

# Company Contact Management & Registration

## Self-Insurance Plus (SIP)

Both private self-insured employers (SI) and non-self-insured (Non-SI) companies (insurance companies, local public entities, or pools–group WC/intergovernmental/not-for-profit) have a role in the SIP Portal.

Registration is intended *Only* to register a Contact and a Company that wants to either:

- Apply for Self-Insurance Certification, or
- Register an Insurance Company, Local Public Entity, or a Pools-Group WC/Intergovernmental/Not-for-Profit Entity

SIP registration is for the person within your company who is responsible for setting up your organization within the portal and managing company contacts who have SIP roles and permissions. Regardless of SI or Non-SI designation, this individual is referred to as a Company Admin.

Non-SI, please note only Parent (highest order ownership) can register in SIP using the Portal. All subsidiary or affiliate non-self-insured companies must be registered by IWCC staff. Please contact IWCC at [wcc.selfinsurance@illinois.gov](mailto:wcc.selfinsurance@illinois.gov) for assistance registering the subsidiary or affiliate.

### Profile and Contact Management

All portal users can manage their specific contact information in the portal.

#### Company Admin

1. Responsible for setting up the company within SIP.
2. Manages their company profile and portal users.
3. Can access all SIP portal features.
4. Invite other company contacts that will be using SIP.
5. Assign roles to each contact (*primary, secondary, and assessment* contacts).
6. Send an invitation to each contact to join the SIP system. This invitation goes out in the form of an email.

#### Company Staff

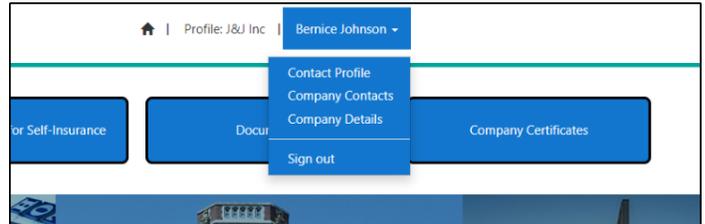
1. *Company Staff* can access role-specific features of the portal but cannot invite or manage users in SIP.
2. Has view-only access to company contacts.

## Multi-Company Contact

If someone is working for multiple, separate companies, do not register in the SIP system. Please contact the IWCC immediately for assistance setting up the account.

## Portal

To access the contact options, there is a drop-down arrow to the right of the logged-in user's name. Click this arrow to access the *Contact Profile*, *Company Contacts*, *Company Details*, and the *Sign-out* option, which is used to log out.



The information contained within this drop-down allows a *Company Admin* to manage company users within the SIP system.

## Contact Profile

### Self-Insurance Plus – Roles

There are two *roles* within the SIP system - A **Company Admin** and a **Company Staff** role.

- SI Company Admin can access all portal features within SIP including managing company portal users.
- SI Company Staff can access all portal features, but they cannot assist with managing portal users.
- Non-SI Company Admin can access Assessments and manage company portal users.
- Non-SI Company staff can access Assessments but cannot assist with managing portal users.

The contact profile provides information about the logged-in user of SIP, including contact name, company name, address, and phone number. Everything can be updated by the user, ***except for the email address***. If edits are made, click *Save & Close* to save changes.

The *company profile* associated with the contact is displayed (in this case, J&J Inc.). Below the profile is the web role(s) for the contact. Bernice Johnson is a SI Company Admin. If the contact is associated with multiple profiles, they will be

listed in the *Company Profiles* section. The contact selects one profile at a time to work on. The company profile they have accessed will be displayed on the home page.

### Contact Profile

<b>First Name *</b> Bernice	<b>Middle Initial</b> 	<b>Last Name *</b> Johnson
<b>Company Name *</b> J&J Inc		
<b>Title *</b> CEO		
<b>Phone *</b> (518) 902-3489	<b>Phone Extension</b> 	<b>Mobile Phone</b> 
<b>Email *</b> mcdfad1+BerniceJohnson@gmail.com		
<b>Street Address 1 *</b> 514 Johnson Way		<b>Street Address 2</b> 
<b>City *</b> Chicago	<b>State *</b> IL	<b>Zip *</b> 60606

### Company Profiles

[Profile ↑](#)

J&J Inc ▼

### Web Roles

[Name ↑](#)

SI Company Admin

[Save & Close](#)

### Company Contacts

**SI Company Admin:** Selecting *company contacts* from the drop-down menu takes you to a screen that allows you to manage all the users for the company.

