

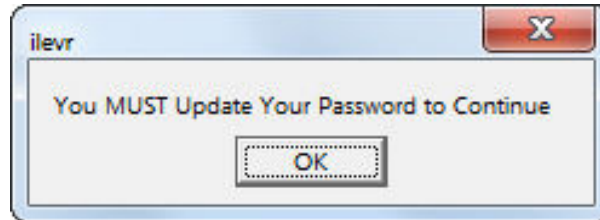
Updating Your Password

IMPORTANT NOTES

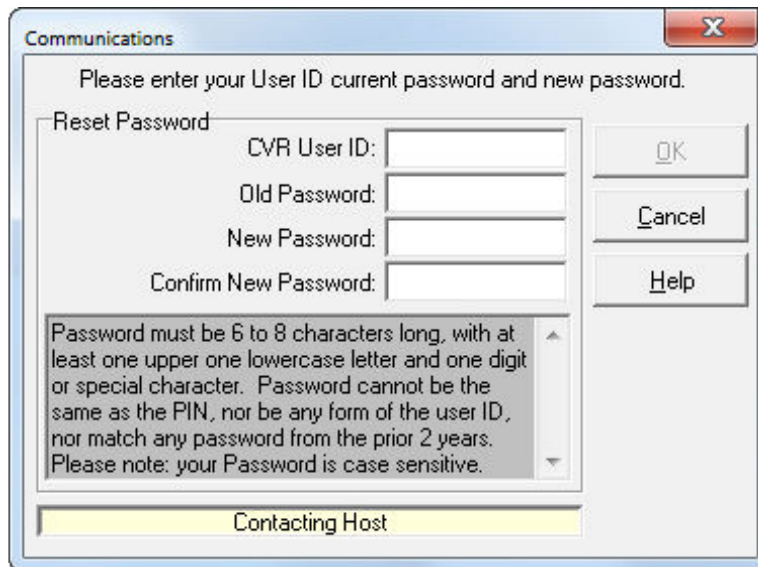
Illinois EVR utilizes three pieces of information to identify you as an authorized user: a **User ID, Password & PIN**. Your User ID and PIN once set are static and will not change. Your password however does need to be updated every 90 days.

If you are an existing user and your password has been revoked, entering your PIN successfully will allow you to reset your password without the need of further assistance. If you are having trouble with your User ID, or have forgotten your PIN, please call CVR Support at **800-333-6995**.

1. Upon normal login to the Illinois EVR program, every 90 days you will be asked to update your password with the following prompt:



2. You will then see a window resembling what is below. **Please read the onscreen instructions on guidelines to setting an appropriate Password:**

A screenshot of a 'Communications' dialog box. The title bar says 'Communications' and has a red 'X' button. The main text says 'Please enter your User ID current password and new password.' Below this is a section titled 'Reset Password' with four input fields: 'CVR User ID:', 'Old Password:', 'New Password:', and 'Confirm New Password:'. To the right of these fields are three buttons: 'OK', 'Cancel', and 'Help'. At the bottom of the dialog box is a status bar that says 'Contacting Host'. A scrollable text area at the bottom contains the following instructions: 'Password must be 6 to 8 characters long, with at least one upper one lowercase letter and one digit or special character. Password cannot be the same as the PIN, nor be any form of the user ID, nor match any password from the prior 2 years. Please note: your Password is case sensitive.'

In this window, enter:

- Your CVR User ID
- Your Old Password (*or if PIN is requested instead, your PIN*)
- Your New Password
- Your New Password again (*as confirmation*)

After you have entered all fields, select **OK** and wait a moment

3. You will then be taken into the Illinois EVR program with your newly established **User ID, Password & PIN**. Please be mindful that you should always remember your User ID & PIN as they will never change unless you contact CVR Support to have them changed/reset.