

# Navigating the Guardian Consent Portal

This guide helps requestors understand the purpose of and how to navigate the Portal.

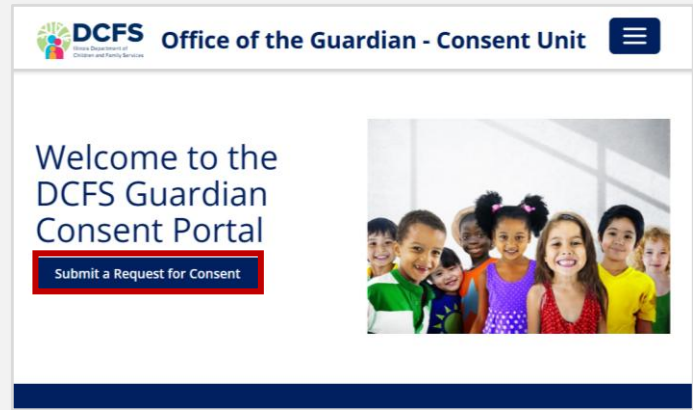
*Accessibility note: Users with visual impairments are recommended to use tabbing functionality for site navigation.*

## 1. Guardian Consent Portal “Home Page”

The home page provides various information including:

- Office of the DCFS Guardian ‘About Us’
- Who may submit a consent request
- The Consent Request Process

You can also click “Submit a Request for Consent” to go directly to the Request for Consent page.

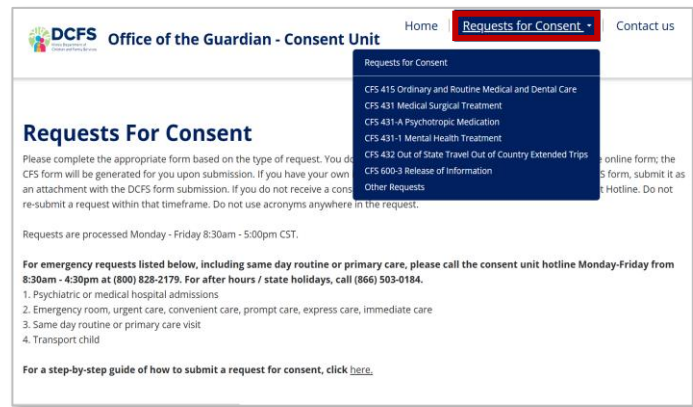


## 2. “Requests for Consent” Page

There are two ways to navigate to the Requests for Consent page:

- Click “Requests for Consent” from the navigation menu drop-down
- Click “Submit a Request for Consent” on the home page

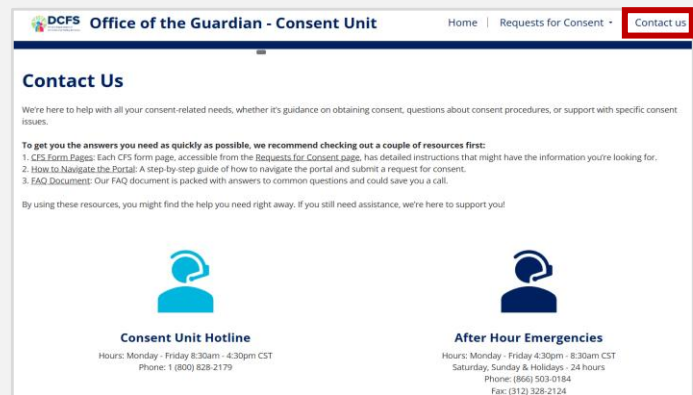
From here, you can choose the type of consent you would like to request.



## 3. “Contact Us” Page

For additional support, click “Contact Us”:

- This page provides additional information including an FAQ guide and How-To guide
- The Consent Unit Hotline is available Monday–Friday, 8:30 a.m.–4:30 p.m. CT at 800-828-2179
- For after-hours emergencies, contact the CIRU Hotline at 866-503-0184 or fax 312-328-2124



# Submitting a Request via the Guardian Consent Portal (1 of 2)

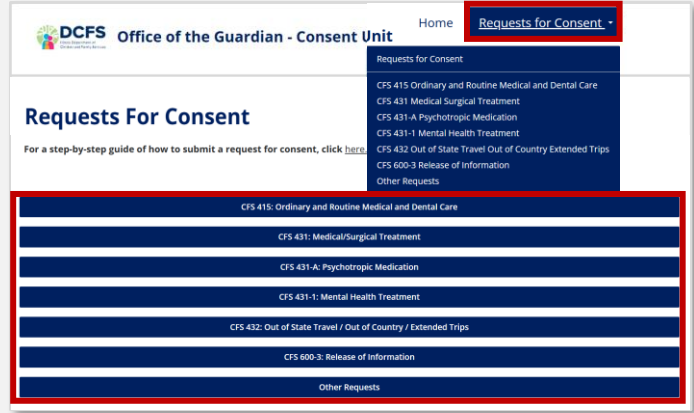
This guide illustrates how to submit a consent request through the Portal.

