

TO: Health Care Employers and CNA Training Programs

FROM: Health Care Worker Registry
Office of Health Care Regulation
Illinois Department of Public Health

SUBJECT: Web-based Health Care Worker Registry access via Web Portal Account

The Health Care Worker Background Check Act and rules require all health care employers and CNA training programs governed by this Act to have access to the web-based Health Care Worker Registry (Registry).

To complete this registration, two things are required in the following order:

- 1) Each facility must have one person designated as a Portal Registration Authority (PRA) to act as a liaison with IDPH's IT Security for the purpose of managing portal accounts and application security role assignments. If your organization has several facilities you can have one PRA at each facility or just one PRA for all the related facilities.
- 2) The PRA must register for a portal account to access the IDPH Health Alert Network (HAN) through the online registration process, even if they do not intend to actually be one of the Registry users.

To become registered as a PRA: The person designated to be the PRA must register for access to the HAN by going through any internet provider.

- 1) Go to www.idphnet.com
- 2) Click on the "Sign up now" option on the right panel.
- 3) The Web Portal User Agreement is displayed.
- 4) Please read it carefully. You may print it for your future reference, and then scroll to the bottom of the page.
- 5) Click on "I Agree" to continue with the registration.
- 6) Upon acceptance of the terms of the agreement, the HAN Web Portal User Registration form will display.
- 7) Do not hand write the requested information into a blank printed form. This will cause delays in processing your request as you will be asked to resubmit online. **Only online submissions are accepted.**
- 8) Fill in all required fields. The required fields are marked with an asterisk.
- 9) Key in the Username. Use your first initial and last name up to eight characters, i.e. John Smith = jsmith, John Anderson = janderso. If you do not use this method, the username you submit will be changed to this method.
- 10) Key in the Password using a combination of numbers and letters, eight characters long. Make note of this password. You will need it once you receive your authorization to log in. It will **not** be sent back to you when you get your authorization.
- 11) Click on the "PRA List" link to the right of the PRA E-mail field to display a list of designated PRAs by facility. If this is the first time an individual has registered as a

PRA at your facility, your facility will not be in the Portal Registration Authority List. The new PRA should select IDPH Security and close the window. If there is already a PRA for your facility you may only register as a user.

- 12) If the PRA wants access to the “HCW Background Check Registry” that must be indicated to avoid delays in processing. Remember we try to limit access to the information in this application to people that work in the hiring process or have a CNA Training Program. In the instructions enter one email address where all automatic emails concerning background checks are to go. There can only be one email address per facility that gets the background check notifications. Many facilities will choose to set up a single email address that can be shared by all users to be certain that these emails are given quick attention (in case someone is on vacation, etc. when the email comes in).
- 13) When all the required fields are completed, click on the “Submit” button to complete the online portion of the registration and generate the user account.
- 14) Upon submitting the request, a completed request form will be displayed indicating the request was submitted to IDPH. **This form must be printed and signed.**
- 15) The individual registering as a **PRA must sign the PRA Agreement** and have the facility administrator also sign it.
- 16) **Both the signed Request Form and the PRA Agreement must be faxed to IDPH Security at 217-785-4309.** If you do not have a PRA Agreement to sign please contact our Registry at DPH.HCWR@Illinois.gov and we will email one to you.
- 17) After printing the form, you can close the window to end the process. You will be notified by IDPH when the account has been activated. It usually takes at least a couple of weeks or longer for that to happen.
- 18) Once the PRA is setup with access to the HAN, they will be able to receive automated registration requests for other users at the facility. The PRA must respond to those emails giving permission for a user from the PRA’s facility to have access in order for that user to be granted access.

To become registered as a user: Each user needing access to the HCW Background Check Registry must also request access to a HAN Portal Account. Each user must register online using most of the steps outlined above except the user will

- 1) Select the facility’s PRA in the Portal Registration Authority List.
- 2) Sign a Web Portal User Registration form, generated at the end of the registration process, and give it to the facility’s PRA
- 3) The user must indicate in the instructions that the request is to include access to the HCW Background Check Registry to avoid delays in processing.

Questions regarding the PRA function and/or registration process can be directed to Brenda Richards, IT Security, at brenda.richards@illinois.gov or (217-782-4575). Questions regarding general Health Care Worker Background Check Registry processes can be directed to DPH.HCWR@Illinois.gov or (217) 785-5133. You may also contact Jonna Veach, the Division Chief over the Registry at Jonna.Veach@Illinois.gov for answers on how the web application works, questions on the new law, and compliance questions.