

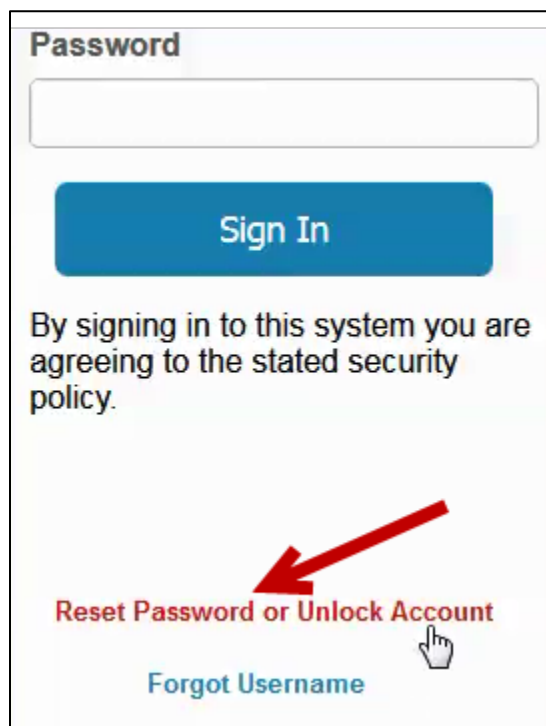
Information Bulletin: Opioid Alternative Pilot Program Resetting Your Password and Unlocking Your User Account

<https://icts.illinois.gov>

Resetting Your Password and Unlocking an Account

To Reset your password or unlock your user account:

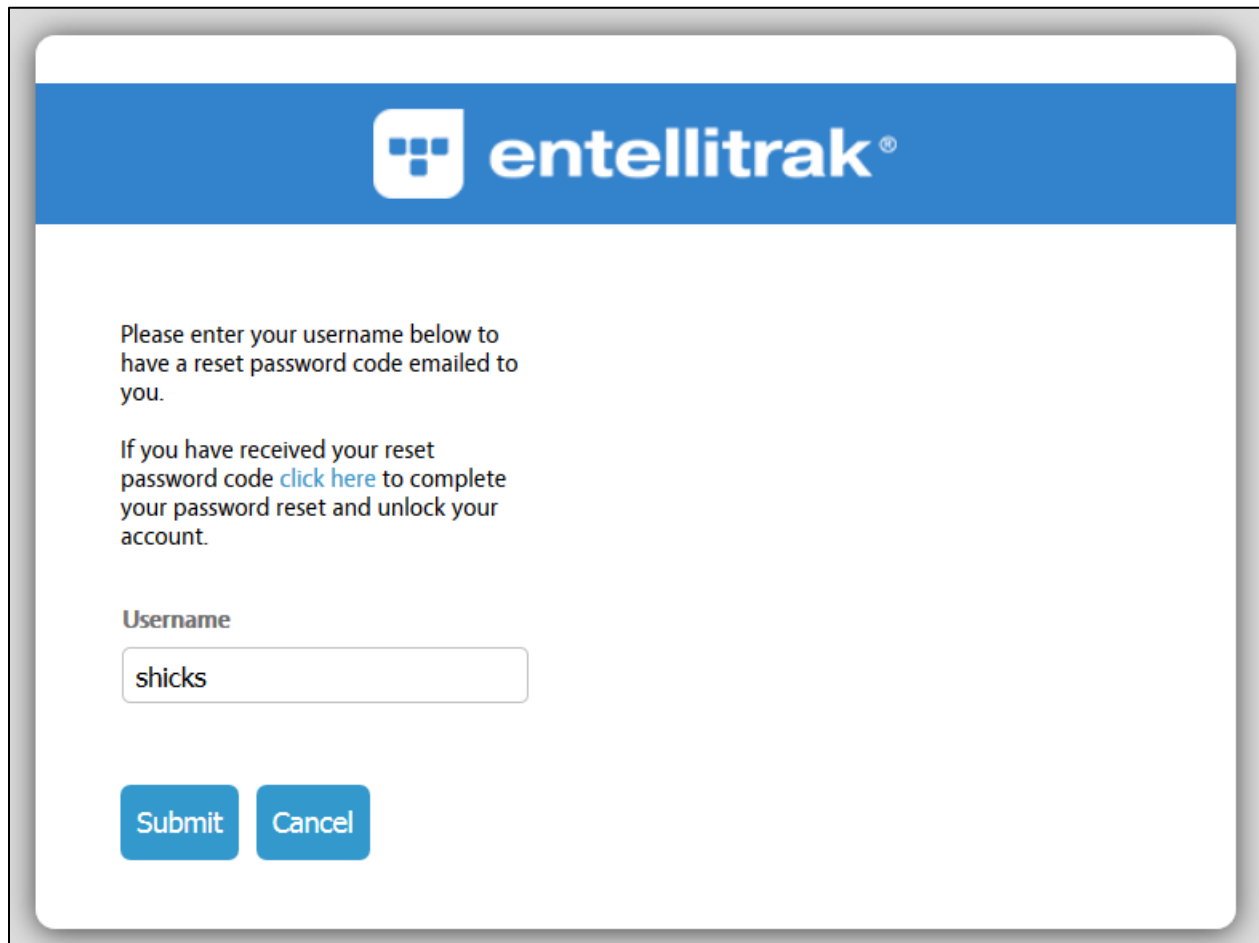
1. Click the Reset Password link.



