# Multi-Factor Authentication Mail System Illinois Department of Corrections

Non-Licensed Legal Staff User Guide November 3, 2025

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#### Introduction

The Illinois Department of Corrections (IDOC) is committed to the safety of its staff, individuals in its custody, and all individuals who enter its facilities. Corrections officials nationwide have seen an increase in the introduction of dangerous substances in correctional facilities through the mail. We recognize the concerns these dangerous substances raise and are taking comprehensive steps to address this challenge, including implementing a multi-factor authentication (MFA) mail system. MFA will enable IDOC staff to verify the legitimacy of the sender before distributing the original physical documents to mail recipients.

#### How It Works

Non-licensed legal staff members must register on IDOC's multi-factor authentication website to use the system. Each registered user will have their own unique username and password to log into the system.

To send legal correspondence to a client, a user logs into the MFA website to generate a one-time-use, unique "Control Number" to include in the mailing address for their client.

When an envelope arrives at a facility purporting to be legal mail from a law firm, law office, or legal clinic, IDOC mailroom staff will use the MFA system to verify that the Control Number in the mailing address was generated under the Sender ID Number included in the return address on the envelope.

Once fully implemented, envelopes missing the Sender ID or Control Number, or those with an incorrect Sender ID or Control Number, will be returned to the sender.

Registered users can check the status of a specific envelope on the multi-factor authentication website.

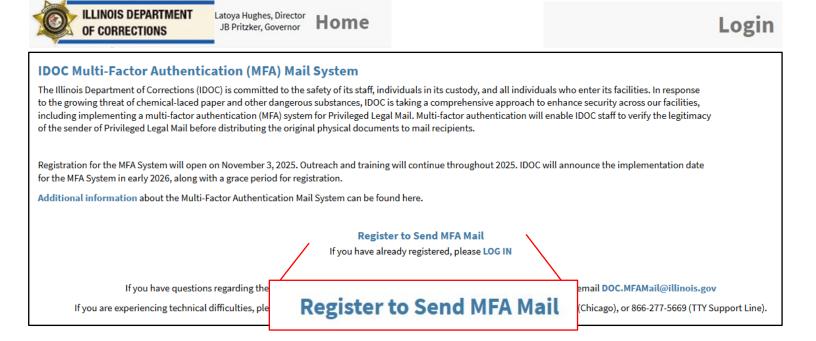
## Implementation

Registration for the MFA System will open on November 3, 2025, for licensed attorneys and non-licensed legal staff. Outreach and training will continue throughout 2025. A grace period will be observed to allow users to register and learn the system. IDOC will provide advance notice regarding the end of the grace period

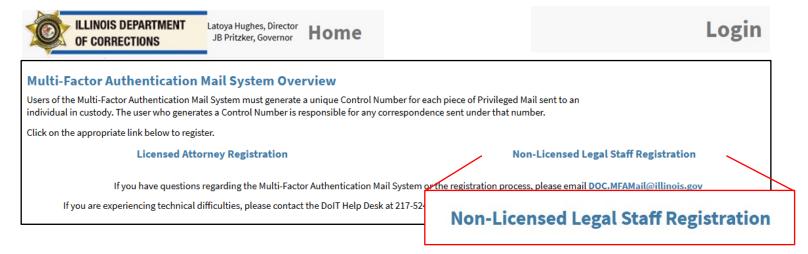
Any questions regarding the MFA Mail System or the registration process can be sent to <u>DOC.MFAMail@illinois.gov</u>. The Department of Innovation and Technology's Help Desk can be contacted at the following phone numbers if any technical difficulties arise while using the multi-factor authentication website: 217-524-3648 (Springfield), 312-814-3648 (Chicago), or 866-277-5669 (TTY Support Line).

# How to Register to Use the Multi-Factor Authentication Mail System

**Step 1:** Go to the Illinois Department of Corrections' Multi-Factor Authentication Mail System website, <a href="https://webapps.illinois.gov/doc/LegalMailExternal">https://webapps.illinois.gov/doc/LegalMailExternal</a>, and click on the **Register to Send MFA Mail** link.