**SI Company Staff:** View-only access to company contacts.

The *Create New Contact* button allows a Company Admin to add company contacts to the SIP portal. Click *Create New Contact*.

## Company Contacts

### Company Administrators note:

1. If you are aware that a contact being added works for another company OR the registration fails because of a duplicate email address, please use the "Contact Us" link below requesting our office add to your company's contacts.
2. After creating a New Contact, assign a Web Role (Admin or Staff) using the drop-down arrow.
3. After assigning the Web Role, return to the drop-down menu and select Send Invitation.

Search Contacts	<input type="text"/>	<input type="button" value="Create New Contact"/>
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Full Name	Email	Phone	Web Roles	Responsibility	Status	Last Invitation Sent Date	
John Adkins	mcdfad1+JohnAdkins@gmail.com	(514) 789-1278	SI Company Staff	Assessment	Active	5/14/2024 12:10 PM	▼
Trish Howard	mcdfad1+TrishHoward@gmail.com	(518) 902-3789	SI Company Admin	SI and Assessment	Active	5/14/2024 12:12 PM	▼
Bernice Johnson	mcdfad1+BerniceJohnson@gmail.com	(518) 902-3489	SI Company Admin	SI	Active	5/13/2024 2:23 PM	▼

The Company Admin fills out the *Add Company Contact* form to add a new user and clicks *Save & Close*. This form is used to add one contact at a time to the company profile. Once the contact has been added to SIP, click the down arrow to the right of the added user. Options allow you to send an invitation, disable the contact, give/remove the admin role or staff role. When you make a selection, a success message will appear letting you know an action was taken on the specific contact. Once *Web Role* and *Responsibility* have been set for the new contact, select *Send Invitation* to them to join SIP.

## Company Contacts

### Company Administrators note:

1. If you are aware that a contact being added works for another company OR the registration fails because of a duplicate email address, please use the "Contact Us" link below requesting our office add to your company's contacts.
2. After creating a New Contact, assign a Web Role (Admin or Staff) using the drop-down arrow.
3. After assigning the Web Role, return to the drop-down menu and select Send Invitation.

Search Contacts	<input type="text"/>	<input type="button" value="Create New Contact"/>
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Full Name	Email	Phone	Web Roles	Responsibility	Status	Last Invitation Sent Date	
John Adkins	mcdfad1+JohnAdkins@gmail.com	(514) 789-1278	SI Company Staff	Assessment	Active	5/14/2024 12:10 PM	▼
Trish Howard	mcdfad1+TrishHoward@gmail.com	(518) 902-3789	SI Company Admin	SI and Assessment	Active	5/14/2024 12:12 PM	▼
Bernice Johnson	mcdfad1+BerniceJohnson@gmail.com	(518) 902-3489	SI Company Admin	SI	Active	5/13/2024 2:23 PM	▼
Franko Smith	mcdfad1+Franko@gmail.com	(775) 893-2789	SI Company Admin	SI and Assessment	Invitation not yet sent		▼

- Send Invitation
- Disable
- Give Admin Role
- Give Staff Role
- Remove Admin Role
- Remove Staff Role

## Company Details

Selecting *Company Details* from the drop-down displays company information, primary/secondary/assessment contact information, as well as any subsidiaries/affiliates related to the parent company. See the screenshot below. The only changes that can be made to this screen involve primary/secondary/assessment contacts. These three contacts determine which email notices are received from the IWCC:

- Assessment emails are sent to *Primary* and *Assessment* contacts
- Self-Insurance correspondence emails are sent to *Primary* and *Secondary* contacts.

Click an X to delete a contact and click the magnifying glass to search for the replacement contact. Ensure the replacement contact already exists in SIP or they cannot be added to this screen. Once updates are made, click *Submit* and the changes will be submitted into SIP and to the IWCC. Note: changes to these contacts are advised before completing a renewal application or an assessment.

