

Manage your Medical, SNAP and Cash Benefits Online

The State of Illinois' Application for Benefits Eligibility (ABE) website now offers 'Manage My Case' to help you manage your benefits online, anytime.

Use Manage My Case (MMC) to:

- Check the status of an application
- Renew benefits
- Report changes – income, household members, expenses or new address
- Upload documents
- View notices
- View and reschedule upcoming appointments
- File and manage appeals

What You Need to Set up Manage My Case:

- Social Security Number
- Established Credit History

How to set-up your Manage My Case:

Step 1: Go to <http://ABE.Illinois.gov>

Step 2: Click on the green "Manage My Case" button

- Enter your ABE User ID and Password
- If you don't have an ABE account, click 'Create an ABE account' to register

Step 3: After logging in, select 'Link your account'

- Enter your date of birth and Social Security Number or Individual ID number.
This one-time process will link your ABE account to your benefit case information

Step 4: When you link your case to your ABE account, you will be asked to answer a few questions to confirm your identity. If successful, you will go right to MMC.



You're Set! Use your ABE User ID and password to login when you want to use MMC.
Questions? Visit <http://www.dhs.state.il.us/ABE> or email ABE.Questions@Illinois.gov

How to set-up your Manage My Case:

What if I forget my User ID?

You will need to set up a new account with a new User ID and Password. For Manage My Case, link your new User ID and Password to your case. **The State cannot reset a User ID.**

What if I forget my Password?

You can reset your Password, as long as you remember the answers to your security questions.

From the home page, click login, enter your User ID and then click “Forgot Password”. This will bring up a page where you can reset your Password, just answer your secret questions shown on the page. Remember, the answers to your secret questions are case sensitive, so be sure to type them EXACTLY as you did when you first answered them, with the same capital and small letters. **The State cannot reset a Password.**

What if I forget the answers to my secret questions?

If you forget the answers to your secret questions, you will need to set up a new account with a new User ID and Password. For Manage My Case, you will need to link your new User ID and Password to your case. The State cannot reset a User ID or Password. Be sure to write down your User ID, Password and answers to your secret questions when you create a new account. Keep them in a safe place.

What if I get locked out of my account?

If you try to login to your account **three times** but are not successful, you will be “locked out” for 1 hour. You can try again after one hour.

What if I get a message that says my session has timed out or ended?

Before you log back in, be sure that you are using a browser that works well with ABE. We recommend **Google Chrome** or the most recent version of Internet Explorer. Using an old browser may cause the error.

If you are using Google Chrome or an updated browser, then close the browser, reopen it and try again

What if I can't get past the Identity Proofing?

If you can't pass the Identity Proofing, you can't set up Manage My Case at this time. The State is working on an alternative to the Experian identity Proofing. Please be patient.

Note: If you are required to submit information by a certain date and you are not able to use Manage My Case, use another way of submitting that information such as filling out and mailing to the address given on the form in order to meet the deadline.

For more information, go to the User Support Page at: <http://www.dhs.state.il.us/ABE>