Reset Password/Unlock a Cornerstone User Account

- Go to [http://id.illinois.gov](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**.
• 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.

• 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.
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.

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.

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.
• 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](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.

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