The screenshot shows a login form titled "Password" with a text input field. Below the field is a blue "Sign In" button. A disclaimer states: "By signing in to this system you are agreeing to the stated security policy." At the bottom, there are two links: "Reset Password or Unlock Account" (in red text) and "Forgot Username" (in blue text). A red arrow points to the red link, and a mouse cursor is positioned over it.

Figure 1-1 Reset Password and Unlock Account links

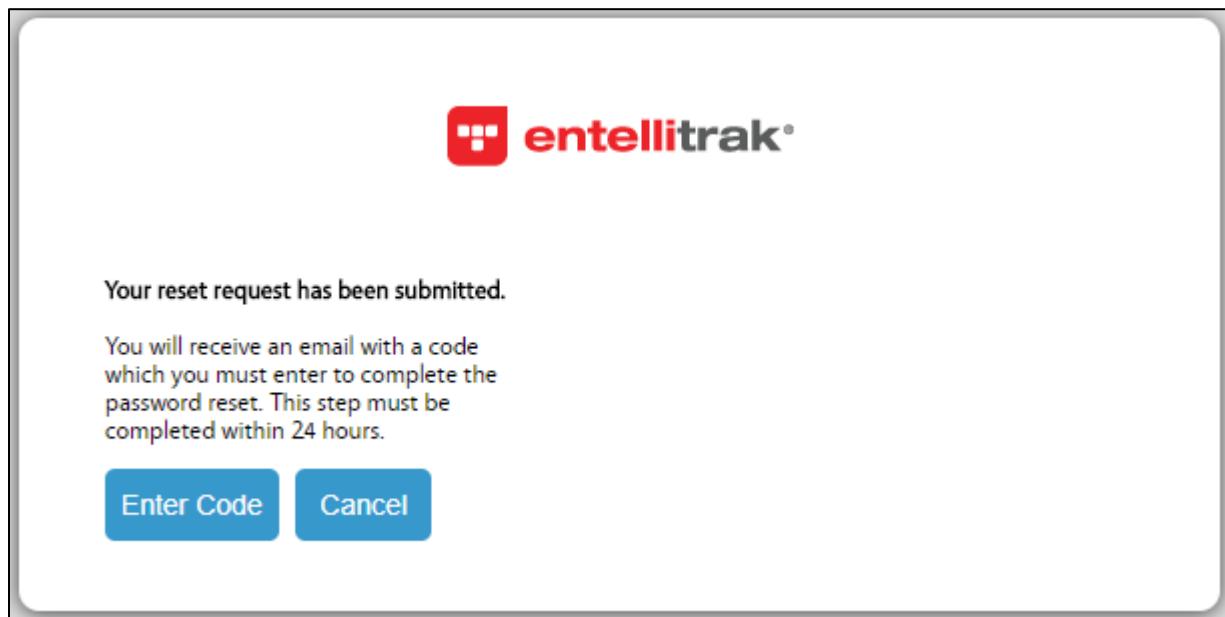
2. Enter your Username and click Submit.



