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Extensively Drug-Resistant Organism (XDRO) Registry: Becoming a Portal Registration Authority (PRA)

Created February 2020
Updated August 2026

DPH.XDROregistry@illinois.gov

https://xdro.dph.illinois.gov/

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PRA Responsibilities

- Public health partner facilities that need access to the IDPH Web Portal and its applications must designate an employee to approve/remove Web Portal accounts for his/her facility
  - Any time an employee requests access to the XDRO Registry, IDPH Security/XDRO team will contact that facility's PRA to approve access
  - When an employee leaves the facility, the PRA is responsible for notifying IDPH Security (dph.security@illinois.gov) so that the former employee's Web Portal account can be removed

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PRA Requirements

- Only 1 PRA is required for each facility. However, some facilities may wish to have a secondary PRA in case of staff turnover

- For large health care networks, an employee at the corporate level may act as PRA

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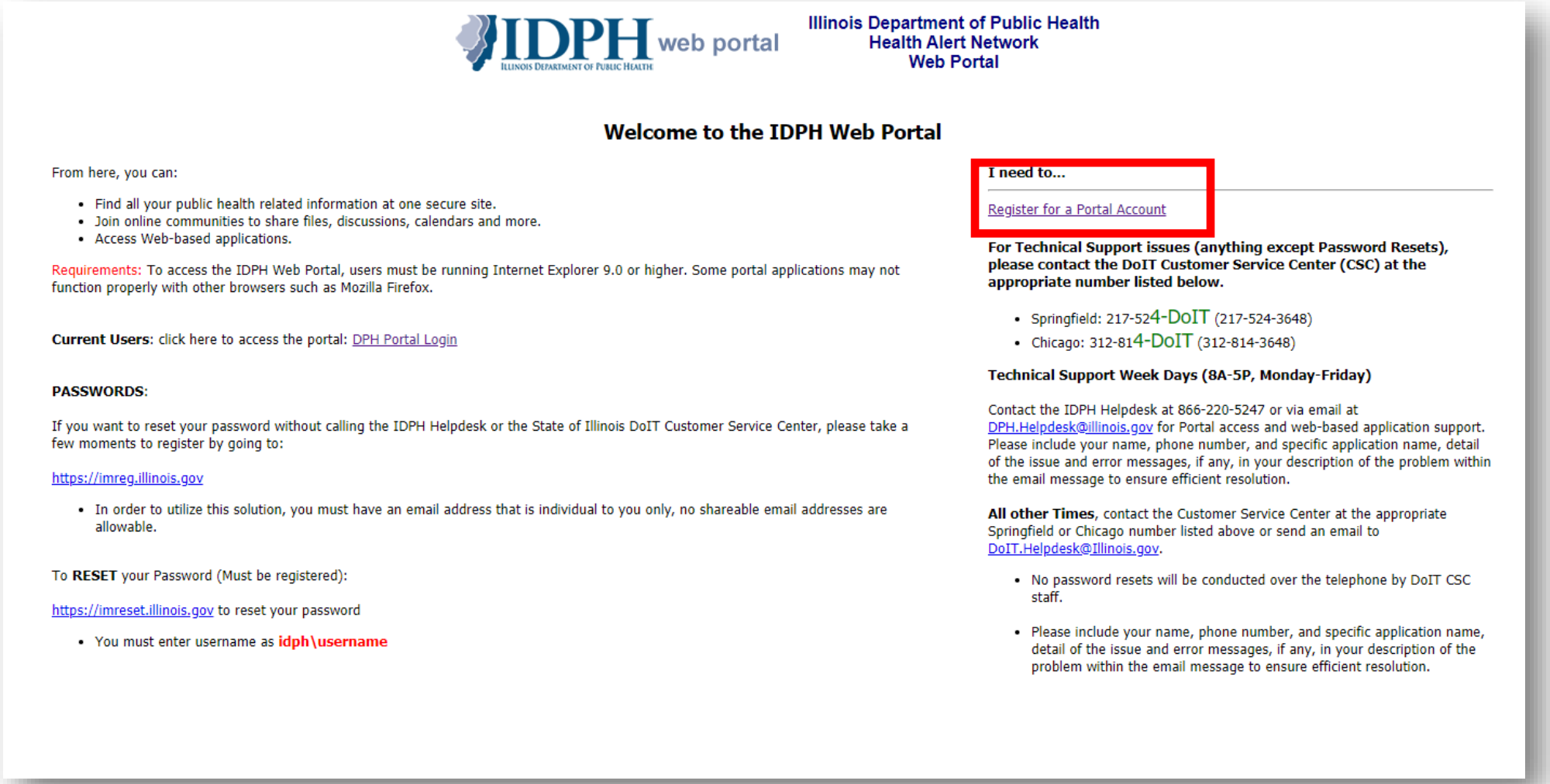
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Requesting an IDPH Web Portal Account