#### Step 2: Click on the Non-Licensed Legal Staff Registration link.



# Non-Licensed Legal Staff Registration

**Step 3:** Enter your contact information.

- First Name, MI, Last Name, Suffix
- Office Email Address, Office Telephone Number



Login

#### **Non-Licensed Legal Staff Registration**

This form is to be used by non-licensed legal staff to register with the Illinois Department of Corrections for access to the Department's Multi-Factor Authentication Mail System to send correspondence to individuals in custody. You must provide the Sender ID of the licensed attorney

on whose behalf you will be mailing correspondence.

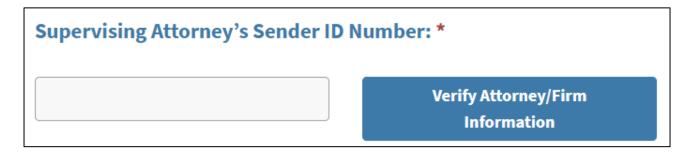
By registering for use of this system, you will be responsible for any correspondence sent to an individual in custody using a Control Number you generate.

If you have technical difficulties with the registration process, please contact the DoIT Help Desk at 217-524-3648 (Springfield), 312-814-3648 (Chicago), or 866-277-5669 (TTY Support Line).

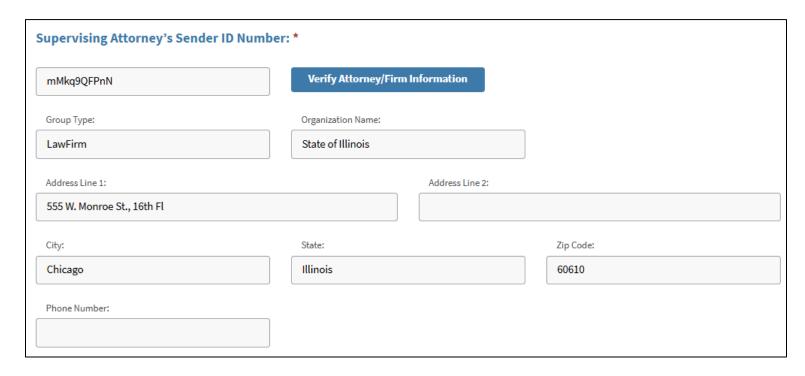
#### No Third-Party Correspondence is to be Submitted by Non-Licensed Legal Staff

Non-Licensed Legal Staff Informa	tion			
First Name: *	MI:	Last Name: *		Suffix:
Primary Email Address: *  my@illinois.gov	Secondary Email Add my@illinois.gov	ress:	Office Telephone Nun	nber:*

Enter the Sender ID of the attorney on whose behalf you will be sending correspondence. Click **Verify Attorney/Firm Information**.



Your Law Firm/Clinic/Office information will appear



Enter the Captcha Code and click Submit.



**Step 4:** Review the Conditions of Use, Enter First and Last Name, and Click on **Agree**.



Login

#### Conditions of Use - Non-Licensed Legal Staff

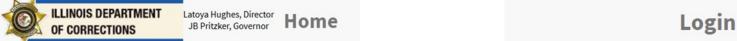
I agree to abide by the Illinois Department of Correction's (IDOC) rules, policies, and instructions when sending correspondence to an individual in custody at an IDOC facility. These include, but are not limited to, the following:

- I agree that I will use the assigned Sender ID Number to send Legal Mail to individuals in custody. I agree that I will
  maintain the security and confidentiality of the Sender ID Number in the same manner as I maintain other confidential
  information.
- 2. I agree that by including the Sender ID Number on a mailing envelope, I am verifying that my correspondence:
  - Does not contain contraband or materials that may threaten the safety and security of IDOC staff or individuals in custody.
  - Does not contain any documents or items from third parties, including family members and friends of my client.
- 3. I agree that all mail I send to an individual in custody must include the Sender ID Number and a Control Number on the outside of the envelope. I understand that failure to include the Sender ID Number or a Control Number on the outside of the envelope will result in the correspondence being returned to me. I understand that the Sender ID Number should NOT be included on any correspondence in the envelope or otherwise shared with any other person, including other staff members or clients.
- 4. I understand that the Sender ID Number and my email address will be used to identify which Control Numbers I generate and that I am responsible for any correspondence sent to an individual in custody using a Control Number I generate.
- 5. I agree to re-register for the Multi-Factor Authentication Mail System annually.