## 1. Choose the Consent Form Type

Select the correct consent request form:

- Selecting the consent type from the “Requests for Consent” navigation tab menu
- Clicking the button for the consent type on the “Request for Consent” Page

NOTE: You do not need to fill out the DCFS consent form prior. The information you enter in the portal will be used to create the form for you.

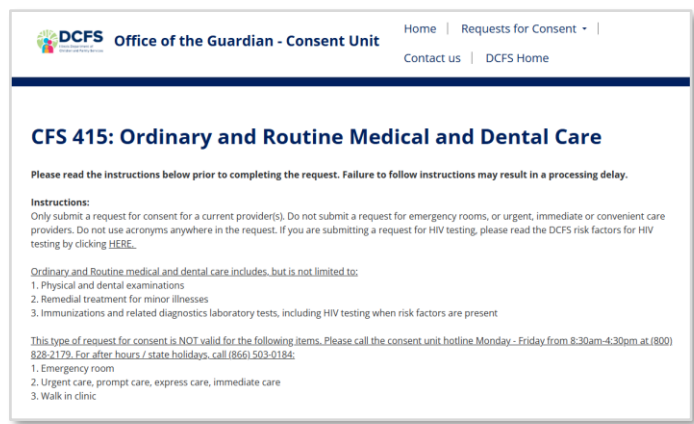


## 2. Read the Form Instructions Prior to Submitting

Each consent request form has specific instructions at the top of the page:

- Read the instructions to confirm you are completing the correct form and have all required information prior to starting the form

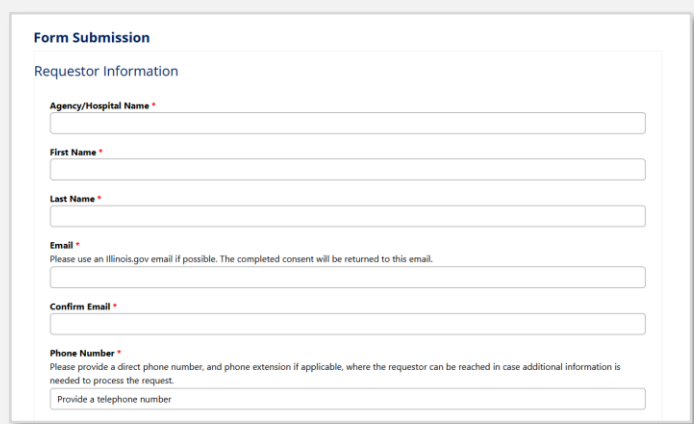
NOTE: After 15 minutes of inactivity, the page will timeout and progress will be lost. All information you added will be deleted.



## 3. Populate Requestor & Youth Details

Each form starts with Requestor and Youth Information:

- The Requestor Email field is where the submission confirmation will be sent, along with a copy of the DCFS Consent request form
- Please use an Illinois.gov email if you have one



## Submitting a Request via the Guardian Consent Portal (2 of 2)

This guide illustrates how to submit a consent request through the Portal.

### 4. Navigate Between Form Steps

There are two options to navigate between pages:

- **Next:** Advances you to the next step and acts like “save & continue”; refreshing the page will clear data entered on the current page, but all data entered on previous steps will remain
- **Previous:** Returns you to the previous page; any data previously entered on a prior page will still be visible in the form fields