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Request an IDPH Web Portal Account

Apply for access at: http://portalhome.dph.illinois.gov/



IDPH web portal
Illinois Department of Public Health

Illinois Department of Public Health
Health Alert Network
Web Portal

Welcome to the IDPH Web Portal

From here, you can:

- Find all your public health related information at one secure site.
- Join online communities to share files, discussions, calendars and more.
- Access Web-based applications.

Requirements: To access the IDPH Web Portal, users must be running Internet Explorer 9.0 or higher. Some portal applications may not function properly with other browsers such as Mozilla Firefox.

Current Users: click here to access the portal: DPH Portal Login

PASSWORDS:

If you want to reset your password without calling the IDPH Helpdesk or the State of Illinois DoIT Customer Service Center, please take a few moments to register by going to:

https://imreg.illinois.gov

- In order to utilize this solution, you must have an email address that is individual to you only, no shareable email addresses are allowable.

To **RESET** your Password (Must be registered):

https://imreset.illinois.gov to reset your password

- You must enter username as **idph\username**

I need to...

Register for a Portal Account

For Technical Support issues (anything except Password Resets), please contact the DoIT Customer Service Center (CSC) at the appropriate number listed below.

- Springfield: 217-524-DoIT (217-524-3648)
- Chicago: 312-814-DoIT (312-814-3648)

Technical Support Week Days (8A-5P, Monday-Friday)

Contact the IDPH Helpdesk at 866-220-5247 or via email at DPH.Helpdesk@illinois.gov for Portal access and web-based application support. Please include your name, phone number, and specific application name, detail of the issue and error messages, if any, in your description of the problem within the email message to ensure efficient resolution.

All other Times, contact the Customer Service Center at the appropriate Springfield or Chicago number listed above or send an email to DoIT.Helpdesk@Illinois.gov.

- No password resets will be conducted over the telephone by DoIT CSC staff.
- Please include your name, phone number, and specific application name, detail of the issue and error messages, if any, in your description of the problem within the email message to ensure efficient resolution.

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Web Portal User Agreement

IDPH web portal
Illinois Department of Public Health

Illinois Department of Public Health
Health Alert Network (HAN)
User Registration

Web Portal User Agreement

USER MUST READ THIS WEB PORTAL USER AGREEMENT BEFORE APPLYING FOR, ACCEPTING, OR USING A USER ACCOUNT TO ACCESS THE ILLINOIS DEPARTMENT OF PUBLIC HEALTH (IDPH) WEB PORTAL. IF THE USER DOES NOT AGREE TO THE TERMS AND CONDITIONS OF THIS WEB PORTAL USER AGREEMENT, AN ACCOUNT WILL NOT BE ISSUED IN HIS/HER NAME.

This Agreement will become effective on the date the facility employee (User) submits the user registration application form to the designated Portal Registration Authority (PRA) at his/her Facility. By submitting the registration application form, the User is expressing his/her agreement to the terms of the Web Portal User Agreement (Agreement).