### Company Details

[Save](#)

<b>Company Name</b> J&J Inc	<b>Street Address 1</b> 514 Johnson Way	<b>Street Address 2</b>
<b>City</b> Chicago	<b>State</b> IL	<b>Zip</b> 60606
<b>FEIN</b> 61-6890345		
<b>Primary Contact *</b> <small>Click magnifying glass to search.</small> Bernice Johnson <input type="text"/> <input type="button" value="X"/> <input type="button" value="Q"/>	<b>Secondary Contact</b> <small>Click magnifying glass to search.</small> John Adkins <input type="text"/> <input type="button" value="X"/> <input type="button" value="Q"/>	<b>Assessment Contact *</b> <small>Click magnifying glass to search.</small> Trish Howard <input type="text"/> <input type="button" value="X"/> <input type="button" value="Q"/>

**Company Administrators note:**

1. Contacts to be assigned as a Key Contact (Primary, Secondary, or Assessment Contact) must be active, registered, and have accepted the portal terms to be eligible to be a Key Contact.
2. Changing a Key Contact does not disable the Contact. If you wish to disable the Contact in a Key Contact role, assign a new Key Contact then return to the Company Contacts page to disable the Contact.

### Subsidiary/Affiliates

Subsidiaries/Affiliates will not appear in the grid below until they have been approved to self-insure.

## Portal Registration

### Should I Register for SIP?

Use of the Registration link on the SIP Portal page is only for initial online registration of a Company Contact representing either:

- A. A Company not currently Self-Insured and initiating the process of applying for Private Self-Insured Employer certification for the Self-Insurance privilege, or
- B. A Company not already registered with the IWCC as an Insurance Company needing to comply with IWCC Assessment requirements to receive and pay IWCC Assessments.

The registration of ALL other Company Contacts is initiated by a registered SIP Company Administrator or IWCC staff. If you have any doubt about the advisability of using the Registration link, please contact the IWCC at [wcc.selfinsurance@illinois.gov](mailto:wcc.selfinsurance@illinois.gov).

For first-time registration, navigate to the self-insurance portal by clicking <https://iwccsip.dynamics365portals.us>. The link brings up the SIP portal page. In the top-right corner of the page, click *Register a new company*.

Illinois Workers' Compensation Commission

Register a new company | Sign in

Welcome to the IWCC Public Portal for Self-Insurance and Assessments

Please register a new company or sign in above

Contact Us | Help | ePAY | Terms & Conditions | IWCC

A registration screen appears, and you must provide company and contact information. Prepare to provide the *FEIN* and *Company Type* pertinent to your registration.

An email address and phone number are required for company contacts. If the contact's address differs from the company's address, select the *Yes* button and additional address fields display to capture this information. Notice the red asterisks next to certain fields in the screenshot that follows. These are mandatory fields and must be filled in before submitting the registration request. The system will display an error message and prevent registration if all the mandatory fields have not been completed.

Company Information	Contact Information
<b>Company Name *</b> <input type="text"/>	<b>First Name *</b> <input type="text"/>
<b>FEIN *</b> <input type="text"/>	<b>Middle Initial</b> <input type="text"/>
<b>Company Type *</b> <div style="border: 1px solid black; padding: 2px;">           Select <span style="float: right;">▼</span>            Select            Private Self-Insured Employer            Insurance Company            Local Public Entity            Pools-Group WC/Intergovernmental/Not-For-Profit         </div>	<b>Last Name *</b> <input type="text"/>
<b>City *</b> <input type="text"/>	<b>Title *</b> <input type="text"/>
<b>State *</b> <input type="text"/>	<b>Phone *</b> <input type="text"/>
<b>Zip *</b> <input type="text"/>	<b>Email Address *</b> <input type="text"/>
	<b>Is the Contact Address different from the Company Address? *</b> <input type="radio"/> No <input type="radio"/> Yes
 <a href="#">Generate a new image</a> <a href="#">Play the audio code</a> <input type="text"/> Enter the code from the image	

1. After completing the fields, enter the code in the box and click *Submit* at the bottom of the screen. The code is not case sensitive, so capitalization is not an issue. If you experience difficulty with the code, you can *Generate a new image* or *Play the audio code* by clicking the associated link shown above the box.

