This document will address the following issues that may be encountered when using the UCR link:

    'Page cannot be displayed' message
    Getting a 'blank page' once connected
    Getting 'This is an empty Dashboard Page' message
    Instructions for changing your password.

If any of these steps do not provide the desired results, please contact the ISP Technical Help Desk at: 217-782-4155.

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'Page cannot be displayed'

First, please verify you are using the correct URL or link.
                    CORRECT - https://iclear.isp.state.il.us
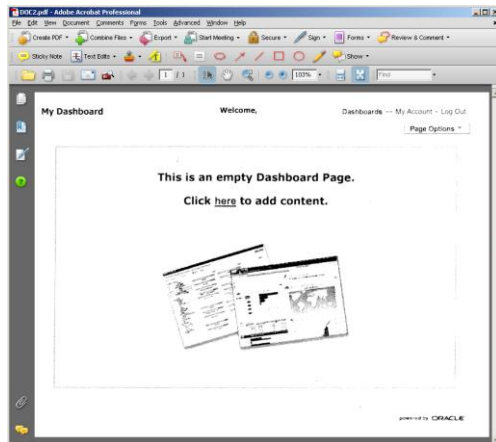   INCORRECT - https://bis.isp.state.il.us

If the steps above do not resolve the issue, the following steps should be followed when encountering difficulties with the UCR link:
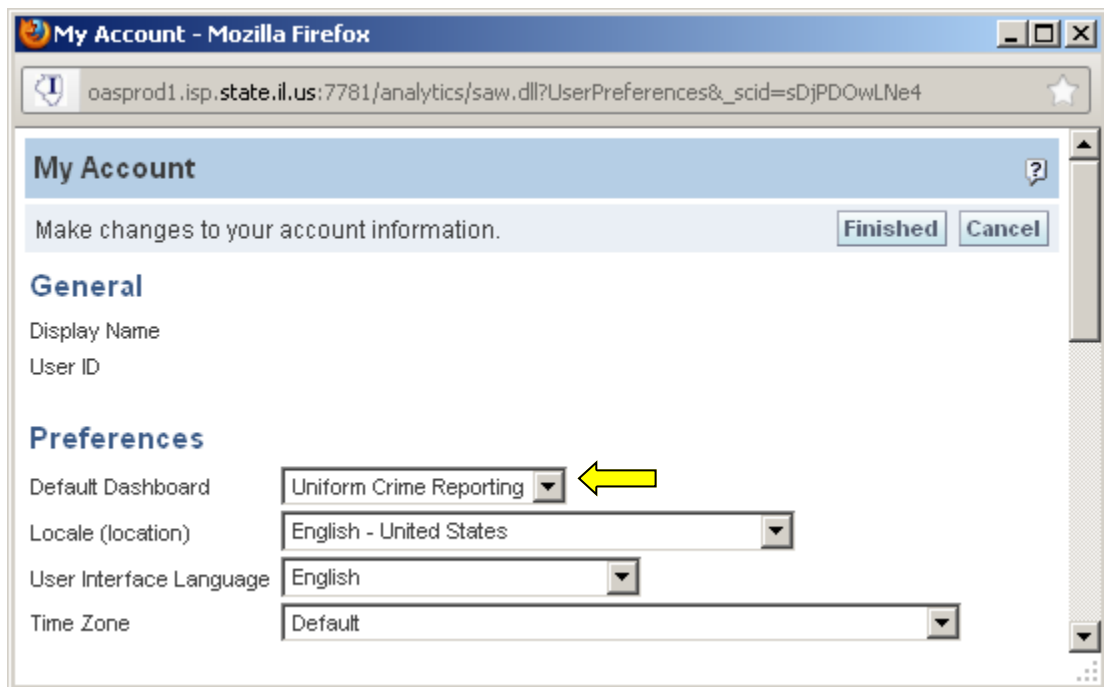
In those cases when you select the UCR link bookmarked in your favorites, but the page does not display, follow each of these steps prior to contacting the ISP Technical Help Desk:

1. First, click the "Refresh" button located on the status/explorer bar, or

2. Retype the web address in the address bar: https://iclear.isp.state.il.us.

3. If none of the steps above result in displaying the page properly, then clear your browser's cache otherwise known as the History of Internet Files. If your internet browser is EXPLORER (), this function is under Tools, Internet Options. Please note that the directions on clearing browser cache varies on the type of browser.

4. If clearing the cache does not provide the desired results, then DELETE the internet cookies. If your internet browser is EXPLORER, this function is under Tools, Internet Options.
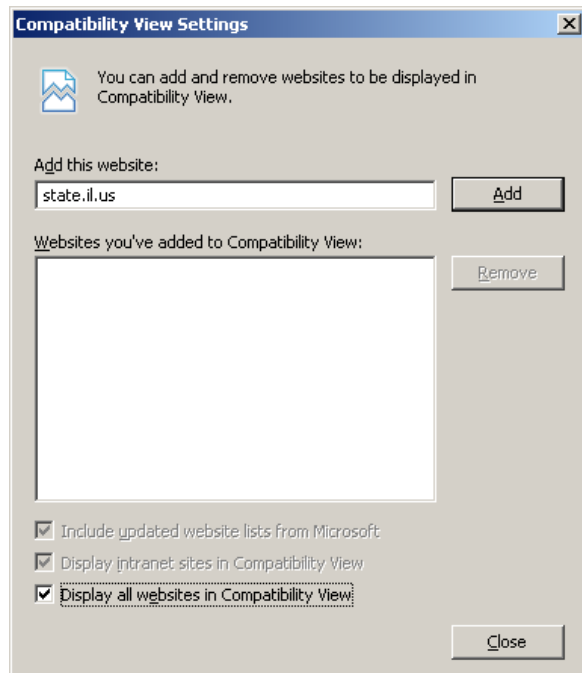
'This is an empty Dashboard Page'

1. While in the reporting tool, click on the 'My Account' link in the top right hand corner of the screen.

2. Under Preferences, please have the Default Dashboard selection be 'Uniform Crime Reporting'

3. Click Finished.

4. Click on the 'Uniform Crime Reporting' link in the top right hand corner of the screen

Getting a 'blank page' once connected

1. While in Internet Explorer (IE), click on Tools

2. Go to 'Compatibility View Settings'

3. Make sure 'Display all websites in compatibility view' is checked.

Changing your I-UCR password

The new password must have a minimum of eight characters, one character must be a capital letter, and one character must be a number.

1. Click on "Home" on the top right hand side of the page and you will go to the I-CLEAR Analytics screen.

2. Click on "Change Password" on the right hand side of the page under the "I-CLEAR Links" to go to the page where your password can be changed.

3. Once changed, you do not need to repeat this process again unless you choose to change your password. Please ensure to note your new password for future use to avoid having to contact me to have your password reset if you are unable to recall the changed password.