



IBIS Procedures

Background Information

The IBIS/Mondet Access is a resource provided by the Illinois Department of Employment Security (IDES) for The Partnership staff and its Contractors/subcontractors. The Partnership does not control access and cannot guarantee future access.

IBIS/Mondet resource provides Unemployment Insurance Basic Inquiry and Employee Quarterly Wages from Employers.

An IBIS printout is not required for every applicant or participant.

1. **An IBIS printout will be required for:**

- All *family members 18 years old and over that are INCLUDED on the "Family Income" screen. Do not list anyone not defined by "Family" under WIOA definition.
- Any applicant 18 years or older with a self-attestation indicating no income or self-employment.
- Applicants who provide check stub(s) as proof of income and year-to-date amount fails to cover the entire prior six-month period from the application date.
- Any participant 18 years old and over with no income providing a "room and board" letter requires:
 - An applicant statement indicating there is no income.
 - An IBIS report for the applicant.
 - The applicant is considered a family of one.

2. **An IBIS will not be required for anyone who falls into the following categories:**

- Food Stamps (SNAP) recipient
- TANF recipient
- Homelessness as defined by the McKinney Homeless Assistance Act. Applicant should provide a written self-attestation stating they are homeless and temporarily residing with that person. No IBIS printout is necessary.
- Foster Child
- SSI recipient
- 5% Window (youth)
- Self-Reported Income Attestation (not allowable for income eligibility or priority of service determination)

3. **Please note: All youth 17 years of age and younger are required to prove parent's or guardian's income. If a parent claims no income, an IBIS printout is required.**

* Family Members are two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:

(A) A married couple and dependent children.

(B) A parent or guardian and dependent children.

(C) A married couple.



Access to IBIS

Access to IBIS requires approval from supervisor/management staff within your organization. The link has forms and information for requesting staff access. <https://workforceboard.zendesk.com/hc/en-us/articles/4422393684109-Staff-Data-System-Access-Request-Instructions-Forms> The forms contain separate sections, **not all are applicable** read the form thoroughly prior to completing. Submit completed forms to helpdesk@chicookworks.org or your Program Coordinator for processing.

Note: The Digital ID Username and Password must be created via the instructions under the PKI Digital ID Instructions.

Once access is granted you will receive an email with your MHD number, a temporary password, and instructions on creating a password. Read instructions carefully prior to creating your password.

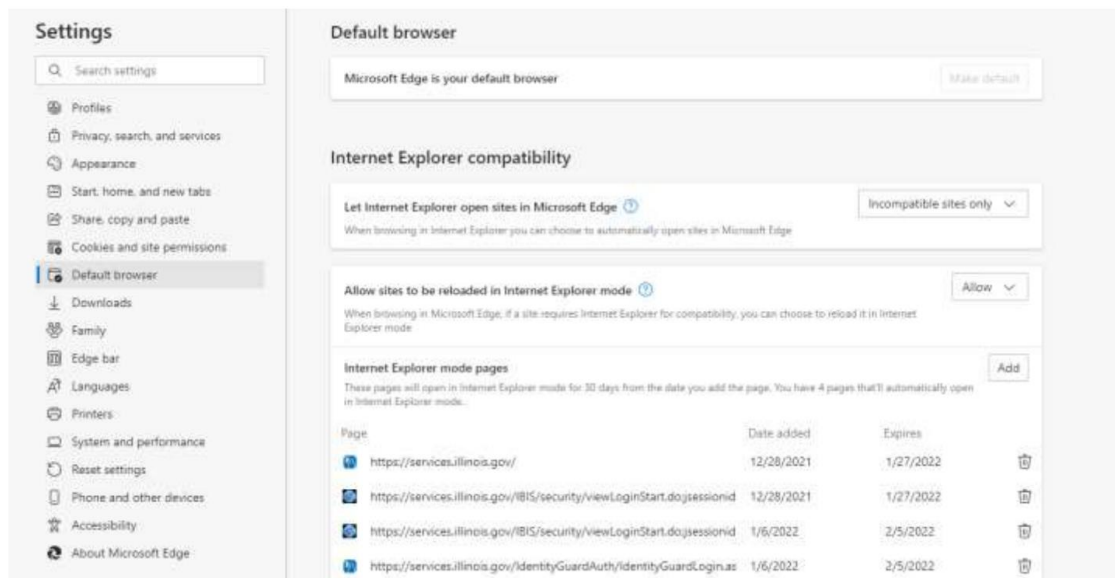
Upon successfully creating your password follow the procedure below to open the system in Edge.