Note 1: If your email address is already registered in the SIP system, you will receive an error message. Please contact the IWCC to continue with the registration process.

Note 2: If your company is already registered with Self-Insurance Plus, but you are not registered, contact your SIP Company Administrator to add you to the company account and send you an invitation to complete the registration. If you do not know who the Company Administrator is, contact the IWCC by clicking *Contact Us* in the lower left corner of the screen.

Illinois Workers' Compensation Commission

Register a new company | Sign in

SIP Home > New Registration

## New Registration

Non-Self-Insured Companies (insurers, municipalities, or groups and pools), please note: Only Parent (highest order ownership) non-self-insured companies can register themselves in SIP using this Portal. All subsidiary or affiliate non-self-insured companies must be registered by IWCC staff. Please contact IWCC at [wcc.selfinsurance@illinois.gov](mailto:wcc.selfinsurance@illinois.gov) for assistance registering the subsidiary or affiliate.

Thank you for submitting your registration request for the electronic system to complete Assessments and Office of Self-Insurance documents. An IWCC staff member will process your request and send an email asking you to complete your account setup within 1-2 business days. Please monitor your email's inbox and spam folders. For any questions or concerns, please contact [wcc.selfinsurance@illinois.gov](mailto:wcc.selfinsurance@illinois.gov).

2. A success message appears after clicking *Submit* and the IWCC SIP team will review the registration information. Allow 1-2 business days for the IWCC to set up the account.
3. Once IWCC has set up your SIP account, you will receive an email notification from Illinois.gov that contains a button to *Activate Okta Account*. Click the green button to activate your account. Note: The link expires in 7 days. If you fail to activate the account within 7 days, please contact the IWCC at [wcc.selfinsurance@illinois.gov](mailto:wcc.selfinsurance@illinois.gov) for assistance.

ILLINOIS.gov

State of Illinois

Hi Maggie Smith,

The State of Illinois is using Okta to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page. To learn more, go to <https://www.okta.com/intro-to-okta/>

The System Administrator has created a State of Illinois Okta account for you. You will need to complete the activation and configuration of your account via the activation link below. When requested to setup your Multi-Factor Authentication (MFA), it is our suggestion you setup at least two authentication methods. If one is not available, you have the option to switch to another method without contacting the support team. Okta Verify is the preferred method.

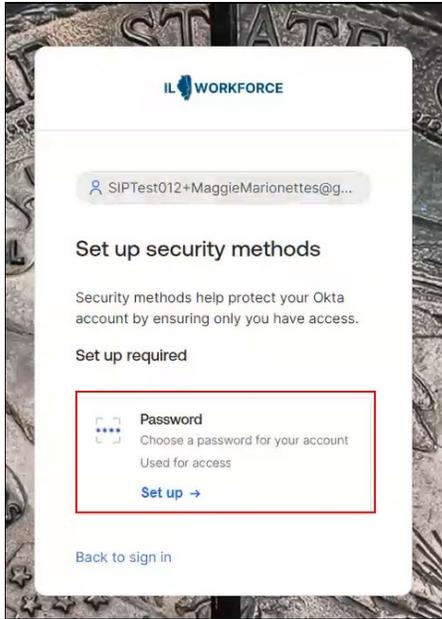
For detailed account activation and configuration instructions [click here](#)

Click the following link to activate your Okta account:

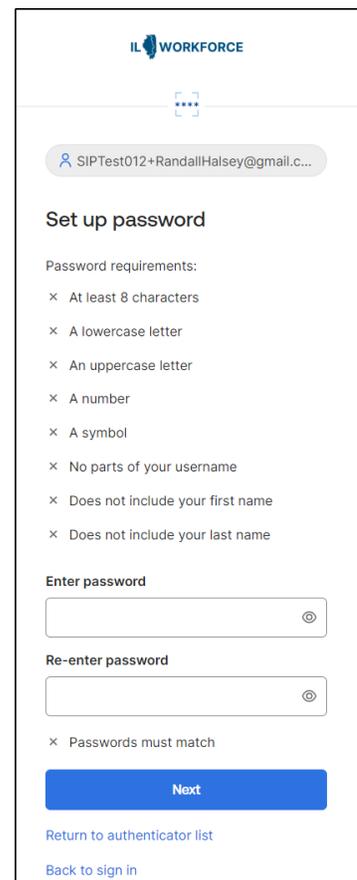
[Activate Okta Account](#)

