

# Recovering Your Username

# Recovering Your Username

- **Step 1.** From Internet browser, access: <http://paystub.illinois.gov> and the State of Illinois Public Account Portal will appear on screen.



The screenshot shows the Illinois.gov Authentication Portal. The page has a blue header with the Illinois state logo and the text "ILLINOIS.GOV Authentication Portal". Below the header, there is a section titled "Sign in with your Public account". This section contains two input fields: "Username" and "Password". Below these fields is a blue "Sign in" button. To the right of the "Sign in" button, there are three links: "Reset your password", "Recover your Username", and "Create a new account". At the bottom of the page, there is a footer with the text "© 2016 Microsoft Privacy Help".

ILLINOIS.GOV  
Authentication Portal

Sign in with your Public account

Username

Password

Sign in

- [Reset your password](#)
- [Recover your Username](#)
- [Create a new account](#)

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# Recovering Your Username

- **Step 2.** Click “Recover your Username”



Sign in with your Public account

Sign in

- [Reset your password](#)
- [Recover your Username](#)
- [Create a new account](#)



# Recovering Your Username

- **Step 3.** Input your “Email Address”

## Recover your Username


### Recover Username



To recover your Username fill in the information below, then select Continue.

Email Address:

abraham.lincoln@srs.illinois.gov





Type the image code:

(Note: If you cannot read the numbers in the above image, click the refresh icon to load a new image.)

Continue

Cancel

# Recovering Your Username

- **Step 4.** Input the numbers in the image code


## Recover your Username

### Recover Username

To recover your Username fill in the information below, then select Continue.

**Email Address:**

  
    
Type the image code:   
(Note: If you cannot read the numbers in the above image, click the refresh icon to load a new image.)



# Recovering Your Username

- **Step 5.** Click “Continue”. The ePASS system will send an email containing your Username.

## Recover your Username

### Recover Username

To recover your Username fill in the information below, then select Continue.

**Email Address:**



776004

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Type the image code:

(Note: If you cannot read the numbers in the above image, click the refresh icon to load a new image.)