



ILLINOIS STATE POLICE

NEWS RELEASE

Brendan F. Kelly - Director

FOR IMMEDIATE RELEASE

August 4, 2026

CONTACT: ISP Public Information Office

ISP.PIO.Personnel@illinois.gov

Illinois State Police Opens Another Kiosk to Help with FOID and Concealed Carry Applications

EFFINGHAM – The Illinois State Police (ISP) opened its newest Firearm Owners Identification (FOID) kiosk, providing real-time, in-person assistance to Illinoisans who need help with their Firearm Owner's Identification (FOID) cards and Concealed Carry Licenses (CCL). The newest kiosk, located at the ISP Troop 9 headquarters in Effingham, was created to assist individuals experiencing difficulties with the online FOID and CCL [website](#), or those without online access.

The location and hours of service for the Effingham kiosk are:

- **Illinois State Police Troop 9**, 401 Industrial Drive #A, Effingham, IL 62401
- Regular Hours: Monday-Friday, 8:00 a.m. – 12 p.m. & 1:00 p.m. – 4:30 p.m.

ISP currently offers other kiosks in Springfield and Du Quoin. Additional kiosks in Collinsville and Lockport are expected to reopen this fall. For additional information about those locations, please visit: <https://isp.illinois.gov/Foid>.

The following is a list of services these kiosks provide:

- Assistance with submitting name/address changes, renewals, and new applications online
- Taking a photo and uploading it to the application
- Assistance with correcting rejected applications
- Submitting Firearm Disposition Records (FDRs)
- Surrendering FOID/CCL cards when required
- A publicly accessible computer will be available to complete online applications and make updates to existing accounts.

Due to the extended time it takes for kiosk representatives to assist people with submitting applications online, customers may be asked to return at a different time.

New and current FOID and CCL card holders may continue to use the online ISP Firearms Services website (www.ISPFSB.com) to apply, update, and renew their cards and licenses

-more-

Other FOID and CCL Customer Assistance Options:

- Login Assistance requests, including registration approval, existing user ID recovery, and password reset assistance should be sent to ISP.askFOIDandCCL@illinois.gov. Please provide us with as much information about yourself as possible, including your name, date of birth, address, FOID/CCL number, etc. in your email.
- For additional information related to FOID and CCL processing, please visit <https://isp.illinois.gov/Foid/Statistics>.
- For information related to Revoked FOID Cards and CCLs and Denied FOID cards and CCL applications, customers should contact the Firearms Record Challenge Unit at ISP.FRCU@illinois.gov for further information about the appeal process.
- **Other than accepting surrendered FOID/CCL and combination cards and FDRs, representatives from the FOID Card Review Board will NOT be available at the Kiosks to assist customers with their revoked cards and denied applications.**

To hear from Illinois residents about their experiences using the FOID kiosks, check out the ISP YouTube channel - <https://youtu.be/QAJUH5-AFwx>.

###