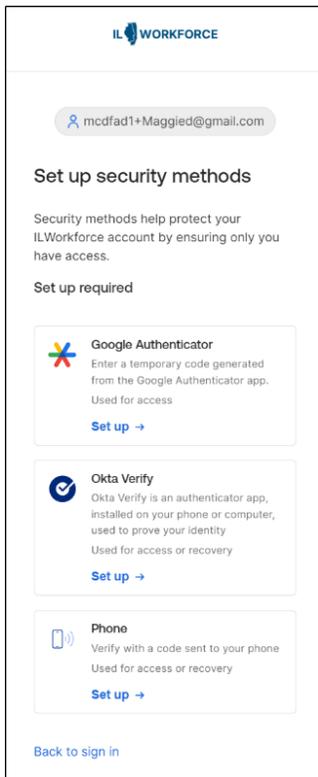
This link expires in 7 days.

4. Once you click the button, a new page asks you to create a password and confirm/repeat the password.



5. There are requirements for the password which are listed on the screen for your convenience. You will receive an error message and will not be able to finalize your registration request if the password requirements are not met.





6. The next screen is an Illinois.gov webpage that requires you to set up multi-factor authentication. It is strongly recommended to select **two methods** of authentication. This is an added layer of security for you and is only required at the initial setup of your account.

a. If you select Google Authenticator or Okta Verify, you need to download those apps to your mobile device beforehand.

b. If you choose *Phone* authentication where a code is sent to your mobile device, you must click *send code* before the code appears in your text messages.

7. If you select the **Google Authenticator** option, click the *Setup* button, and select iPhone or android for your phone type. Click *Next* (be sure to download the Google Authenticator from the App Store or Google Play Store onto your mobile device).

8. You have the option to select the **Okta Verify** option, push notification to the mobile app. If you choose this one, click the button and select iPhone or android for your phone type. Click *Next* (be sure to download the Okta Verify from the App Store or Google Play Store onto your mobile device).

9. If you select the **Phone** option, select whether you would prefer a voice call or SMS and enter your phone number (including area code). You will click *Receive a code via voice call* or *Receive a code via SMS* button, depending on whether you selected voice call or SMS.

a. The *SMS Authentication* option prompts you to enter your phone number (including area code) and click *Send Code*. You will receive a text message containing a code. Type your code into the *Enter Code* box on the screen and click *Verify*.

b. The *Voice Call Authentication* option prompts you for your phone number. Once you enter your phone number, click the *Call* button. You will receive a phone call, and you will be given a code number. Enter the code number into the box and click *Verify*.

10. Once multi-factor authentication is complete, you are taken to the SIP portal. Click the *Sign-in* button on the top right of the screen. The *Terms and Conditions* for the portal may be found by clicking the blue *Terms and Conditions* link. Once you have read the terms and conditions, click the box next to *I agree to these terms and conditions* and click *Continue*.

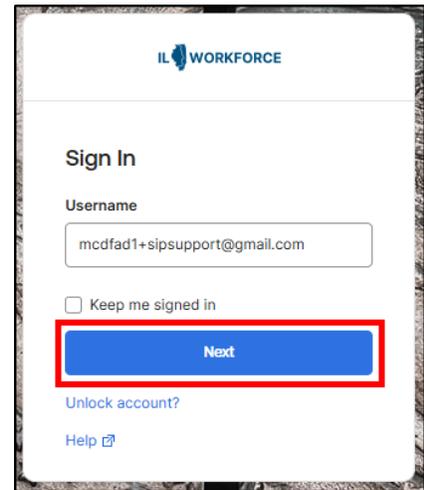
**Note: Multi-factor authentication methods may be modified in the future.**

The screenshot shows the Illinois Workers' Compensation Commission website. At the top left is the logo with the text "Illinois Workers' Compensation Commission". At the top right are links for "Register a new company" and a blue "Sign in" button. The main heading is "Terms and Conditions". Below it, there is a line of text: "I agree to all the [Terms and Conditions](#)". Underneath that is a checkbox with the text "I agree to these terms and conditions." and a blue "Continue" button. At the bottom of the page, there is a footer with links: "Contact Us | Help | ePAY" on the left and "Terms & Conditions | IWCC" on the right.

