in, access the “Account Maintenance and Support” page by clicking the “My Account” menu item on the left-hand side of the screen. From this screen [Fig. 8] you will be able to manage your e-mail, password, security question and answer, and contact the administrator.
Changing Your E-mail

To change your e-mail, choose the "Change E-mail" tab on the "Account Maintenance and Support" page. In the form [Fig. 9], enter your new e-mail address, confirm your new e-mail address and then choose “Save” to update your e-mail.

![Change e-mail form](Fig. 9: Change e-mail form)

Changing Your Password

To change your password, choose the “Security Q&A” tab on the “Account Maintenance and Support” page. In the form [Fig. 10], enter your current password in the “Old Password” field. Then enter your new password in both the “Enter New Password” and “Confirm Password” fields. Click “Change Password” to update your password.

![Update password form](Fig. 10: Update password form)

Changing Your Security Question and Answer

To change your security question settings, choose the “Security Q&A” tab on the “Account Maintenance and Support” page. In the form [Fig. 11] enter your current password in the “Current Password” field. Then enter your new security question and new security answer in the “New Security Question” and “New Security Answer” fields. Click “Change Question” to update your security question settings.

![Update security question form](Fig. 11: Update security question form)
Contact the Administrator

You can contact the system administrator via the “Contact the Admin” form [Fig. 12] located on the “Account Maintenance and Support” page if at any time you experience a problem with the system or need assistance.