The Web Portal User agrees to:

1. Make true representation regarding information to be used in his/her profile for identification and authentication purposes;
2. Upon issuance of a Web Portal User account, the applicant as the user will review the associated profile to ensure that all user information included is accurate;
3. Make use of the portal resources solely for legal and authorized State and Public Health business, consistent with applicable local, state and federal laws, mandates and regulations;
4. Take reasonable precautions to prevent any compromise, modification, loss, disclosure, or unauthorized use of his/her user account and associated privileges;
5. Protect his/her associated user password by following the required guidelines for password definition and maintenance;
6. Immediately inform the Portal Registration Authority or the IDPH Security Administrator (SA) of a suspected compromise of the user account;
7. Review and follow changes and updates to policies for using the Web Portal posted on this web site.

The Web Portal User agrees to adhere to the Password Guidelines as follows:

1. Not easily guessed and no common words or names.
2. A combination of letters and numbers
3. A minimum of eight characters
4. Changed at least every 90 days and whenever it is suspected someone knows the current password
5. Unique within a 12 month period - passwords not reused or repeated.

The Web Portal User agrees to adhere to Confidentiality Requirements as follows:

1. The User shall secure his/her password to the Web Portal.
2. The User shall not use, divulge, or otherwise compromise the integrity of his/her user account and password
3. To access the Web Portal only in the course of his/her official duties as an employee of the Facility
4. To maintain confidentiality of all data, documents, memoranda and any other materials accessed from the Web Portal
5. In the event User needs to share materials obtained from the Web Portal with other individuals, the User will only provide such materials to authorized employees at the Facility, and the User will ensure those authorized employees agree to adhere to the requirements contained in this agreement
6. That the information and materials the User may access at the Web Portal contains confidential and proprietary information of the Illinois Department of Public Health
7. To not disclose orally, nor prepare any writings, reports, publications, etc., or disseminate in any other manner materials contained in or obtained from the Web Portal for release to third parties, except as specifically required by or with the written permission of the Illinois Department of Public Health
8. If the User receives a request for information from the Web Portal link, the User will notify the Department of Public Health immediately. A request for information includes a subpoena, court order, Freedom of Information Act request or a request from a researcher. Any issue whether information is to be released shall be resolved by the Department
9. In the event the User fails to adhere to the provisions contained within the agreement, the User shall be subject to any or all of the following: termination from access to the Web Portal, discipline, and termination from employment
10. All other information required to be kept confidential in accordance with Confidentiality/Privacy Policies enforced by IDPH.

The User agrees to Termination as follows:

1. Violation of this agreement or of the trust relationship with IDPH may result in IDPH terminating the User agreement and revoking User priviledges.
2. The User acknowledges that a violation of this agreement will result in irreparable harm, and hereby accepts responsibility for his/her actions.
3. Misuse of information technology resources may also subject the User to penalties under state and federal law not limited to the Computer Crime Prevention Law (720 ILCS 5/16D).

Disclaimer of Liability

Neither the Illinois Department of Public Health nor any of its employees shall be held liable for any improper or incorrect use of the information described and/or contained in the Web Portal and assumes no responsibility for anyone's use of the information. In no event shall the IDPH web site, web portal, or its employees be liable for any direct, indirect, incidental, special, exemplary, or consequential damages (including, but not limited to, procurement or substitute goods or services; loss of use, data, or profits; or business interruption) however caused and on any theory of liability, whether in contract, strict liability, or tort (including negligence or otherwise) arising in any way out of the use of this system, even if advised of the possibility of such damage. This disclaimer of liability applies to any damages or injury, including but not limited to those caused by any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communication line failure, theft or destruction or unauthorized access to, alteration of, or use of record, whether for breach of contract, tortious behavior, negligence or under any other cause of action.

I Agree | I Do Not Agree

IDPH Web Portal

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IDPH web portal

Illinois Department of Public Health
Health Alert Network (HAN)
User Registration

This form should be used **only** to register to create a new username for the IDPH Web Portal. If you already have a username, please exit and have your facility PRA send an email to DPH Security requesting the additional application access needed. Please enter the following information. * denotes a required field.
For I-CARE: providers that wish to enroll in I-CARE no longer need IDPH Web Portal access. Please visit the enrollment website.
For IVRS: as of 6/9/2025, the IVRS application has been switched to a new site. For user registration, visit https://illinois.seczettaportal.com/ivrs. Contact dph.ivrs@illinois.gov if you have any questions.