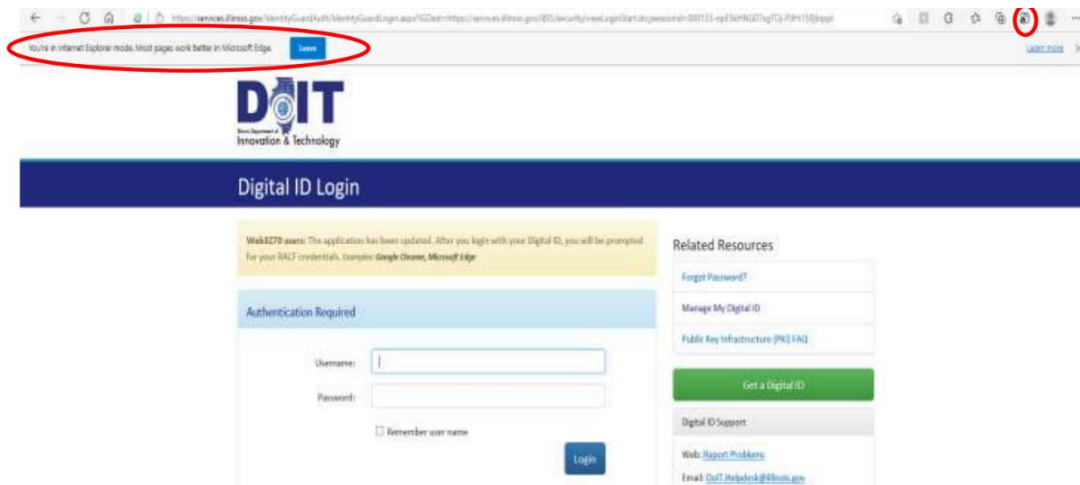
Prior to instructions Microsoft Edge (Windows 11) must be downloaded onto your computer.

IBIS/Mondet thru Edge Instructions

Below is the set-up for access thru "Edge". Instructions are also available as an attachment.

To Access IBIS through Microsoft "Edge." (1) Click on the three dots on the upper right of the Edge browser, (2) select "settings" near the bottom of the options, (3) select "Default Browser" and set internet Explorer compatibility options as shown below, (4) Note you will need to add site that you want to use Internet Explorer option for, also note they are limited so you may need to update the time limit as needed. On the Bottom Screen print is what the browser will look like once you make these settings. Note the small "internet explorer logo" on the upper right.

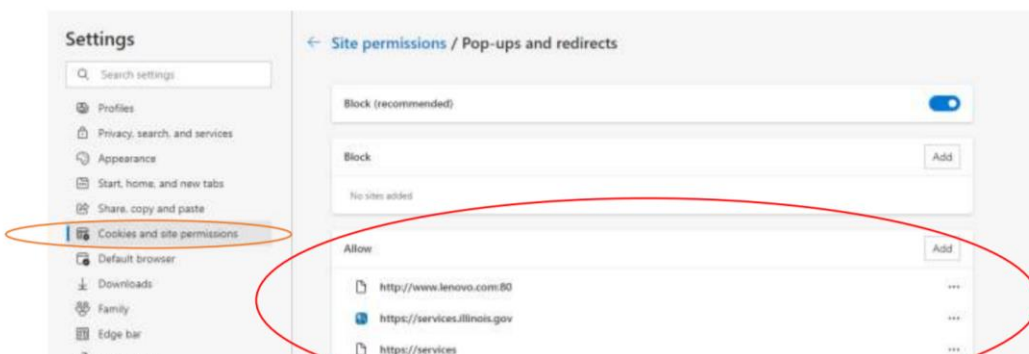




See Next page for Critical addition to get IBIS to work in Microsoft EDGE !!!

As in the old Internet Explorer, you must also allow Pop-Ups to be able to open IBIS in the EDGE browser, below

Is the area. To get there, click the three dots . . . , on the far right of the Screen on the EDGE's main page, then scroll down to "Settings", the same way you got to set the Default Browser Settings above. Then scroll down to "Cookies and Site permissions" and click on it, that will bring up a list of additional settings options, scroll down until you see "Pop-ups and Redirects", then you will need to add the URL for IBIS, which is <https://services.illinois.gov>. once you add that options, close out of the browser, then when you reopen it you should be able to Access IBIS, via Microsoft EDGE.




Important Note: These settings will be erased monthly by the Edge browser. You will need to re-enter these settings monthly basis.