**Youth Information**

**First Name \***

**Last Name \***

**Date of Birth \***

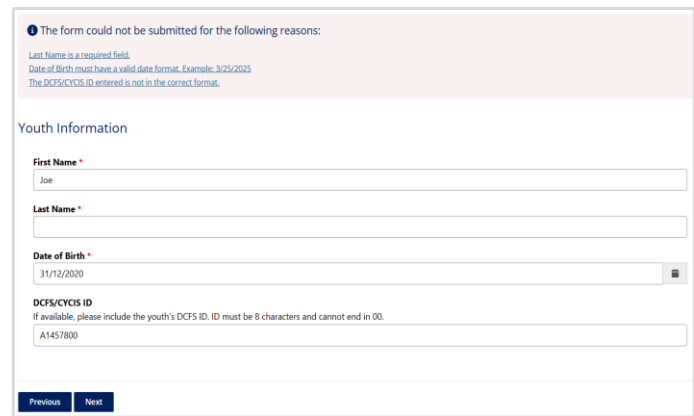
**DCFS/CYCIS ID**  
If available, please include the youth's DCFS ID. ID must be 8 characters and cannot end in 00.

**Previous** **Next**

### 5. Validate Form Inputs

Each form has different input requirements as well as help text and data validation to assist you with form completion:

- Fields that are required will have a red asterisk; optional fields will not
- An error message will appear above the form if there is invalid or missing information when the “Next” button is clicked



**The form could not be submitted for the following reasons:**

- Last Name is a required field.
- Date of Birth must have a valid date format. Example: 3/25/2025
- The DCFS/CYCIS ID entered is not in the correct format.

**Youth Information**

**First Name \***

**Last Name \***

**Date of Birth \***

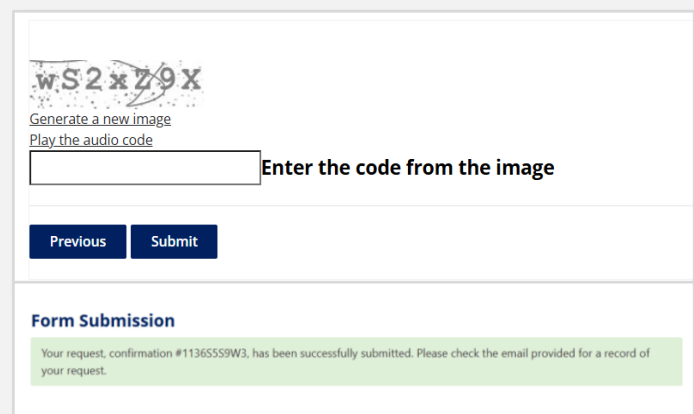
**DCFS/CYCIS ID**  
If available, please include the youth's DCFS ID. ID must be 8 characters and cannot end in 00.

**Previous** **Next**

### 6. Complete Security Verification & Submit

Prior to submitting a request form, you will be prompted to enter a security code from the displayed image:

- After clicking “Submit”, a unique confirmation number will be displayed, so please save this confirmation number!
- A confirmation email containing a copy of the CFS form will be sent to the requestor email you provided



**WS2xZ9X**

Generate a new image  
Play the audio code

Enter the code from the image

**Previous** **Submit**

**Form Submission**

Your request, confirmation #11365559W3, has been successfully submitted. Please check the email provided for a record of your request.

## Getting Help with the Guardian Consent Portal

This guide outlines the different contacts that can provide with consent-related support, and who to reach out to with questions about the Guardian Consent Portal.

### ➔ For general questions about the Guardian Consent Portal, or the process of requesting consent from the DCFS Guardian Consent Unit:

Refer to the Illinois DCFS Guardian Consent Unit – Frequently Asked Questions (FAQ) guide

**Resource:**

[IL DCFS Guardian Consent Unit FAQ](#)

### ➔ For questions related to obtaining consent for a youth in care, or the status of a consent request you submitted:

Call the Consent Unit Hotline

- Phone: **(800) 828-2179**

**Hours:**

Monday – Friday, 8:30am - 4:30pm CT

*\*Helpful Tip: make sure to have your confirmation number ready if calling to check the status of a consent request*

### ➔ For obtaining consent for an after-hours emergency:

Call the Child Intake Recovery Unit (CIRU)

- Phone: **(866) 503-0184**
- Fax: **(312) 328-2124**

**Hours:**

Monday – Friday, 4:30pm - 8:30am CT

Saturday, Sunday, and Holidays - 24 hrs.

### ➔ For questions about the way the Guardian Consent Portal is functioning, or about a submission confirmation email:

Contact the DCFS Guardian Consent Portal Support Inbox

- Email: [dcfs.ilcguardianconsentportalsupport@illinois.gov](mailto:dcfs.ilcguardianconsentportalsupport@illinois.gov)