

# 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 background with a geometric pattern. On the right side, there is a white box containing the following elements:

- ILLINOIS.GOV** logo with the text "Authentication Portal" below it.
- The text "Sign in with your Public account".
- A text input field labeled "Username".
- A text input field labeled "Password".
- A blue "Sign in" button.
- A list of links: "Reset your password", "Recover your Username", and "Create a new account".

At the bottom right of the page, there is a small copyright notice: "© 2016 Microsoft Privacy Help".

# 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:**  

  
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 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:**



Type the image code:

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