Debt Check Portal Guide

Table of Contents

Create an Account

To begin your application, you will first need to create an account in the Debt Check Portal.

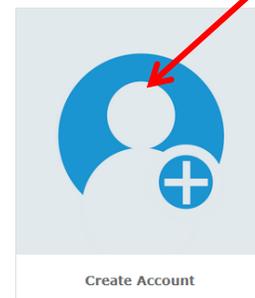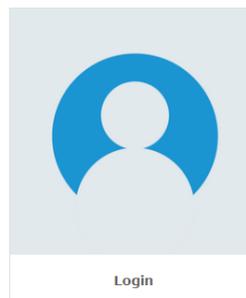1. To create an account, select **Create Account**.

2. Complete the **New User Enrollment Form.**

New User Enrollment

Are you a candidate for employment with the City of Chicago or a Sister Agency? [Yes ∨]

Username
jsmith

First Name
Jane

Last Name
Smith

Email
jsmith@email.com

Phone Number
312-222-2222

Password
•••••••••••   Show

Confirm Password
•••••••••••   Show

Security Question
In what city or town was your first job?   ∨

Security Answer
chicago

| Submit | Clear | Cancel Enrollment |

3. Click **Submit.**

You will be redirected to a new screen.

City of **Chicago**
Debt Check Portal

New User Enrollment

You have successfully enrolled in Chicago Debt Check! Click Continue to go to the home page.

Continue

4. Click **Continue.**

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You will then be prompted to login. Enter your username and password.
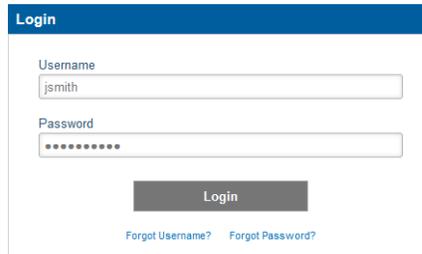
City of **Chicago**
Debt Check Portal

Department of Finance
Accounts Receivable Division

Login
Username
jsmith
Password
••••••••••
Login
Forgot Username?   Forgot Password?

5. Click **Login.**

You will see the screen below.

City of **Chicago**
Debt Check Portal

Department of Finance
Accounts Receivable Division
Welcome, Lauren | Update Profile | Log Out

You're almost enrolled.

Please check the e-mail account you provided at enrollment.
Follow the link in the message to confirm your e-mail and finish your enrollment.
If you do not receive your confirmation e-mail within a few minutes, please verify we have the correct address on file by using the "Update Profile" link above and replacement e-mail will be sent out.

You will then receive an email asking you to activate your account. Click on the activate account link in the email.

Thank you for registering an account with the City of Chicago Debt Check Portal. To complete your registration, please click the following link:

Click here to activate your account

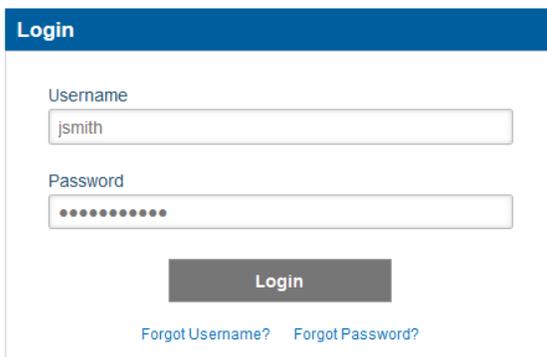The link will take you back to the Debt Check Portal login page.

You will see a confirmation pop up window:

cocdebtcheck.docugateway.com says

Confirmation complete.

OK

6. Click **OK.**

Submit Application

1. Enter your login information. Then click on **Login.**

Login

Username

jsmith

Password

••••••••••

Login

Forgot Username?   Forgot Password?