I understand that by submitting my registration to use this Sender ID Number, I agree to abide by the above terms.

Signature of F	Person (Note: Signature will be Fire	st Name and La	ast Name.)		
Date Verified:	10/24/2025:6:50:09 AM				
	If you agree to these o	conditions, click	k AGREE. If you d	e conditions above to co o not agree with these co Department of Correction	onditions, click DO NOT AGREE to be
		If you have		egarding these Conditio ease email	ns of Use,
			AGREE	DO NOT AGREE	
	•	•	_	culties, please contact th 3 (Chicago), or 866-277-5	•

**Step 5:** A Verification Code will be sent to your email address. Enter and submit the Verification Code.



An email containing a verification code has been sent to your email address. Pleas If this email address is incorrect, please use the back button and correct	
	RESEND VERIFICATION CODE
Submit Verification Code	
You will receive an email notifying you once your request	is reviewed.
Exiting this form prior to submitting the verification code will require you to	restart the registration process.
If you are experiencing technical difficulties, please contact the 217-524-3648 (Springfield), 312-814-3648 (Chicago), or 866-277-566	·

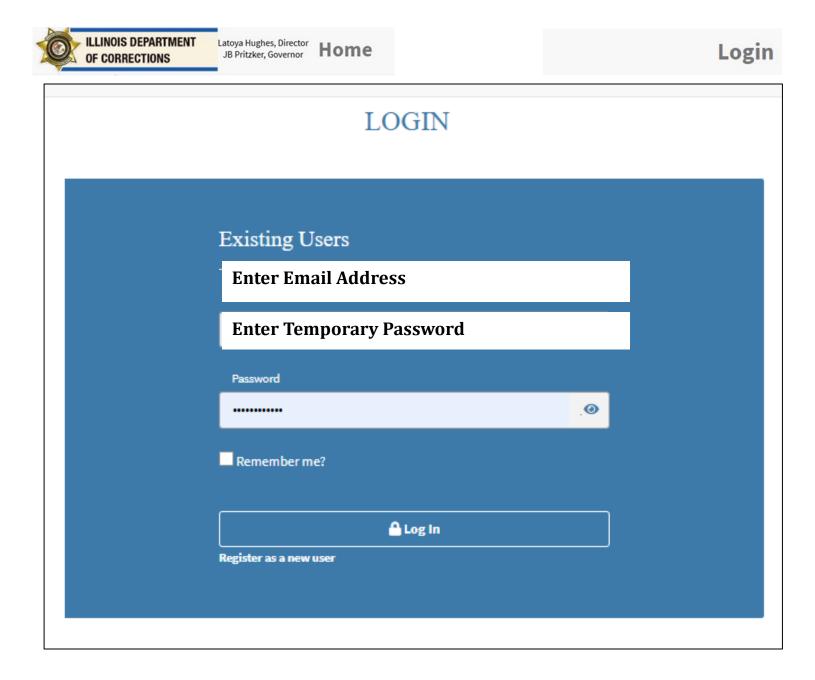
Your registration is complete.

# Registration Submitted Your request has been successfully submitted. You will receive an email notifying you once your request is reviewed. Please allow two (2) business days for your request to be reviewed. If you have any questions regarding the registration process, please email DOC.MFAMail@illinois.gov Close

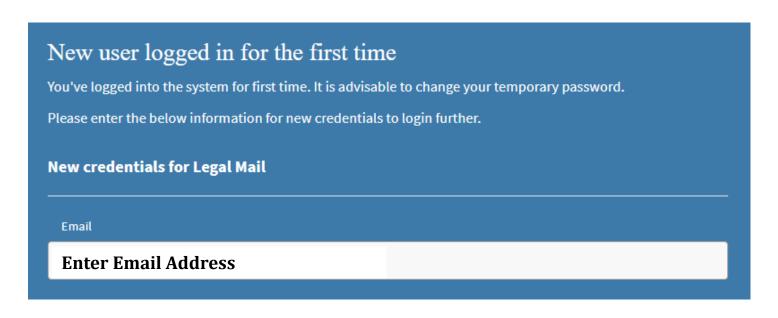
• Once your information is reviewed, you will receive two emails from IDOC: one confirming that your registration has been approved and another providing a temporary password.