Pulling an IBIS Report

If Set-Up is correct screen should look like this. Refer to the procedure's troubleshooting section if screen is different.

e in Internet Explorer mode. Most pages work better in Microsoft Edge. [Open in Microsoft Edge](#) [Show in toolbar](#) [Learn more](#)



Digital ID Login

Web3270 users: The application has been updated. After you login with your Digital ID, you will be prompted for your RACF credentials. Examples: [Google Chrome](#), [Microsoft Edge](#)

Authentication Required

Username:

Password:


Related Resources

- [Forgot Password?](#)
- [Manage My Digital ID](#)
- [Public Key Infrastructure \(PKI\) FAQ](#)

[Get a Digital ID](#)

Upon successful authentication you will be presented with IBIS staff application logon screen. This is where you enter the RACF ID (MHD#) and password.

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. [Open in Microsoft Edge](#) [Show in toolbar](#) [Learn more](#) ×



ILLINOIS BENEFIT INFORMATION SYSTEM

Illinois Benefit Information System

Please enter your username and password to access the Illinois Benefit Information System (IBIS).

User ID:

Password:

[LOGIN](#)



The IBIS/Mondet screen should consistently reflect Microsoft soft edge.

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. [Open in Microsoft Edge](#) [Show in toolbar](#) [Learn more](#) [X](#)

ILLINOIS BENEFIT INFORMATION SYSTEM

Menu Numbers Off | Skip to Content | UI Law Handbook | IDES P&P | Legal Opinion | Other Links | Logout

[Home](#) [Claims](#) [Adjudication](#) [Appeals](#) [BPC](#) [Accounting](#) [Charging](#) [ECF](#) [History](#)

Home: Dashboard

Dashboard |

Display Settings

User Name: Last Updated: 2022/07/13 05:16:09 PM

IDES Messages

Messages: **Warning!** By accessing and using this government computer system you are consenting to system monitoring for law enforcement and other purposes. Unauthorized use of, or access to, this computer system may subject you to criminal prosecution and penalties.

Individual Statistics

July, 2022						
Today						
wk	Sun	Mon	Tue	Wed	Thu	Fri
25						1
26	3	4	5	6	7	8
27	10	11	12	13	14	15
28	17	18	19	20	21	22
29	24	25	26	27	28	29
30	31					

Unemployment Insurance (UI) search

1. If searching for Unemployment Insurance (UI) inquiry select home and basic inquiry.

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. [Open in Microsoft Edge](#) [Show in toolbar](#) [Learn more](#) [X](#)

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Menu Numbers Off | Skip to Content | UI Law Handbook | IDES P&P | Legal Opinion | Other Links | Logout

[Home](#) [Claims](#) [Adjudication](#) [Appeals](#) [BPC](#) [Accounting](#) [Charging](#) [ECF](#) [History](#)

Dashboard

Basic Inquiry

Display Settings

User Name: Last Updated: 2022/07/13 05:16:09 PM

IDES Messages

Messages: **Warning!** By accessing and using this government computer system you are consenting to system monitoring for law enforcement and other purposes. Unauthorized use of, or access to, this computer system may subject you to criminal prosecution and penalties.

Individual Statistics

Pending Assignments:		Assignments Past Due:	
0		0	
Assignments Due Today:		Completed Assignments Today:	
0		0	

July, 2022						
Today						
wk	Sun	Mon	Tue	Wed	Thu	Fri
25						1
26	3	4	5	6	7	8
27	10	11	12	13	14	15
28	17	18	19	20	21	22
29	24	25	26	27	28	29
30	31					

2. Once UI screen is open enter claimants SSN and select display. Print copy.

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. [Open in Microsoft Edge](#) [Show in toolbar](#) [Learn more](#) [X](#)

ILLINOIS BENEFIT INFORMATION SYSTEM

Menu Numbers Off | Skip to Content | UI Law Handbook | IDES P&P | Legal Opinion | Other Links | Logout

[Home](#) [Claims](#) [Adjudication](#) [Appeals](#) [BPC](#) [Accounting](#) [Charging](#) [ECF](#) [History](#)

Home: Basic Inquiry

Claimant Search | **Claimant Summary**

SSN: Claimant ID: [RESET](#) [DISPLAY](#)

Claimant

SSN:	Name:	Claimant ID:
Address of Record:	Primary Phone:	DOB:
U.S. Citizen?	Stops?	Deductions?
Approved Training?	Dependent Type:	Federal Tax Election?
State Tax Election?	Deceased?	IB Indicator?
LEP:	Local Office:	Comments:
Commuter?	Purged Date:	
Payment Method:		
SOS Validation Status:		

