

LEADS Daily Bulletin

October 2, 2026

CHANGING A USER'S LAST NAME

If an agency has an employee who requires a last name change, the LAC must verify with legal documentation/ID showing the name change. After the LAC verifies the legal name change, a request should be sent to the ISP HelpDesk with the user's current name, LEADS user ID and the new legal name. Proof of the name change is not needed; the LAC's verification of the name change is acceptable. NOTE - users cannot be removed or deleted from the system, last names can be modified - but the **User ID will remain the same**. See the example below:

Name: Jane Doe

User ID: JD00001

New Name: Jane Smith

User ID: JD00001

Standard	Info
User ID JD00001	
Identification	
☐ User Record Disabled	Original User
First Name	JANE
Middle Name	
Last Name	DOE

Standard		Info
User ID JD00001		
Identification		
☐ User Record Disabled		Modified User
First Name	JANE	
Middle Name		
Last Name	SMITH	

If you have any questions or need help please contact the ISP Help Desk ISP.HelpDesk@illinois.gov or at 866/LEADS-00 (866/532-3700).

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