Gaining Access to the XDRO Registry

Below are steps for providers to gain access to the XDRO registry (local health departments have a slightly different process). Complete this form to track progress and help you stay on course.
The entire process may take several weeks to complete.

Section 1

For users who have access to the IDPH web portal, but not to the XDRO application.

Do not complete a new portal registration form.

☐ Your Portal Registration Authority (PRA) should send an email to DPH.Security@illinois.gov and DPH.XDROregistry@illinois.gov requesting that you be given access to the additional application "XDRO registry (extensively drug-resistant organism)." **Make sure your PRA includes your full name and User ID.**	Date:
☐ Notification was received for access to XDRO.	Date:

Section 2

☐ Verify your facility has a PRA. (Page 3)	Date:
Name and email address of PRA:	

The PRA could be someone at your facility OR corporate, so check both organizations.

If your facility does not have a PRA, you or someone at your facility can apply to be your facility's PRA.
You can find instructions to do so on the XDRO training page.

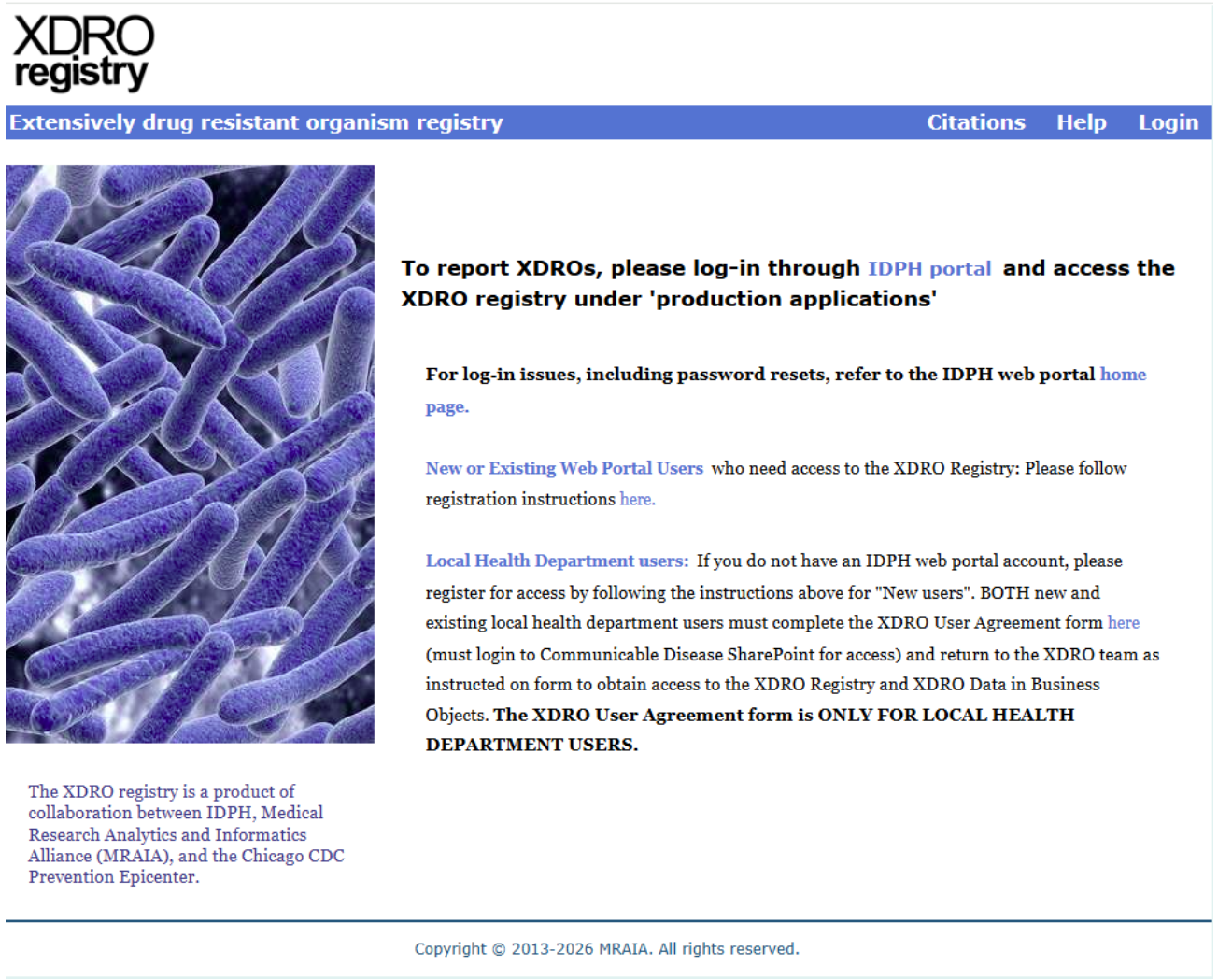
Individual applying for PRA:	
☐ PRA request sent	Date:
**If no response after two weeks, reach out to: DPH.XDRORegistry@illinois.gov	
☐ PRA access granted	Date:

Section 3

For new users who do not have access to the IDPH web portal.

☐ Complete IDPH portal registration form. (Page 4-5)	Date:
☐ Registration confirmation email received (PRA cc'd) (Page 6)	Date:
☐ Web portal access approved by PRA (Page 7)	Date:
☐ Account approval email received from DPH.XDROregistry (Page 8)	Date:
☐ Account activation email received from DPH Helpdesk (Page 9)	Date:
You should gain access to the XDRO registry the following Friday or Monday after your Web Portal account is activated.	