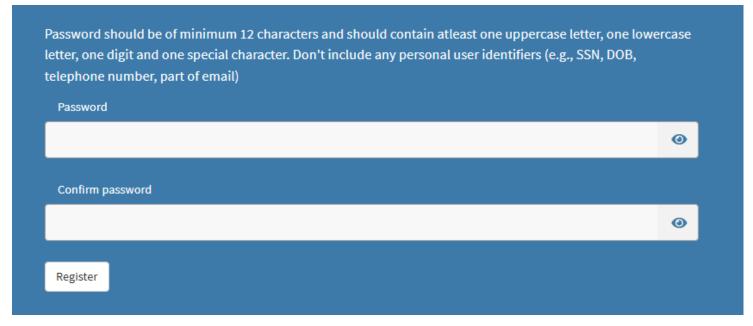
# Logging into the System for the First Time

**Step 1:** Use the link found in the email with your temporary password to access the Login page of the MFA Mail System. Enter your email address and temporary password.



**Step 2:** Create a new password and click **Register.** 





**Step 3:** Log in using your new password.



Upon logging in, you will be taken to the Control Number Dashboard. On this page,



Latoya Hughes, Director JB Pritzker, Governor

Home

Hello Alice OLeary! Logout

#### **Attorney Information**

A unique Control Number is required for each envelope mailed to an individual in custody. Control Numbers are used by Mail Room Staff to verify the origin of the envelope.

#### **Generate a Control Number**

Generate a Control Number to send correspondence to an individual in custody.

#### **My Control Numbers**

View the status of Control Numbers generated for my use and the dispostion of correspondence received by the Mail Room.

#### **Generate a Control Number Report**

Run and export reports of the status of Control Numbers generated for my use.

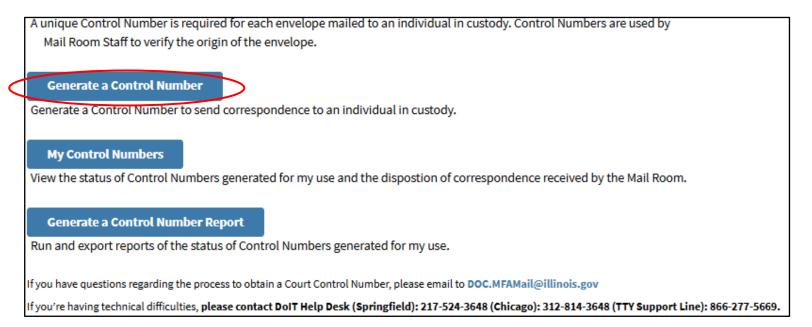
If you have questions regarding the process to obtain a Court Control Number, please email to DOC.MFAMail@illinois.gov

If you're having technical difficulties, please contact DoIT Help Desk (Springfield): 217-524-3648 (Chicago): 312-814-3648 (TTY Support Line): 866-277-5669.

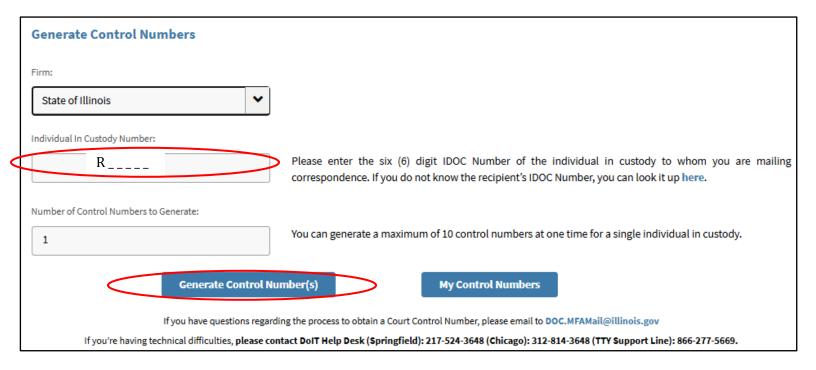
## Generating Control Numbers and Printing Mailing Addresses

Each time you send correspondence to an individual in custody, you will need to generate a Control Number. A Control Number is a unique, one-time use ten-digit alphanumeric code.