The screenshot shows a web form for entering a username. At the top, there is a blue header with the entellitrak® logo. Below the header, the text reads: "Please enter your username below to have a reset password code emailed to you." followed by "If you have received your reset password code [click here](#) to complete your password reset and unlock your account." There is a text input field labeled "Username" containing the text "shicks". Below the input field are two blue buttons: "Submit" and "Cancel".

Figure 1-2 Username popup

3. A Confirmation message appears.



The screenshot shows a confirmation message. At the top, there is a red header with the entellitrak® logo. Below the header, the text reads: "Your reset request has been submitted." followed by "You will receive an email with a code which you must enter to complete the password reset. This step must be completed within 24 hours." There are two blue buttons: "Enter Code" and "Cancel".

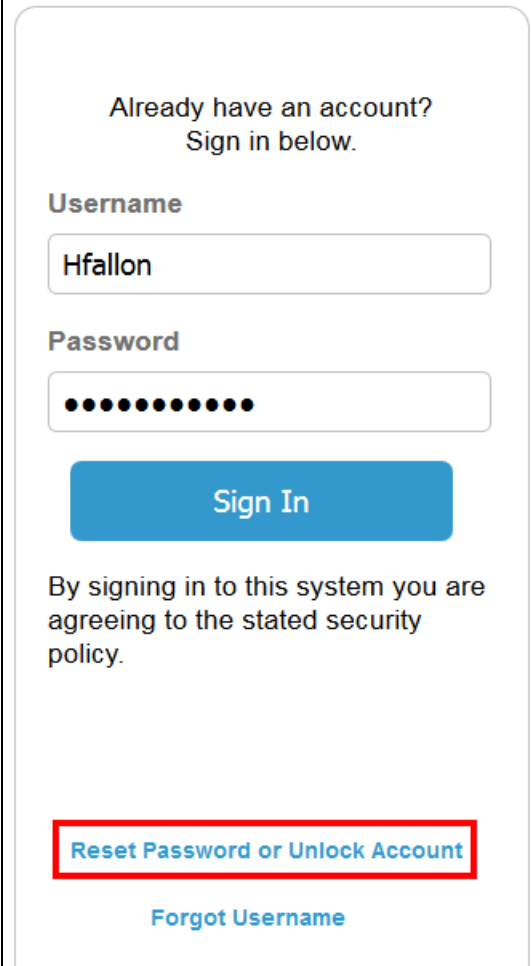
Figure 1-3 Confirmation message

4. A passcode will be emailed to you.

5. When you receive your passcode, click the *Click Here* link to reset your password.

Forgotten Password

1. Click the Reset Password or Unlock Account link.



Already have an account?
Sign in below.

Username

Password

[Sign In](#)

By signing in to this system you are agreeing to the stated security policy.

[Reset Password or Unlock Account](#)

[Forgot Username](#)

Figure 1-4 Reset Password or Unlock Account link

2. Enter your Username and click Submit.

Please enter your username below to have a reset password code emailed to you.