11. You are now a logged-in portal user in the SIP system. The next time you navigate to the SIP portal, click *Sign in* at the top right corner of the screen, enter your *Username* and *Password*, and click *Sign In*.
12. You will be prompted for next-level authentication. User *Google Authenticator*, *Okta Verify*, or *Phone* to sign into SIP.
13. Registration is complete and you are logged into the Self-Insurance Plus web portal.

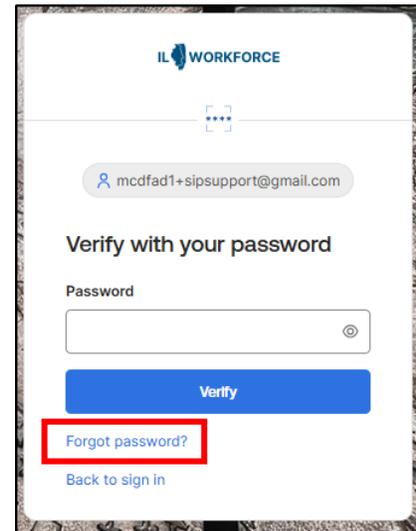
## Forgotten Password/Password Reset

1. If you forget your password to log into the portal, you will use Okta to reset your password. After navigating to the SIP portal, click *Sign In* at the top right of your screen. Enter your username and click *Next*.

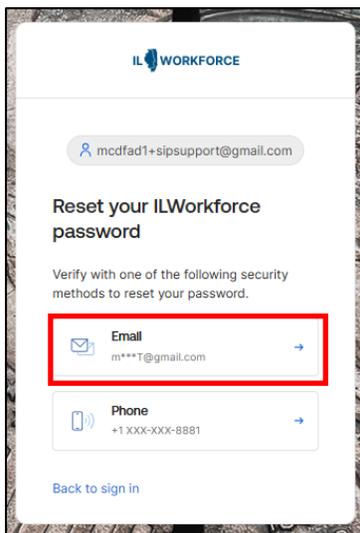


The screenshot shows the 'Sign In' page for IL Workforce. At the top, the IL Workforce logo is visible. Below it, the 'Sign In' heading is followed by a 'Username' field containing 'mcdfad1+sipsupport@gmail.com'. There is a checkbox for 'Keep me signed in' which is unchecked. A blue 'Next' button is highlighted with a red rectangular box. Below the button are links for 'Unlock account?' and 'Help'.

2. If you do not know your password, click *Forgot password?* at the bottom of the sign in box.



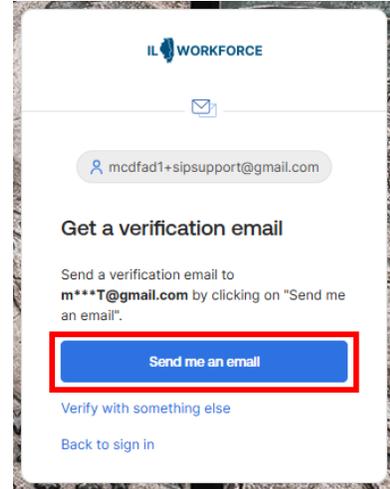
The screenshot shows the 'Verify with your password' page. At the top, the IL Workforce logo is visible. Below it, the user's email 'mcdfad1+sipsupport@gmail.com' is displayed. The 'Verify with your password' heading is followed by a 'Password' field with a toggle for visibility. A blue 'Verify' button is present. At the bottom, a red box highlights the 'Forgot password?' link, with 'Back to sign in' below it.