2. From the Dashboard, select **Start New Application**.

Dashboard

Start New Application

View Incomplete Applications

View Application Results
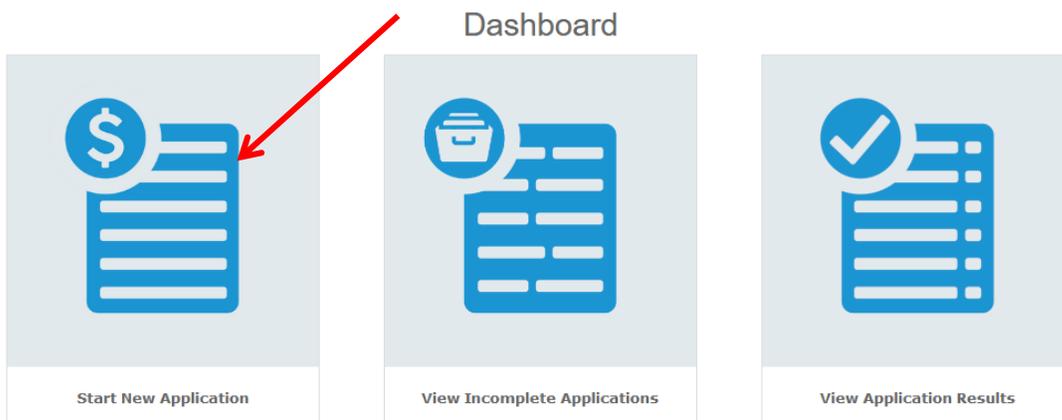
3. For the Debt Check Type, select **City/Sister Agency Employment.**

4. Click **Continue**

The first part of the debt check application is the Applicant Information section. You must complete all applicable fields before you can continue to the next page.

5. After completing all the required information, click **Continue.**

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The next part of the debt check application is additional Addresses and Vehicles.

6. Complete all the applicable fields in the screen. When done, click **Continue.**

City/Sister Agency Employment Debt Check

Select Type — Applicant Information — Addresses/Vehicles — Confirm

Prior Address: Enter
All Prior Addresses For the Last Seven (7) Years

☐ Check if you have resided at your current address for 7 or more years.

1. Street Number	Street Direction	Street Name	Street Type	Apt/Suite/Floor
333	SOUTH	STATE	AVENUE	

City	State	Zip
CHICAGO	ILLINOIS	

Add an Address

License plate number: Enter
All License Plates for Vehicles You Have Owned/Co-Signed For the Last Seven (7) Years

1. License plate number	State
123456B	ILLINOIS

Add a License Plate

Continue	Clear	Back	Save

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The last part of the application is the confirmation page. Review all the information for accuracy.

City/Sister Agency Employment Debt Check

Select Type ● Applicant Information ● Addresses/Vehicles ● Confirm

Please confirm details below for City/Sister Agency Employment.

Individual Details		(edit)
Hiring Department:	AVIATION DEPARTMENT	
HR Liaison Email:	john.doe@cityofchicago.org	
New Hire:	YES	
First Name:	JANE	
Last Name:	SMITH	
Address:	121 N LASALLE ALY	
City:	CHICAGO	
State:	IL	
Zip:	60602	
Phone Number:	312-222-2222	
Email:	jsmith@email.com	
Last 4 SS:	1234	
Driver's License State.:	IL	
Driver's License No.:	S12345678912	

1. Prior Address Details		(edit)
Address:	333 S STATE AVE	
City:	CHICAGO	
State:	IL	
Zip:	60602	

1. License plate number Details		(edit)
License Plate Number:	123456B	
License plate state:	IL	

You can view the status of your debt check by clicking "View Application Results" on the Dashboard.

VERIFICATION

☐ To the best of my knowledge, I certify that all information provided in this form is true and complete.

I understand that if I submit false, inaccurate, or incomplete information using this form, the City of Chicago may revoke my offer of employment, or any other benefit obtained by inaccurate or false information and impose other penalties provided by law. A false statement of material fact made using this form may violate federal, state and/or local law, and may subject any person making such a statement to a range of civil and criminal penalties, such as a period of incarceration, fines, and an award to the City of Chicago of up to three times any damages incurred. In addition, submission of false information may result in denial of the requested City action.

Please ensure all of the information you entered above is accurate and complete before clicking submit.
For any debt related questions, please contact the Department of Finance at 312-744-8447.