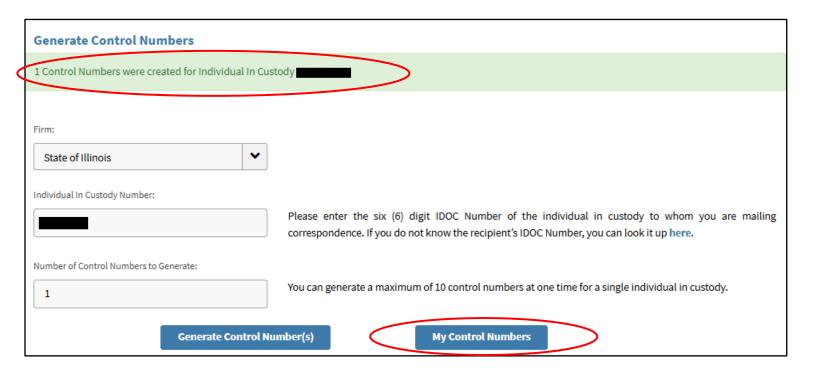
**Step 1**: Click on **Generate a Control Number**.



**Step 2:** Enter the client's IDOC Number and click **Generate a Control Number(s)**.



**Step 3:** A green banner indicating a Control Number was generated will appear at the top of the page. Click on **My Control Numbers.** 



**Step 4:** A list of the Control Numbers you have generated, along with the IDOC Numbers and names of the associated individuals, will be displayed. Press **Print** next to the name of your client to whom you are sending the correspondence, and a new window or tab will open with the mailing address to be used.

	Status	Mail Room	Disposition	Activated Date	Individual ID	Individual Name	
Control # 📤	<b>\$</b>	Disposition <b>\$</b>	Reason* <b>♦</b>	<b>+</b>	<b>\$</b>		Print
.02525JLGL	Assigned			10/25/2025	M49607	WAVALE E CAUTU	Print
.02525LJMM	Assigned			10/25/2025	R40476	CARLVOSIER SMITH	Print

Name of Mail Recipient and IDOC Number: FIRST AND LAST NAME

Facility Name: **DIXON** 

Facility Address: 2600 N BRINTON AVE

Sender's Law Firm/Clinic/Office: DIXON, ILLINOIS 61021

Sender ID Number: Sender ID: mMkq9QFP

Control Number: Control #: 102525LJMM

J. OLeary Illinois Department of Corrections 555 W. Monroe St., 6<sup>th</sup> Fl Chicago, IL 60661

**LEGAL MAIL** 

First Name Last Name. R \_\_\_\_\_

Dixon Correctional Center

2600 N. Brinton Ave. Dixon, IL 61021

Sender ID: mMkq9QFP

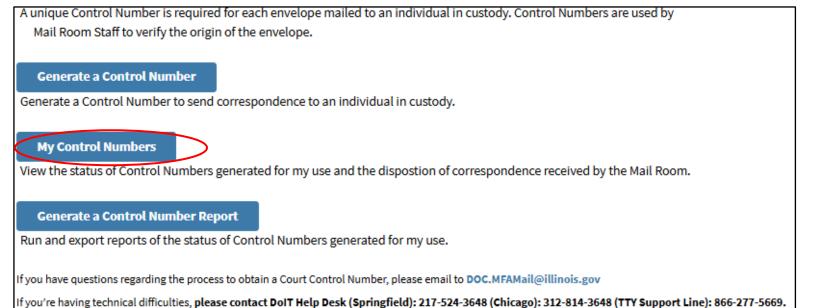
Control #: 10252LJMM

**Note:** If there are concerns about an envelope or its contents, IDOC will use the Control Number to identify the username of the person who generated the Control Number found on the envelope.

# Status of Correspondence Mailed with a Control Number

You can check the status of an envelope you mailed to a client.

#### Step 1: Click on My Control Numbers.



A list of the Control Numbers you have generated with the IDOC Numbers and names of the associated individuals will be displayed.