A username will be created automatically upon submission of your registration request and a copy of the request will be sent to you via email.

First name: *
Last name: *

Password must be a mix of letters and numbers, with a minimum of one capital letter and eight characters in length.

Password: *
Confirm password: *
Title: *
Organization: *
Department: *
Work address: *
City: *
State: *
ZIP code: *

Email address must be unique for each user.
Please be advised that one must enter a unique individual email address as multiple users can no longer be registered under one email address.

E-mail: *
Confirm E-mail: *
Work phone #: *
Cell phone #:
Pager #:
FAX #:
Supervisor's name:
Purpose for registration:

Please check the appropriate box(es) below to request access to restricted applications.

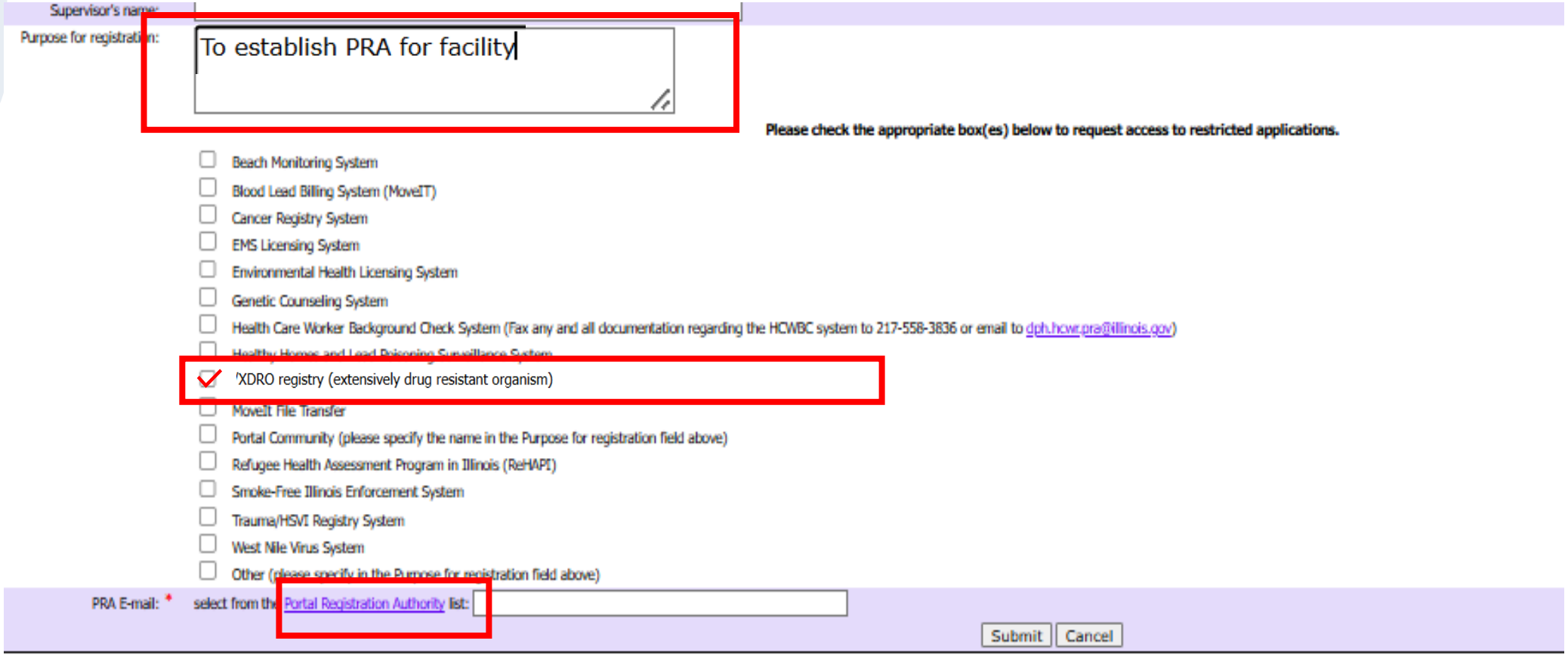
- [ ] Beach Monitoring System
- [ ] Blood Lead Billing System (MoveIT)
- [ ] Cancer Registry System
- [ ] EMS Licensing System
- [ ] Environmental Health Licensing System
- [ ] Genetic Counseling System
- [ ] Health Care Worker Background Check System (Fax any and all documentation regarding the HCWBC system to 217-558-3836 or email to dph.hcwr.pra@illinois.gov)
- [ ] Healthy Homes and Lead Poisoning Surveillance System
- [ ] 'XDRO registry (extensively drug resistant organism)
- [ ] MoveIt File Transfer
- [ ] Portal Community (please specify the name in the Purpose for registration field above)
- [ ] Refugee Health Assessment Program in Illinois (ReHAPI)
- [ ] Smoke-Free Illinois Enforcement System
- [ ] Trauma/HSVI Registry System
- [ ] West Nile Virus System
- [ ] Other (please specify in the Purpose for registration field above)