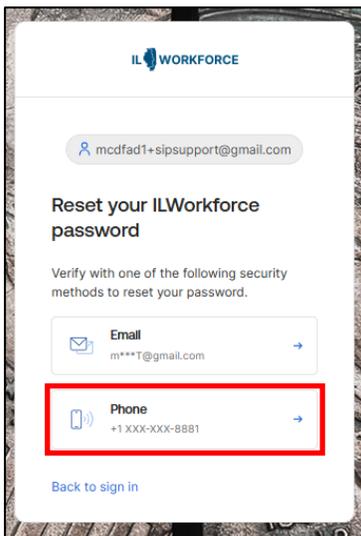
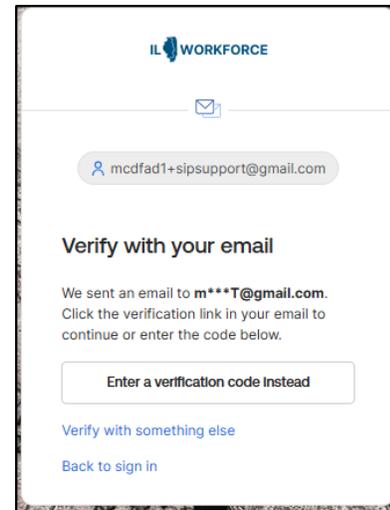
The screenshot shows the 'Reset your ILWorkforce password' page. At the top, the IL Workforce logo is visible. Below it, the user's email 'mcdfad1+sipsupport@gmail.com' is displayed. The heading 'Reset your ILWorkforce password' is followed by the instruction 'Verify with one of the following security methods to reset your password.' There are two options: 'Email' (m\*\*\*T@gmail.com) and 'Phone' (+1 XXX-XXX-8881). The 'Email' option is highlighted with a red rectangular box. At the bottom, there is a 'Back to sign in' link.

3. Clicking the *Forgot password* link opens options to assist you. For this example, let us retrieve the password using *Email*. Click the *Email* option as shown to the left.

4. A *Get a verification email* window appears; click the *Send me an email* button. A notification is sent to the user's email address with a link to reset their password.

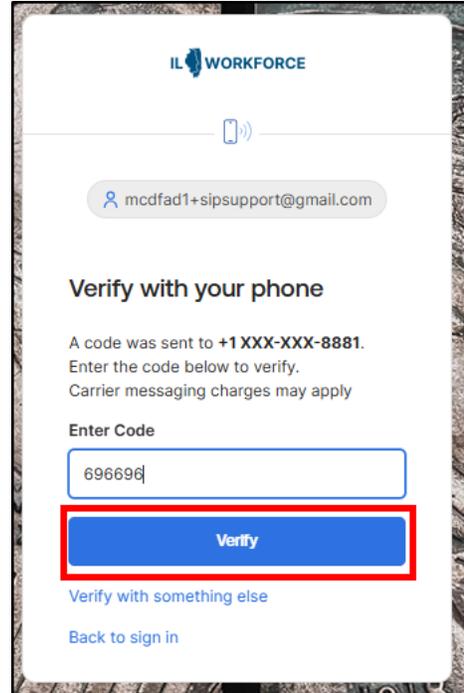


5. Click the verification link in the email or click the *Enter a verification code instead* button as shown here.



6. There is also the option to use the *Phone* option to reset your password. Click *Phone* as shown to the left.

7. Select *Receive a code via SMS* to receive a text message containing a code for resetting your password.
8. Select *Receive a voice call Instead* to receive a phone call which provides a code for resetting your password.
9. Enter the code you receive either by SMS or by voice into the *Enter Code* box and click *Verify* as shown here.
10. You are prompted to set a new password and re-enter the password. Click *Reset Password*.



Note: if you are unable to reset your password, refer to the original Illinois.gov email to access your organization’s sign-in page and follow the instructions to gain access to your account. See below.

The State of Illinois is using Okta to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page. To learn more, go to <https://www.okta.com/intro-to-okta/>.

The System Administrator has created a State of Illinois Okta account for you. You will need to complete the activation and configuration of your account via the activation link below. When requested to setup your Multi-Factor Authentication (MFA), it is our suggestion you setup at least two authentication methods. If one is not available, you have the option to switch to another method without contacting the support team. Okta Verify is the preferred method.

For detailed account activation and configuration instructions [click here](#)

Click the following link to activate your Okta account:

[Activate Okta Account](#)

This link expires in 7 days.