[View Comments History](#)



Quarterly Wage Search

1. If searching for quarterly wages select Claims than Pseudo Monetary Information.

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. [Open in Microsoft Edge](#) Show in toolbar [Learn more](#) X

ILLINOIS BENEFIT INFORMATION SYSTEM

Menu Numbers Off | Skip to Content | UI Law Handbook | IDES P&P | Legal Opinion | Other Links | Logout

Home Claims Adjudication Appeals BPC Accounting Charging ECF History

Claims: Pseudo M Claimant

Pseudo Monetary

TAA Petition & O...
TRA Training/Wa... Status

Claimant Inform...
Pseudo Monetary Determination

Name: SSN: Claimant ID: Date of Birth: BYB: [Show Detail](#)

Monetary Information

Employer Name/DBA Account Num Acct Status Name Q2/2021 Q3/2021 Q4/2021 Q1/2022 Q2/2022 Employment Type

Nothing found to display.

2. Once Pseudo Monetary Information screen is open enter full SSN and select display.

You're in Internet Explorer mode. Most pages work better in Microsoft Edge. [Open in Microsoft Edge](#) Show in toolbar [Learn more](#) X

ILLINOIS BENEFIT INFORMATION SYSTEM

Menu Numbers Off | Skip to Content | UI Law Handbook | IDES P&P | Legal Opinion | Other Links | Logout

Home Claims Adjudication Appeals BPC Accounting Charging ECF History

Claims: Pseudo Monetary Determination

Pseudo Monetary Information

SSN: Claimant ID: [DISPLAY](#)

Claimant Information

Name: SSN: Claimant ID: Date of Birth: BYB: [Show Detail](#)

Monetary Information

Employer Name/DBA Account Num Acct Status Name Q2/2021 Q3/2021 Q4/2021 Q1/2022 Q2/2022 Employment Type

Nothing found to display.

3. Select the employer and then click select for additional employer information.

Employer Name/DBA	Account Num	Acct Status	Name	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Employment Type
ILLINOIS				\$ 3,268.32	\$ 3,274.24		\$ 7,350.01		
PIZZA		Active		\$ 3,268.32	\$ 3,274.24		\$ 7,350.01		State
WAGE TOTAL				\$ 3,268.32	\$ 3,274.24		\$ 7,350.01		

Monetary Determination

Current WBA:	\$ 193.00	Dep Child Allow:	\$ 72.00	Dep Spouse Allow:	\$ 37.00
New WBA:	\$ 193.00	Dep Child Allow:	\$ 72.00	Dep Spouse Allow:	\$ 37.00
WBA Difference:	\$ 0.00	Difference:	\$ 0.00	Difference:	\$ 0.00

[SELECT](#)

Update Wages

Wage Information

Employer Name: DBA: Address: Q1/2020: \$ 3,268.32 Q2/2020: \$ 3,274.24 Q3/2020: \$ 0.00 Q4/2020: \$ 7,350.01 Q1/2021: \$ 0.00

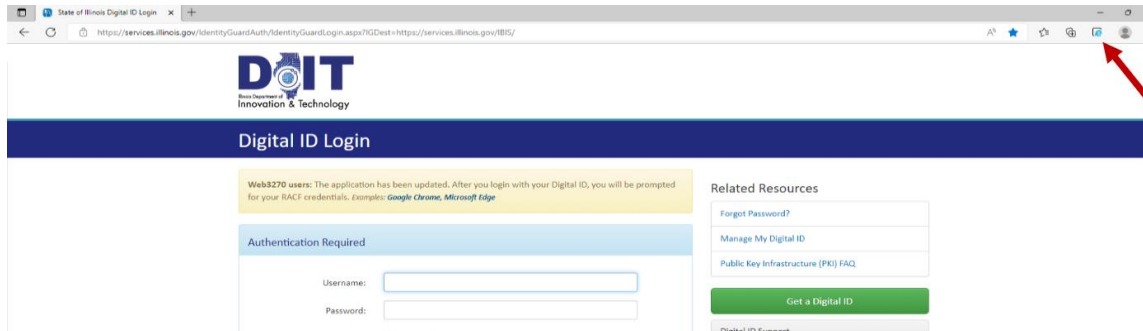
Wage Name: Wage Name: Wage Name: Wage Name: Wage Name:

Account Num: FEIN: Telephone:

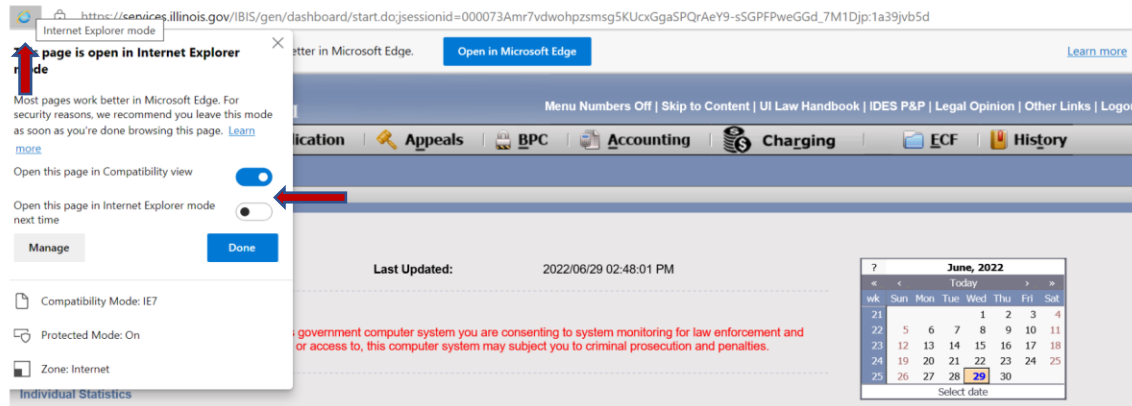


Common Troubleshooting

A. If initial instruction was followed and Microsoft Edge is not displayed than select explorer symbol as shown below.



B. If initial instruction was followed and Blank Screen is displayed than select explorer symbol as shown below.



If you have a different trouble shooting issue from above reach out to your Program Coordinator for assistance.



PKI Digital ID Password Reset Instructions

If you need to reset your Digital ID password follow the instructions on the section below.

On the PKI Digital ID site click on Forgot Password.



Digital ID Login

Web3270 users: The application has been updated. After you login with your Digital ID, you will be prompted for your RACF credentials. Examples: [Google Chrome](#), [Microsoft Edge](#)

Authentication Required

Username:

Password:

Related Resources

[Forgot Password?](#)

[Manage My Digital ID](#)

[Public Key Infrastructure \(PKI\) FAQ](#)

[Get a Digital ID](#)

The screen below will appear select Illinois residents or all other users as applicable.

Forgot Password?

To begin the password recovery process, please choose one of the following options.

If you registered for your *State of Illinois Digital ID* using an Illinois driver's license or ID card, choose **Illinois residents**.

Otherwise, choose **All other users**.

[Illinois residents](#) [All other users](#)

Enter your Drivers License or State ID Number



Digital ID Registration and Recovery

Illinois resident password reset

To begin the Digital ID recovery process, enter your Illinois driver's license or identification card number.

IL DL or ID No. (XXXX-XXXX-XXXX)

[Next](#)

Not an Illinois resident? [Recover a Digital ID created without an Illinois driver's license or identification card.](#)

Digital ID Support

Web: [Report Problems](#)

Email: DoIT.Helpdesk@illinois.gov

Customer Service Center (CSC)

- Springfield: 217-524-DoIT (217-524-3648)
- Chicago: 312-814-DoIT (312-814-3648)

Standard Support Service Hours

Monday – Friday
8 a.m. – 5 p.m.

Select option 1 (computer related issue) and then choose



Answer the secure questions to the questions you selected during your original profile creation and click 'submit answers'. If the system does not recognize your answers, you will get a failed error message. The next step would be

Digital ID Registration and Recovery

Illinois resident password reset

Answer the questions below to continue the password reset process.

User name	DL/ID number
<input type="text"/>	<input type="text"/>

Hint: Spaces and punctuation count but capitalization does not.

If you cannot remember the answers to these security questions, you can try to [reset your password using information from your Illinois driver's license or identification card](#).

What is your favorite drink?

What is your favorite animal?

Digital ID Support

Web: [Report Problems](#)

Email: DoIT.Helpdesk@illinois.gov

Customer Service Center (CSC)

- Springfield: 217-524-**DoIT** (217-524-3648)
- Chicago: 312-814-**DoIT** (312-814-3648)

Standard Support Service Hours

Monday – Friday
8 a.m. – 5 p.m.

Select option 1 (computer related issue) and then choose option 2 (Digital ID support). Please respond by saying, "This is concerning a Digital ID."

Questions about State of Illinois Digital IDs?
[Read the FAQ.](#)

If the system does not recognize your answers, you will get a failed error message. The next step would be to reach the customer service center by email. Someone will email you or call you to help you navigate through the reset process.