Control# ♣	Status <b>\$</b>	Mail Room Disposition <b>♦</b>	Disposition Reason* ♦	Activated Date <b>\$</b>	Individual ID <b>≑</b>	Individual Name <b>\$</b>	Print
102525ALTL	Transferred	Transferred	Transferred to Individual's Current Facility	10/25/2025	B5		
102525CLML	AVAILABLE			10/25/2025			
102525EHSE	Assigned			10/25/2025	M		Print
102525LLAE	Assigned			10/25/2025	K		Print
102525TMHT	Received	Rejected	Returned to Sender	10/25/2025	К		ı
102525TSHA	Received	Accepted	Accepted	10/25/2025	R		

# **Definitions**

Status:	
Assigned	A Control Number has been generated to be used with a specific individual.
Received	The envelope with the Control Number has been received by the individual
Received	to whom it was addressed.
	The envelope with this Control Number has been received but the
Transferred	individual has moved, so the envelope has transferred to the new
	institution.

Mail Room Dispo	sition:
Accepted	The envelope with this Control Number has been accepted by Mail Room Staff.
Rejected	The envelope with this Control Number has been rejected by the Mail Room Staff.
Transferred	The envelope with this Control Number has been received but the individual has moved, so the envelope has transferred to the new institution.

<b>Disposition Reas</b>	on:
Accepted	The envelope with this Control Number has been accepted by Mail Room Staff.
Returned to Sender	The envelope with this Control Number has been returned to sender.
Transferred to Individual's	The envelope with this Control Number has been received but the individual has moved, so the envelope has transferred to the new
Current Facility	institution.

# Generating a Control Number Report

A unique Control Number is required for each envelope mailed to an individual in custody. Control Numbers are used by Mail Room Staff to verify the origin of the envelope.

#### **Generate a Control Number**

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#### **My Control Numbers**

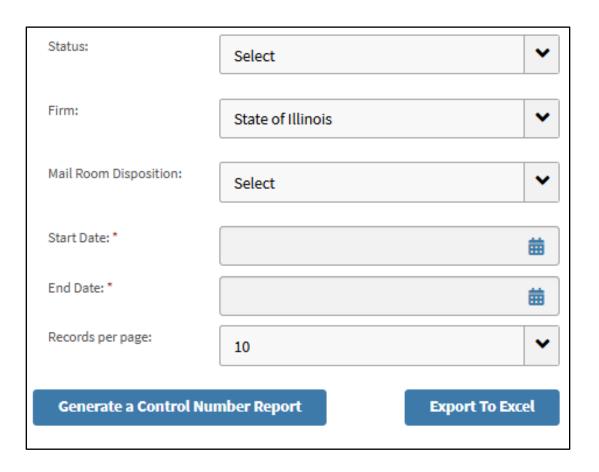
View the status of Control Numbers generated for my use and the dispostion of correspondence received by the Mail Room.

#### Generate a Control Number Report

Run and export reports of the status of Control Numbers generated for my use.

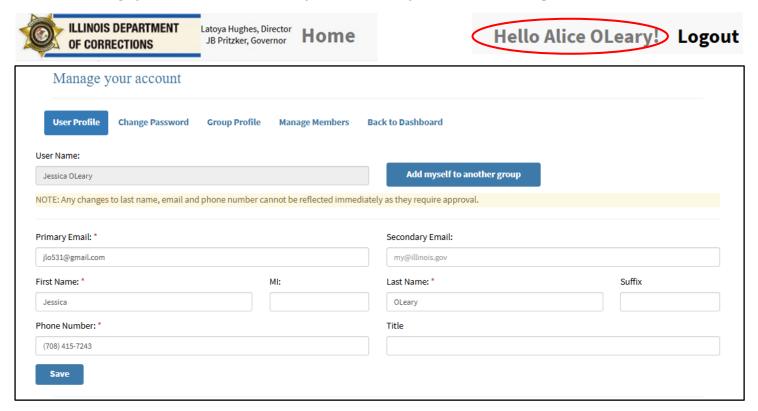
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# Changing Email, Names, Addresses, and Passwords

To change your information in the system, click on your name at the top of the Dashboard.



Manage Your Account	
User Profile	Change name, email, and phone number
Change Password	Change your password
Group Profile	Change Address
Manage Members	Not Applicable

If you have any problems with this process, please send an email to **DOC.MFAMail@Illinois.gov** 

Or contact the DoIT Help Desk at 217-524-3648 (Springfield), 312-814-3648 (Chicago), or 866-277-5669 (TTY Support Line).