Enter additional emails where you would like your debt check results sent (separate each email with a comma)

[   ]

Confirm	Back

7. After you verify that all the information is correct, and you have read the verification statement, click on the verification checkbox.
8. If you would like to send your debt check results to an additional email address, please enter the email address in the additional emails section.
9. Then, click **Confirm** to submit your debt check application.

Check Application Status and Review Results

Debt check applications are generally completed within 5-7 business days. However, you may check the status of your application at any time by following the steps below.

1. Log in to the Debt Check Portal.
2. In the Dashboard Screen, select **View Application Results.**

Dashboard

Start New Application   View Incomplete Applications   View Application Results
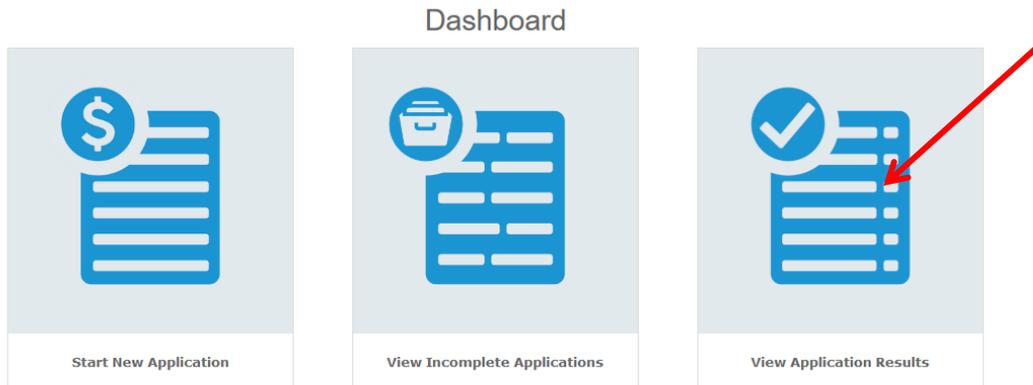
3. In the Debt Check Results Search screen, you will see your application submission.
4. When checking the status of your application, you will need to reference the Application Status column. This column indicates whether your application is pending, approved, or denied due to outstanding debt.
5. After the debt check application has been completed, you can view a summary of the debt check results by clicking on the Debt ID.

6. If you application has been reviewed, and debt was found, you will see the results in the Debt Identified Section shown below. You will also receive an email with details of any debt found and instructions on how to resolve the debt.

7. If no debt was found, the total debt identified will be $0.00 and DOF will issue an electronic debt clearance via DocuSign.

APPLICANT INFO	
Debt check ID:	4202

City/Sister Agency Employment Details	
Hiring Department:	ADMINISTRATIVE HEARINGS DEPARTMENT
HR Liaison Email:	eidebt@cityofchicago.org
New Hire:	YES

Individual Details	
First Name:	JANE
Last Name:	SMITH
Address:	69 W WASHINGTON
Apt/Suite/Floor:	700
City:	CHICAGO
State:	IL
Zip:	60602
Phone Number:	312-745-2000
Email:	eidebt@cityofchicago.org
Last 4 SS:	1234
Driver's License State.:	IL
Driver's License No.:	S12345678910

1. Prior Address Details	
Address:	333 S LASALLE ALY
Apt/Suite/Floor:	320
City:	CHICAGO
State:	IL
Zip:	60604

STATUS	
STATUS	APPROVED
APPROVAL DATE/TIME	8/17/2022 13:47:06.779

DEBT IDENTIFIED		
Debt Type	**Debt Amount Identified Total**	**Debt Type Not Checked**
ADMINISTRATIVE HEARINGS	$0.00	☐
BUILDING INSPECTIONS		☑
LICENSING FEES		☑
TAX		☑
UTILITIES	$0.00	☐
VEHICLE TICKETS	$0.00	☐
OTHER		☑
TOTAL DEBT IDENTIFIED	$0.00	

*If you have enrolled in a payment plan for any of the debt found, the total amount due will be reflected in the Debt Amount Collected Total column above.

V1 - Candidates for City Employment