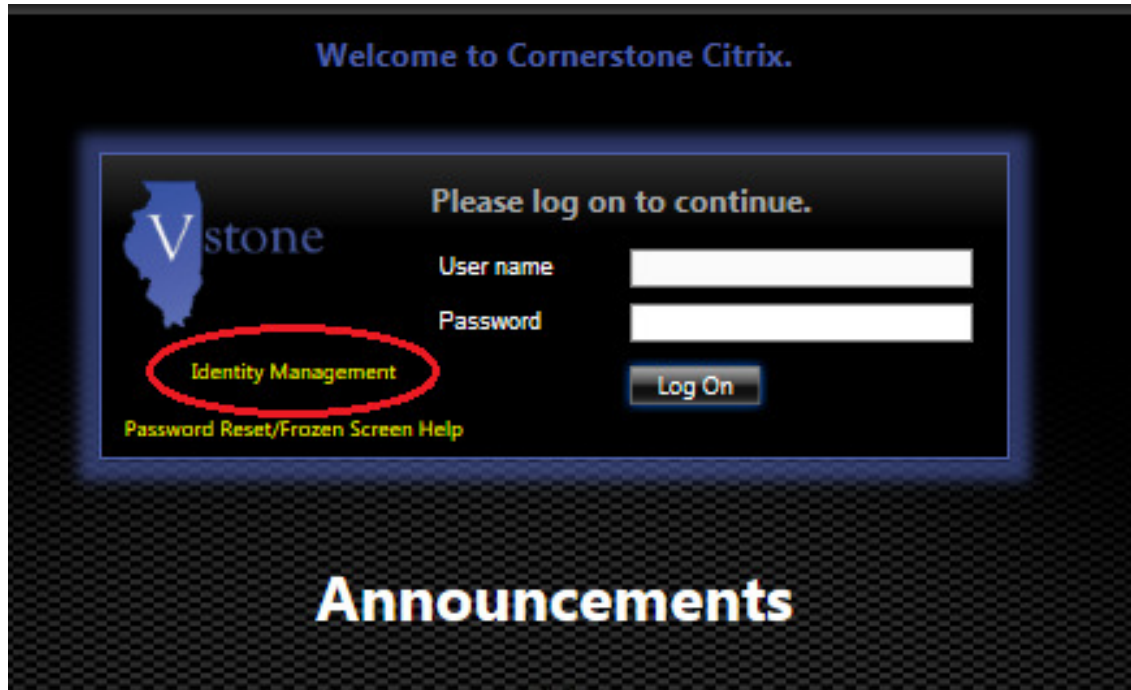


Reset Password/Unlock a Cornerstone User Account

- Go to <http://id.illinois.gov> or click on the Identity Management link on the Welcome to Cornerstone Citrix log-in page.



- Under **Identity Management Options**, select **Reset your Password or Unlock your Account**.







Introduction

Welcome to DoIT Identity Management (DIM). DIM is a self-service account management system that allows users to create an Illinois.gov ID and/or reset their Active Directory or Mainframe RACF account password.

Note:This system is intended for personal user accounts only. Technician and Administrative accounts should not be registered.

Identity Management Options

-  **Account Recovery Options**
Used to configure or change your password reset options. You will not be able to take advantage of self service password resets until these options are set.
-  **Reset your Password or Unlock your Account**
Used if you forgot your password, or need to unlock your account, and have already configured your password reset options.
-  **Create Illinois.gov Account**
If you do not already have an Account that is trusted by our systems, you can use this feature to create one for you.
-  **Identity Management FAQ**
Before calling for support, check out our Identity Management Frequently Asked Questions page for answers to common problems.

- On the **Reset your password?** page, use the down arrow for the **Domain** field and select **Cornerstone Users**, enter account name (typically firstname.lastname) in the **Username** field, type the **image code** displayed and select **Continue**.

Reset your password?

To reset your password fill in the information below, then select Continue.

Domain: Cornerstone Users

Username: firstname.lastname

Type the image code: 736647

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

736647

Continue Cancel

- On the **Verify Your Identity** page, select either to **Reset My Password or Unlock My Account** under **Step 1**. Select one of the verification options under **Step 2**. Only options set up through Account Recovery will be available to select under **Step 2**. Select **Continue**.

For Security Questions - pre-selected questions will display. All questions must be answered.

For Text Message - you must have access to that cell phone to continue with this option.

For Email Message - you must have access to that email account to continue with this option.

Verify Your Identity

Step 1: Please select **one** of the following options to continue:

- Reset My Password**
- Unlock My Account** (*I know my password*)

Step 2: Select a verification option:

Verification Options

- Answer security questions
- Send a text with a confirmation code
- Send an email with a confirmation code

Continue Cancel

- If the Text or Email option was selected under **Step 2**, retrieve the confirmation code and enter it in the **Code** field for **Step 3** and select **Continue**. If security questions were answered this step will be skipped.

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Verify Your Identity

Step 3: Enter Identity Confirmation Code

Please check your email or cell phone for the Identity Confirmation code and enter below.

Code:

Continue

Cancel

- If password reset was selected under **Step 1** and verification was successful, follow the proper password requirements and enter a new password in the **New Password** field and **Confirm Password** field and select **Submit**. To view requirements, select **Password Requirements**.

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Can't remember your password or need to unlock your account?

Please type in the password you wish to be used for this account. This password will take effect immediately and if your account is locked out will also unlock your account.

New Password:

[Password Requirements](#)

Confirm Password:

Submit

Cancel

- If the new password was accepted the following message will display and new password can be used for the Welcome to Cornerstone Citrix login <https://cs.dhs.illinois.gov/vpn/index-CS.html>.

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Account Password Successfully Reset

You have successfully reset your Account's password.

- If unlock account was selected under **Step 1** and verification was successful the following message will display and current password can be used for the Welcome to Cornerstone Citrix login <https://cs.dhs.illinois.gov/vpn/index-CS.html>.

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Account Successfully Unlocked

Your account is now unlocked.

You may now log in with your existing password. If you are still unable to log in, please return to the Identity Management application and choose the option to reset your password.

If you continue to have problems logging in, please contact us at the number below.

State of Illinois / Department of Innovation & Technology
IT Service Desk
217/524-4784 or 312/814-3648
Option 1