

**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 DOC.MFAMail@illinois.gov. 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, <https://webapps.illinois.gov/doc/LegalMailExternal>, and click on the **Register to Send MFA Mail** link.

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IDOC Multi-Factor Authentication (MFA) Mail System

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. In response to the growing threat of chemical-laced paper and other dangerous substances, IDOC is taking a comprehensive approach to enhance security across our facilities, including implementing a multi-factor authentication (MFA) system for Privileged Legal Mail. Multi-factor authentication will enable IDOC staff to verify the legitimacy of the sender of Privileged Legal Mail before distributing the original physical documents to mail recipients.

Registration for the MFA System will open on November 3, 2025. Outreach and training will continue throughout 2025. IDOC will announce the implementation date for the MFA System in early 2026, along with a grace period for registration.

Additional information about the Multi-Factor Authentication Mail System can be found here.

Register to Send MFA Mail
If you have already registered, please **LOG IN**

If you have questions regarding the system, please email DOC.MFAMail@illinois.gov
If you are experiencing technical difficulties, please contact the DoIT Help Desk at 217-521-5211 (Chicago), or 866-277-5669 (TTY Support Line).

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

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Multi-Factor Authentication Mail System Overview

Users of the Multi-Factor Authentication Mail System must generate a unique Control Number for each piece of Privileged Mail sent to an individual in custody. The user who generates a Control Number is responsible for any correspondence sent under that number.

Click on the appropriate link below to register.

Licensed Attorney Registration **Non-Licensed Legal Staff Registration**

If you have questions regarding the Multi-Factor Authentication Mail System or the registration process, please email DOC.MFAMail@illinois.gov
If you are experiencing technical difficulties, please contact the DoIT Help Desk at 217-521-5211 (Chicago), or 866-277-5669 (TTY Support Line).

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 Information

First Name: *

MI:

Last Name: *

Suffix:

Primary Email Address: *

Secondary Email Address:

Office Telephone Number: *

my@illinois.gov

my@illinois.gov

() -

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Enter the Sender ID of the attorney on whose behalf you will be sending correspondence. Click [Verify Attorney/Firm Information](#).

Supervising Attorney's Sender ID Number: *

Verify Attorney/Firm Information

Your Law Firm/Clinic/Office information will appear

Supervising Attorney's Sender ID Number: *

Verify Attorney/Firm Information

Group Type:

Organization Name:

Address Line 1:

Address Line 2:

City:

State:

Zip Code:

Phone Number:

Enter the Captcha Code and click [Submit](#).

Retype the code from the picture:



Please enter the captcha

Cancel

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:

1. 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 Person (Note: Signature will be First Name and Last Name.)

Date Verified: 10/24/2025:6:50:09 AM

You must agree to all the conditions above to continue.

If you agree to these conditions, click AGREE. If you do not agree with these conditions, click DO NOT AGREE to be redirected to the main Illinois Department of Corrections homepage.

If you have any questions regarding these Conditions of Use,
please email

AGREE

DO NOT AGREE

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

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

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Login

An email containing a verification code has been sent to your email address. Please enter the verification code below.
If this email address is incorrect, please use the back button and correct it on the registration form.

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

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.

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Login

LOGIN

Existing Users

Enter Email Address

Enter Temporary Password

Password

.....



☐ Remember me?

Log In

Register as a new user

Step 2: Create a new password and click [Register](#).

New user logged in for the first time

You've logged into the system for first time. It is advisable to change your temporary password.

Please enter the below information for new credentials to login further.

New credentials for Legal Mail

Email

Enter Email Address

Password should be of minimum 12 characters and should contain atleast one uppercase letter, one lowercase letter, one digit and one special character. Don't include any personal user identifiers (e.g., SSN, DOB, telephone number, part of email)

Password



Confirm password



Register

Step 3: Log in using your new password.

Reset password confirmation

Your password has been reset. Please [click here](#) to log in.

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

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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 disposition 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**.

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 disposition 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.

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

Generate Control Numbers

Firm:

State of Illinois

Individual In Custody Number:

R _ _ _ _ _

Please enter the six (6) digit IDOC Number of the individual in custody to whom you are mailing correspondence. If you do not know the recipient's IDOC Number, you can look it up [here](#).

Number of Control Numbers to Generate:

1

You can generate a maximum of 10 control numbers at one time for a single individual in custody.

Generate Control Number(s)

My Control Numbers

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.

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

Generate Control Numbers

1 Control Numbers were created for Individual In Custody [REDACTED]

Firm:

State of Illinois ▼

Individual In Custody Number:

[REDACTED]

Please enter the six (6) digit IDOC Number of the individual in custody to whom you are mailing correspondence. If you do not know the recipient's IDOC Number, you can look it up [here](#).

Number of Control Numbers to Generate:

1

You can generate a maximum of 10 control numbers at one time for a single individual in custody.

Generate Control Number(s)

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.

My Control Numbers

Control # ^	Status	Mail Room Disposition	Disposition Reason*	Activated Date	Individual ID	Individual Name	Print
102525JLGL	Assigned			10/25/2025	M49697	WAYNE E SMITH	Print
102525LJMM	Assigned			10/25/2025	R40476	CARLVOSIER SMITH	Print

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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: State of Illinois
Control Number: Sender ID: mMkq9QFP
Control #: 102525LJMM

J. OLeary
Illinois Department of Corrections
555 W. Monroe St., 6th 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 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 disposition 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.

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

My Control Numbers

Control # ^	Status ⇅	Mail Room Disposition ⇅	Disposition Reason* ⇅	Activated Date ⇅	Individual ID ⇅	Individual Name ⇅	Print
102525ALT	Transferred	Transferred	Transferred to Individual's Current Facility	10/25/2025	BS [REDACTED]	[REDACTED]	
102525CLML	AVAILABLE			10/25/2025			
102525EHSE	Assigned			10/25/2025	M [REDACTED]	[REDACTED]	Print
102525LLAE	Assigned			10/25/2025	KS [REDACTED]	[REDACTED]	Print
102525TMHT	Received	Rejected	Returned to Sender	10/25/2025	K [REDACTED]	[REDACTED]	
102525TSHA	Received	Accepted	Accepted	10/25/2025	R [REDACTED]	[REDACTED]	

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 to whom it was addressed.
Transferred	The envelope with this Control Number has been received but the individual has moved, so the envelope has transferred to the new institution.

Mail Room Disposition:	
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.

Disposition Reason:	
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 Current Facility	The envelope with this Control Number has been received but the individual has moved, so the envelope has transferred to the new 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

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 disposition 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.

Status:	Select	▼
Firm:	State of Illinois	▼
Mail Room Disposition:	Select	▼
Start Date: *		
End Date: *		
Records per page:	10	▼
Generate a Control Number Report		Export To Excel

Changing Email, Names, Addresses, and Passwords

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

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Home

Hello Alice OLeary! **Logout**

Manage your account

User Profile Change Password Group Profile Manage Members Back to Dashboard

User Name:

Jessica OLeary

Add myself to another group

NOTE: Any changes to last name, email and phone number cannot be reflected immediately as they require approval.

Primary Email: *

jlo531@gmail.com

Secondary Email:

my@illinois.gov

First Name: *

Jessica

MI:

Last Name: *

OLeary

Suffix:

Phone Number: *

(708) 415-7243

Title:

Save

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).