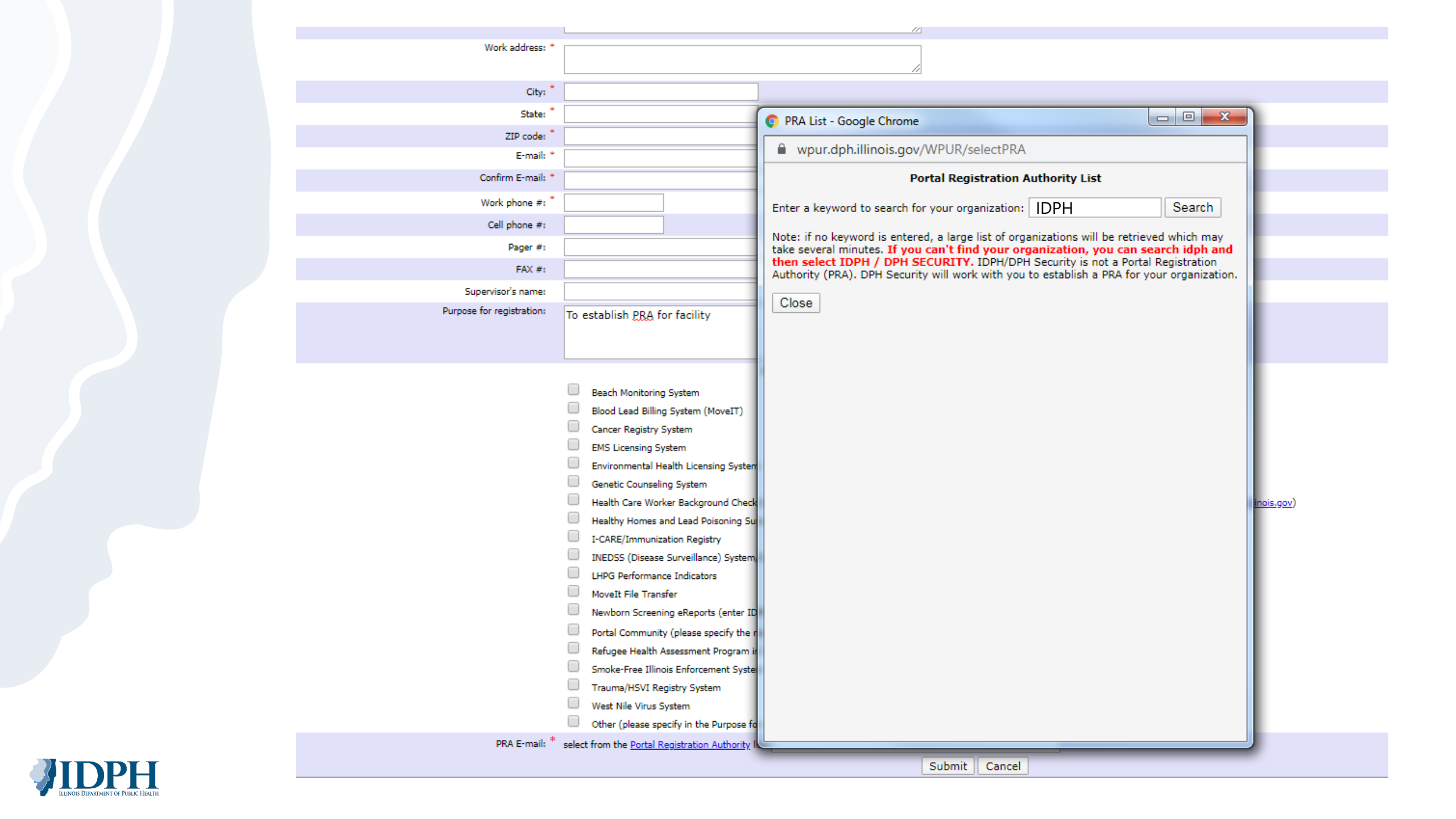
PRA E-mail: * select from the Portal Registration Authority list:

Submit Cancel

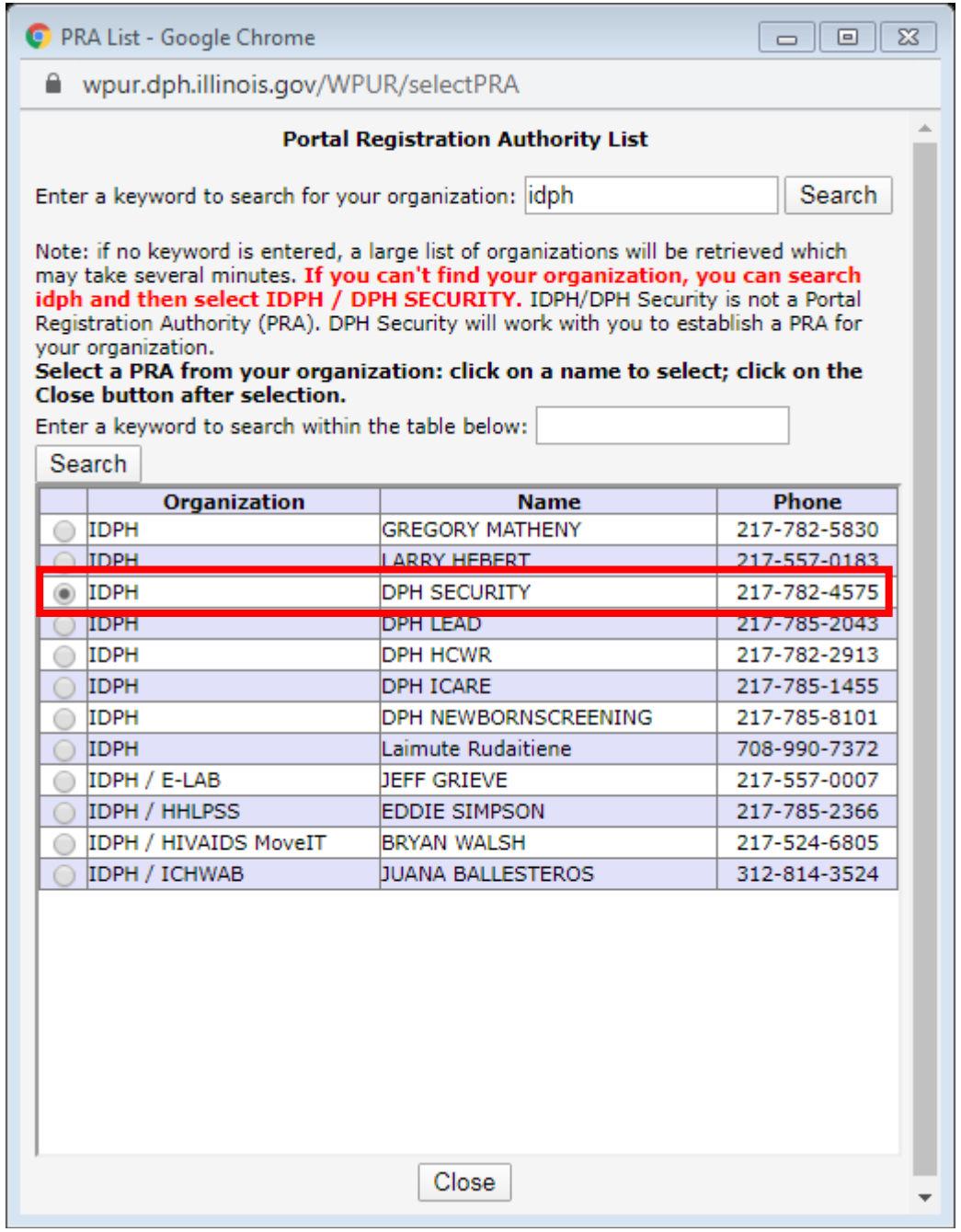
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Purpose for Registration





