

# ILLINOIS TRANSPORTATION ENHANCEMENT PROGRAM

## On-line Application Instructions

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# Illinois Transportation Enhancement Program

## Getting Started

### 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

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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].



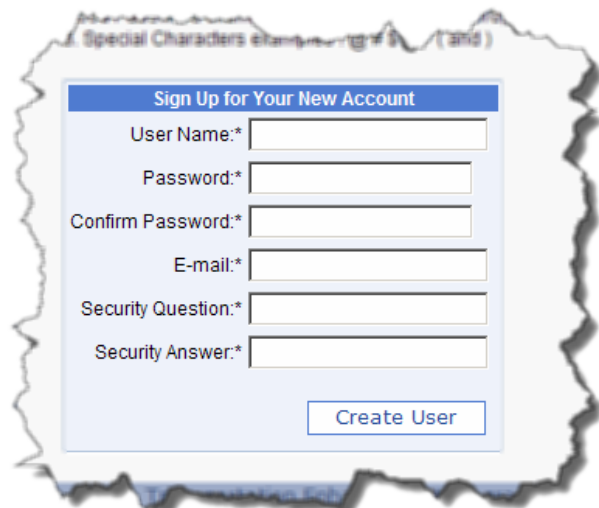
(Fig. 1: Create Account Link, located beneath the login form)

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.

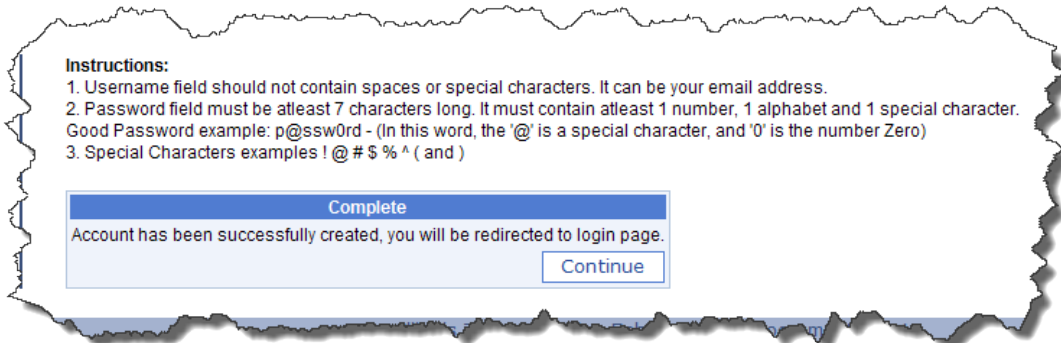
Your password will need to meet the following criteria:

- 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 )

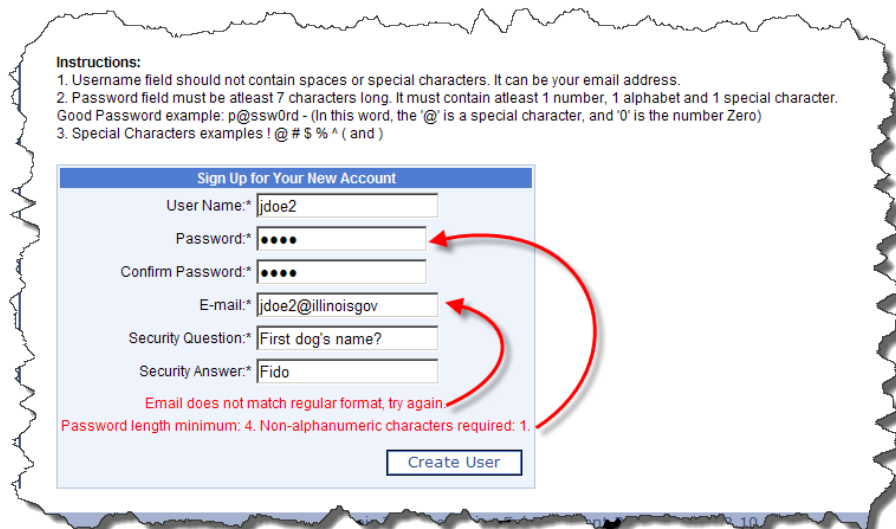


(Fig. 2: New account sign-up form)

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].



(Fig. 5: Forgot password button)

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.

A screenshot of the password reset form. The form has a blue header with the text "Change Password - Confirm Identity and Password." Below the header is a blue box with the text "If your password has been successfully changed then you will be redirected to Login page." Below this is the text "Answer your security question." followed by three fields: "User Name: jdoe", "Question: First dog's name?", and "Answer: Fido". Below these fields is the text "Enter a new password, your previous password will be overwritten." followed by two fields: "New Password: [masked]" and "Confirm Password: [masked]". At the bottom right of the form are two buttons: "Previous" and "Finish".

(Fig. 6: Password reset form will require the answer to your security question)

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

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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](mailto:DOT.ITEP@illinois.gov) with your user name to request to have your account unlocked.

## Logging In

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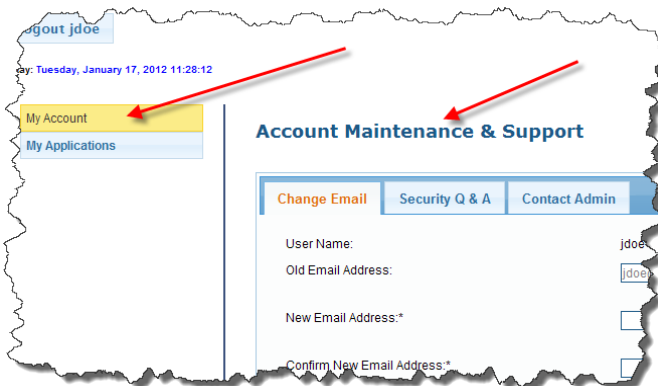
Once you have created a user account, you can login via the login form on the ITEP Application Homepage [Fig. 7].

