

Manage your Medical, SNAP and Cash Benefits Online

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

Use MMC to:

- Check the status of an application
- Learn when you redetermination is due
- Renew benefits
- Report changes; income, expenses, household members or new address
- Upload documents
- View notices
- View and reschedule upcoming appointments
- File and manage appeals



What you Need to Set-up MMC:

- Social Security Number or Individual ID Number
- Valid State Driver's License or ID or an Established Credit History

How to Set-up MMC:

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 User ID, click 'Create a new ABE User ID and Password'

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

- Enter your Date of Birth and Individual ID **or** your Date of Birth and Social Security Number
- This one-time process will link your ABE profile to your benefit case information

Step 4: Verify your identity by entering information from your Illinois Driver's License or State ID **or** by responding to questions only you can answer. If successful you will go right to MMC.

That's it, you're set! Login using your ABE User ID and Password to manage your benefits with MMC!

Questions? Visit dhs.illinois.gov/ABE or email ABE.Questions@illinois.gov

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. If you are not sure of your password, you can change it.

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

After 30 minutes of inactivity in ABE, you will be logged out. If you are on a public computer this will happen more quickly. This is for your security. Before you log back in, be sure that you are using a browser that works well with ABE. We recommend using EDGE. Using an old browser may cause unexpected errors. If you are using EDGE, then close the browser, reopen it and try again.

What if I forget my password?

The State cannot reset your ABE Password. However, you can reset your password using "Forgot Password" on the ABE login panel:

1. Go to abe.illinois.gov
2. In the upper right corner click "Login"
3. Enter your User ID on the login panel
4. Click "Forgot Password"
5. Answer your secret questions.

Remember, the answers to your secret questions are case sensitive, enter your answers EXACTLY as you did when you first set them up.

What if I forget the answers to my secret questions?

If you forget the answers to your secret questions you will need to create a new ABE User ID and Password, link your case, and verify your identity again. The State cannot help you with your secret questions and answers. Be sure to write down your ABE User ID, password, secret questions and answers for your new account and keep them in a safe place. Do not share your ABE User ID, password or secret questions and answers with anyone.

What if I forget my ABE User ID?

Unfortunately, if you forgot your ABE User ID, you will need to follow the process to create a new User ID and Password. The State is unable to recover or reset your ABE User ID.

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

If you cannot pass the electronic Identity Proofing, use the Manual ID Proofing form. [IL444-3610 State Identity Proofing Request Form \(pdf\)](#), or [IL444-3610 S Formulario De Solicitud De Prueba De Identidad Del Estado \(pdf\)](#). and proof documents (listed on page 3 of the form).

Note: If you are required to submit information by a certain date and you are not able to use MMC, go to the [DHS Manage Your Benefits](#) page for other ways to submit information.