Once the account has been activated the link in this email will no longer work and you will need to access your application by going to <https://illinoisgov.okta.com>

Your username is [SIPTest012+SIPSUPPORTTEST@gmail.com](mailto:SIPTest012+SIPSUPPORTTEST@gmail.com)  
 Your organization's sign-in page is <https://illinoisgov.okta.com>

If you experience difficulties accessing your account, you can send a help request to your system administrator using the link: <https://illinoisgov.okta.com/help/login>

## Final Notes on Registration:

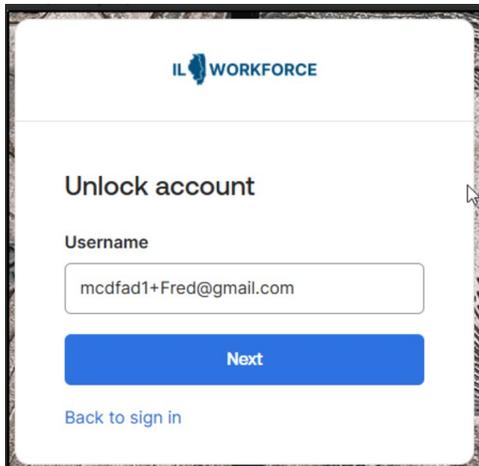
1. Once registered, non-SI companies will not be able to add subsidiaries or affiliates from the portal. Contact the IWCC via email at [wcc.selfinsurance@illinois.gov](mailto:wcc.selfinsurance@illinois.gov) for assistance.
2. Include the *Company Name, Street Address, City, State, Zip Code, FEIN, and Company Type (Insurance Company, Local Public Entity, or Pools-Group)*

*WC/Intergovernmental/Not-For-Profit*) so the IWCC can add the correct subsidiary/affiliate information into your profile.

3. You may also click the *Contact Us* link at the bottom of the SIP portal screens to access the IWCC email address.
4. Finally, if you work for more than one company that is registered in the SIP system, please email the IWCC SIP team at [wcc.selfinsurance@illinois.gov](mailto:wcc.selfinsurance@illinois.gov) for assistance in setting up your account.

## Unlock Your Account

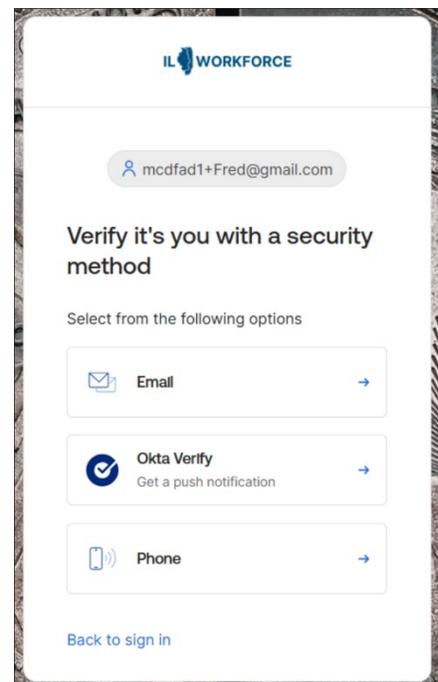
If you try multiple times to log into your SIP account, your account is locked.



The screenshot shows the 'Unlock account' page. At the top is the 'IL WORKFORCE' logo. Below it is the heading 'Unlock account'. There is a 'Username' label above a text input field containing 'mcdfad1+Fred@gmail.com'. A blue button labeled 'Next' is positioned below the input field. At the bottom left, there is a link that says 'Back to sign in'.

You can unlock your account by clicking the *Next* button. You are then prompted to verify it is you with one of the multi-factor authentication methods.

Select one of the three options (as shown in screenshot) and follow the same instructions as when you initially set up your account.



The screenshot shows the security verification page. At the top is the 'IL WORKFORCE' logo. Below it is a rounded rectangle containing the username 'mcdfad1+Fred@gmail.com'. The heading 'Verify it's you with a security method' is centered. Below the heading is the text 'Select from the following options'. There are three selectable options, each in a white box with a right-pointing arrow: 'Email' with an envelope icon, 'Okta Verify' with a checkmark icon and the subtext 'Get a push notification', and 'Phone' with a mobile phone icon. At the bottom left, there is a link that says 'Back to sign in'.