

Everything related to PKI Digital IDs is now located at
https://enroll.pki.illinois.gov/UserRegistration/en_US/Homepage.html

If you have problems, do not contact DCEO. We are not able to help with this. You will need to call the help desk at either 217-524-3648 or 312-814-3648 and select Option 1 (Computer Related Issue) and then Option 2 (Digital ID support), then respond by saying “This is concerning a Digital ID”.



Digital ID Registration and Recovery

Register

The registration process for *State of Illinois Digital IDs* begins here for all users, both Illinois residents and out-of-state users.

Get a Digital ID

Reset Password

Are you unable to recall your Digital ID user name or password? To begin the password recovery process, 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

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](#)

To reset your PKI Digital ID password

Reset Password

Are you unable to recall your Digital ID user name or password? To begin the password recovery process, 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

Click the link that applies to you “Illinois residents” or “All other users”. If you choose “Illinois residents”, you will need your Illinois Drivers License to reset the password.

Illinois resident password reset

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

This is a required field

If your Last name has changed since you created the PKI Digital ID, you will need to call the help desk as your Drivers License number will have changed.

Digital ID Support

Web: [Report Problems](#)

Email: DoIT.Helpdesk@illinois.gov

Customer Service Center (CSC)

- Springfield: 217-524-**4-DoIT** (217-524-3648)
- Chicago: 312-814-**4-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."

To create a PKI Digital ID

Click the green box marked "Get a Digital ID"

Register

The registration process for *State of Illinois Digital IDs* begins here for all users, both Illinois residents and out-of-state users.

You will then be taken to the subscriber agreement. Choose “Illinois Resident Accept” or “Non-Illinois Resident Accept”

The **SUBSCRIBER** agrees that they have read this agreement and have maintained a copy of it and will abide by the terms and conditions of the agreement.

[Illinois Resident Accept](#)

[Non-Illinois Resident Accept](#)

[Decline](#)

[Privacy Policy](#)

Questions about State of Illinois Digital Signatures? [Read the FAQ!](#)

You will enter your information exactly as it is reported with the Illinois Secretary of State on your Illinois Driver’s License

Resident registration

Enter your personal information **exactly** as registered with the [Secretary of State Driver Services Department](#) and shown on your valid Illinois driver’s license or identification card.

Not an Illinois driver's license or identification card holder? [Register as an out-of-state user.](#)

Already have a Digital ID? [Recover your username and password.](#)

If you are not an Illinois resident, you will follow the instructions on that choice

Non-resident menu

Choose an option below

Instructions and Application

[Start here to begin the State of Illinois Digital ID registration process for non-Illinois residents.](#)

Register and Activate a Digital ID

[If you have already mailed in your notarized application, use the reference number and authorization code you received to complete your non-resident registration.](#)

Recover a Digital ID

[Did you forget your password? You can reset it by answering the security questions you established when you registered your Digital ID.](#)

Illinois resident?

[Are you an Illinois resident with a valid state ID card or driver's license? Return to the subscriber agreement page and proceed to “Illinois Resident Accept.”](#)