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Purpose for registration: To establish PRA for facility

Please check the appropriate box(es) below to request access to restricted applications.

- [ ] Beach Monitoring System
- [ ] Blood Lead Billing System (MoveIT)
- [ ] Cancer Registry System
- [ ] EMS Licensing System
- [ ] Environmental Health Licensing System
- [ ] Genetic Counseling System
- [ ] Health Care Worker Background Check System (Fax any and all documentation regarding the HCWBC system to 217-558-3836 or email to dph.hcwr.pra@illinois.gov)
- [ ] Healthy Homes and Lead Poisoning Surveillance System
- [x] 'XDRO registry (extensively drug resistant organism)
- [ ] MoveIt File Transfer
- [ ] Portal Community (please specify the name in the Purpose for registration field above)
- [ ] Refugee Health Assessment Program in Illinois (ReHAPI)
- [ ] Smoke-Free Illinois Enforcement System
- [ ] Trauma/HSVI Registry System
- [ ] West Nile Virus System
- [ ] Other (please specify in the Purpose for registration field above)

PRA E-mail: * select from the Portal Registration Authority list: DPH.SECURITY@illinois.gov

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PRA Agreement Form

idphnet dotcom

HEALTH ALERT NETWORK (HAN) WEB PORTAL REGISTRATION AUTHORITY AGREEMENT

IN ORDER TO PROVIDE THE ILLINOIS DEPARTMENT OF PUBLIC HEALTH (IDPH) WITH ACCESS AND IDENTIFICATION INFORMATION FOR THE PURPOSE OF USER ACCOUNT REGISTRATION AND ADMINISTRATION, IDPH WILL PROVIDE A DESIGNATED PUBLIC HEALTH PARTNER FACILITY (FACILITY) ACCESS TO THE IDPH HAN WEB PORTAL.

INDIVIDUALS APPLYING FOR THE ROLE OF THE PORTAL REGISTRATION AUTHORITY (PRA) FOR A PUBLIC HEALTH PARTNER FACILITY MUST READ THIS AGREEMENT BEFORE ACCEPTING THE RESPONSIBILITIES FOR THIS ROLE.

- If the PRA does not agree to the terms and conditions of this Agreement, the PRA will not be authorized to administer the HAN Web Portal User Accounts for his/her Facility.
- This Agreement will become effective upon submission of the PRA application to, and acceptance by, the IDPH Security Administrator (SA). By submitting this PRA application he/she is requesting the authorization from IDPH to manage user accounts for his/her facility and are expressing his/her agreement to the terms of this PRA Agreement.

The PRA agrees to:

1. Act as a liason, providing a single point of contact and coordination between the Facility and IDPH;
2. Provide true and trusted authentication of Facility HAN Web Portal Users for the purpose of issuing User accounts following the process outlined in the Portal Registration Process document;
3. Serve as a secure conduit of activation/recovery for User accounts and passwords requiring activation/recovery and ensuring prompt notification of terminated employees for the purpose of User account deactivation;
4. Immediately Inform the SA of any account/password compromise situation that would warrant disabling account usage of the detection of the compromise or suspected compromise;
5. Review and obtain a working knowledge of the IDPH HAN Web Portal and assist users with its authorized use;
6. Comply with and enforce all application policies, procedures and rules established by IDPH with regards to the use and protection of IDPH resources.