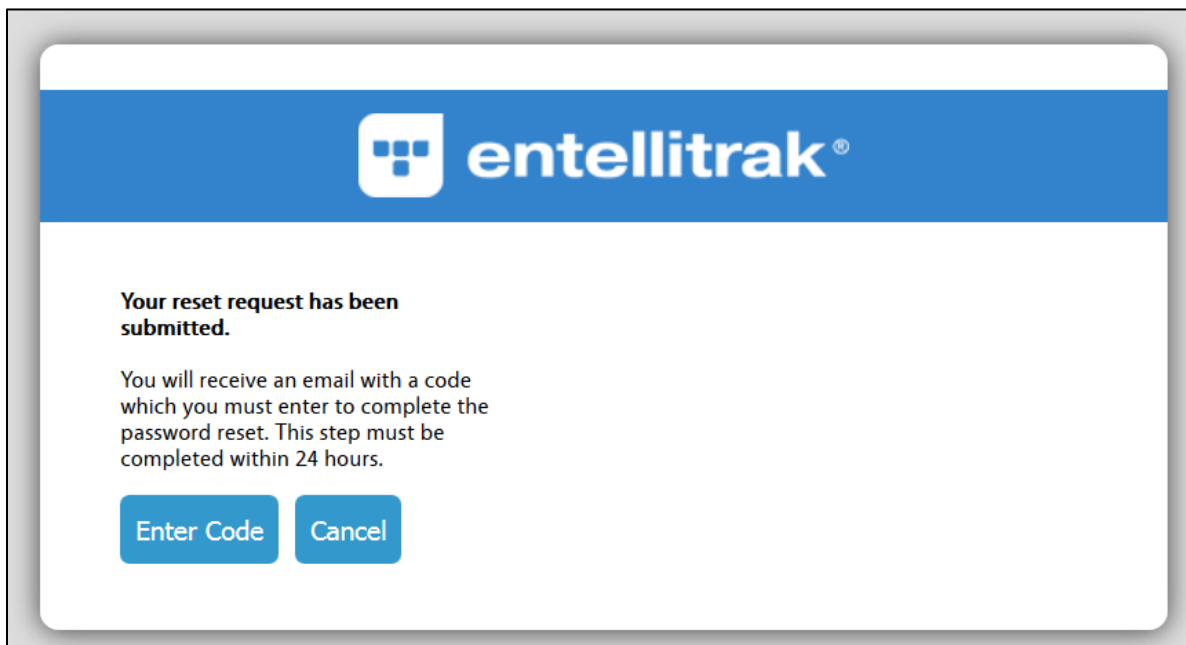
If you have received your reset password code [click here](#) to complete your password reset and unlock your account.

Username

Submit **Cancel**

Figure 1-5 Username popup

3. A Confirmation message appears.



The image shows a confirmation message popup with a blue header containing the entellitrak logo. The main content area is white and contains the following text: "Your reset request has been submitted." followed by "You will receive an email with a code which you must enter to complete the password reset. This step must be completed within 24 hours." At the bottom, there are two blue buttons: "Enter Code" and "Cancel".

Figure 1-6 Confirmation popup

4. You will receive an email to help you login.
5. The Sign In code appears in the email.

A password reset request was submitted to the Illinois Cannabis Tracking System.

To reset your password please follow the steps below:

1. Open the site. Click the link or copy and paste the URL into your browser: <https://icts-dev.entellitrak.com/etk-icts-dev/page.request.do?page=login.reset.page3>
2. Follow the instructions on the page to reset your password. If your account is locked, resetting your password will unlock your account.

Code: GVZFUAT



6. Click the Enter Code button.
7. Type the Reset Code in the field. Type your new password and confirm the new password.

Please complete the information below to reset your password:

Your password must be 8 characters long and different from your last 10 passwords. All passwords must contain:

- Capital Letter
- Lowercase Letter
- Symbol
- Number

Username

Reset Code

New Password

Confirm New Password

Figure 1-7 Reset Password popup

8. Enter your Sign In information.

Already have an account?
Sign in below.

**Your password has been
successfully changed.**

Username

Password

Sign In

By signing in to this system you are
agreeing to the stated security
policy.

Figure 1-8 New Sign In