A screenshot of the ITEP login form, presented as if on a piece of torn paper. The form has a blue header that says "Sign in to ITEP". Below the header, there are two input fields: "User:" with the text "jdoe" entered, and "Password:" with a series of dots. To the right of the password field is a "Login" button. Below the form, there are two links: "New User? Create an Account" and "Forgot Password", both in purple text.

(Fig. 7: Login form on ITEP Application Homepage)

## Account Management

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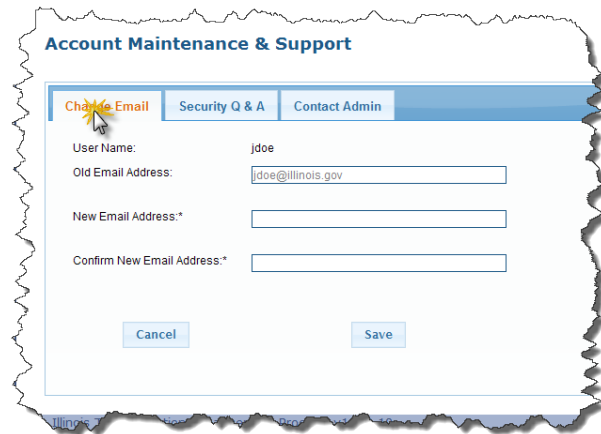
A screenshot of the "My Account" screen, presented as if on a piece of torn paper. The page title is "Account Maintenance & Support". On the left, there is a navigation menu with "My Account" highlighted in yellow and "My Applications" below it. Two red arrows point from the text to the "My Account" menu item and the "Change Email" tab. The main content area has three tabs: "Change Email" (highlighted), "Security Q & A", and "Contact Admin". Below the tabs, there are form fields for "User Name:" (with "jdoe" entered), "Old Email Address:" (with "jdoe" entered), "New Email Address:\*" (with an empty input field), and "Confirm New Email Address:\*" (with an empty input field).

(Fig. 8: 'My Account' screen options)

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 and then choose “Save” to update your e-mail.



The screenshot shows a web interface titled "Account Maintenance & Support". At the top, there are three tabs: "Change E-mail" (highlighted with a mouse cursor), "Security Q & A", and "Contact Admin". Below the tabs, the "User Name" is "jdoe". The "Old Email Address" field contains "jdoe@illinois.gov". There are two empty text input fields for "New Email Address:" and "Confirm New Email Address:". At the bottom, there are "Cancel" and "Save" buttons.

(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.



The screenshot shows a web interface titled "Account Maintenance & Support" with the "Security Q & A" tab selected. The "User Name" is "testtim" and the "Security Question" is "What state is this?". Below this, there is a heading "Here you may change your password or security question." The form is divided into two columns. The left column has fields for "Old Password", "Enter New Password:", and "Confirm Password:", with a "Change Password" button below them. The right column has fields for "Current Password", "New Security Question:", and "New Security Answer:", with a "Change Question" button below them. A "Cancel" button is at the bottom left.

(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.



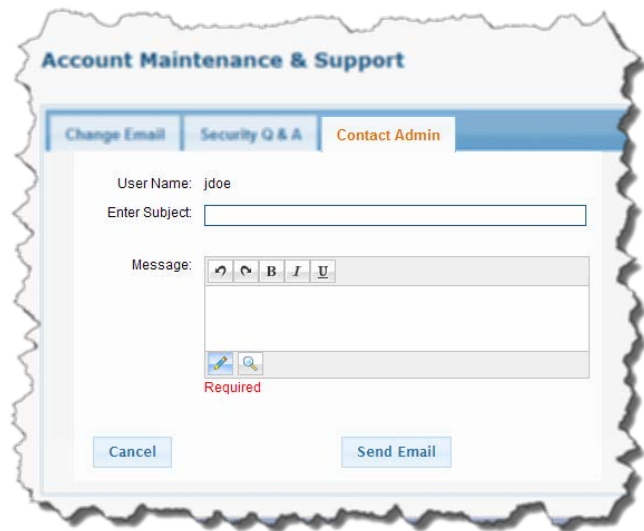
The screenshot shows a web interface titled "Account Maintenance & Support" with the "Security Q & A" tab selected. The "User Name" is "testtim" and the "Security Question" is "What state is this?". Below this, there is a heading "Here you may change your password or security question." The form is divided into two columns. The left column has fields for "Old Password", "Enter New Password:", and "Confirm Password:", with a "Change Password" button below them. The right column has fields for "Current Password", "New Security Question:", and "New Security Answer:", with a "Change Question" button below them. A "Cancel" button is at the bottom left.

(Fig. 11: Update security question form)

## Contact the Administrator

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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.



The screenshot shows a web interface titled "Account Maintenance & Support". At the top, there are three tabs: "Change Email", "Security Q & A", and "Contact Admin". The "Contact Admin" tab is selected. Below the tabs, the form contains the following fields and elements:

- User Name:** A text input field containing the value "jdoe".
- Enter Subject:** An empty text input field.
- Message:** A rich text editor area with a toolbar containing icons for undo, redo, bold (B), italic (I), and underline (U). Below the editor is a red "Required" label.
- Buttons:** "Cancel" and "Send Email" buttons are located at the bottom of the form.

(Fig. 12: Contact the administrator form)