The PRA agrees to adhere to the following Confidentiality Requirements:

1. To access the HAN Web Portal only in the course of his/her official duties as an employee of the Facility;
2. To maintain confidentiality of all data, documents, memoranda and any other materials accessed from the HAN Web Portal;
3. In the event the PRA needs to share materials obtained from the Portal with other individuals, the PRA will only provide such materials to authorized employees at the facility, and the PRA will ensure those authorized employees agree to adhere to the requirements contained in this agreement;
4. That the information and materials the PRA may access at the Portal contains confidential and proprietary information of the Illinois Department of Public Health;
5. To not disclose orally, nor prepare any writings, reports, publications, etc., or disseminate in any other manner materials contained from the HAN Web Portal for release to third parties, except as specifically required by or with the written permission of the Illinois Department of Public Health;

6. If the PRA receives a request for information from the HAN Web Portal link, the PRA will notify the Department of Public Health immediately. A request for information includes a subpoena, court order, Freedom of Information Act request or a request from a researcher. Any issue whether information is to be released shall be resolved by the Department;
7. In the event the PRA fails to adhere to the provisions contained within the agreement, the PRA shall be subject to any or all of the following: termination from access to the Portal, discipline, and termination from employment;
8. Maintain the confidentiality of passwords provided by the SA or other designated IDPH authorities;
9. All other information required to be kept confidential in accordance with Confidentiality/Privacy Policies enforced by IDPH;
10. The PRA shall inform the SA immediately in the event of the disclosure of any information contrary to this Agreement;
11. The PRA shall keep strictly confidential any passwords, identification, or other information belonging to a User;
12. The PRA shall not use, divulge, or otherwise compromise the integrity of a User account and password.
13. The PRA shall maintain on file signed original or copy User Registration Request forms for all facility requested portal accounts and email and/or other correspondence regarding access modification or deletion of active portal accounts.

Violations of this Agreement

1. Violation of this agreement or of the trust relationship with IDPH may result in IDPH terminating the PRA agreement and revoking PRA priviledges;
2. The PRA acknowledges that a violation of this agreement will result in irreparable harm, and hereby accepts responsibility for his/her actions;
3. Misuse of information technology resources may also subject a PRA to penalties under state and federal law not limited to the Computer Crime Prevention Law (720 ILCS 5/16D).

Disclaimer of Liability

Neither the Illinois Department of Public Health nor any of its employees shall be held liable for any improper or incorrect use of the information described and/or contained in the HAN Web Portal and assumes no responsibility for anyone's use of the information. In no event shall the IDPH web site, web portal, or its employees be liable for any direct, indirect, incidental, special, exemplary, or consequential damages (including, but not limited to, procurement or substitute goods or services; loss of use, data, or profits; or business interruption) however caused and on any theory of liability, whether in contract, strict liability, or tort (including negligence or otherwise) arising in any way out of the use of this system, even if advised of the possibility of such damage. This disclaimer of liability applies to any damages or injury, including but not limited to those caused by any failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, computer virus, communication line failure, theft or destruction or unauthorized access to, alteration of, or use of record, whether for breach of contract, tortious behavior, negligence or under any other cause of action.

PRA Designee Signature Date

PRA Designee Print Name

Facility Administrator Signature Date

Facility Administrator Print Name

Representing Facility Name

PRA Telephone Number

Facility Address, City, State & Zip

Please sign and fax this document to the IDPH Security Office at 217-785-4309 for processing.

Questions regarding this process can be directed to IDPH IT Security at 217-782-4575 or email dph.security@illinois.gov or the IDPH Application Helpdesk at 217-557-2923 or email dph.helpdesk@illinois.gov

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Final Steps

- Email signed PRA agreement form AND signed web portal registration confirmation page to IDPH Security (DPH.Security@illinois.gov) and XDRO team (DPH.XDROregistry@illinois.gov)
  - Alternatively, can fax to 312-338-0390

- PRA applications generally take 1-2 weeks to process.

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Questions?

1. Refer to XDRO FAQ document: https://xdro.dph.illinois.gov/help.html
2. Contact your local health department
3. Email the IDPH XDRO team at DPH.XDRORegistry@illinois.gov

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