How do I get access to XDRO?



https://xdro.dph.illinois.gov

This is a screenshot from the XDRO registry website, which you can navigate to through the URL on this slide.

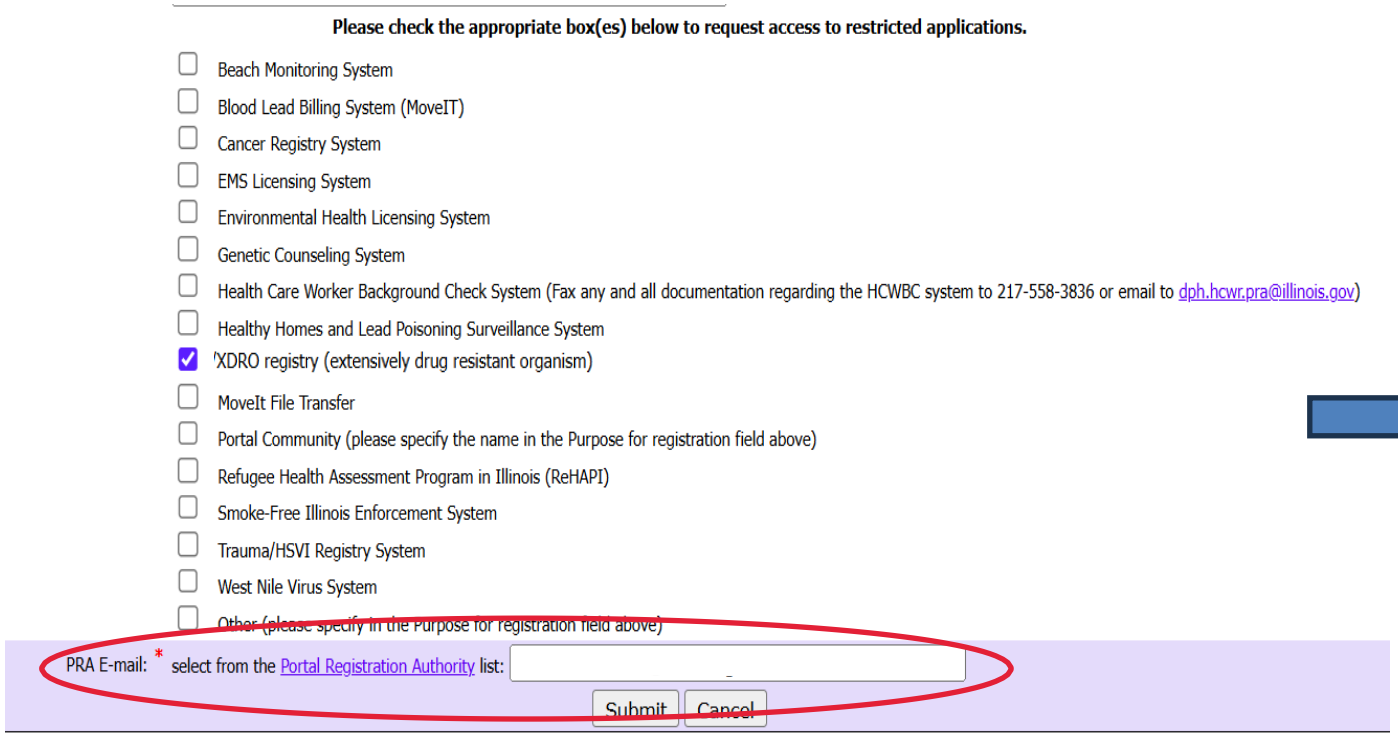
New users must register for access to the IDPH web portal and request access to the XDRO registry application.

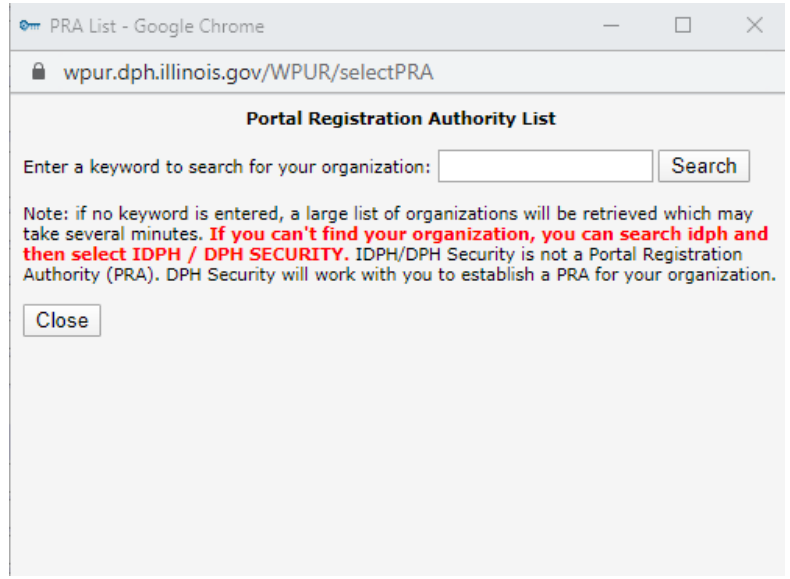
For those who already have access to the IDPH web portal but do not have access to XDRO, you must have your Portal Registration Authority (PRA) send an email to DPH.Security and DPH.XDROregistry and request access for you.

Your PRA is someone at your facility who has been authorized to approve users at your facility. If you do not have a PRA, you or someone at your facility can apply to be your facility's PRA. You can find instructions on setting up a PRA on the XDRO website as well.

IDPH
Illinois Department of Public Health

Portal Registration Authority (PRA) List

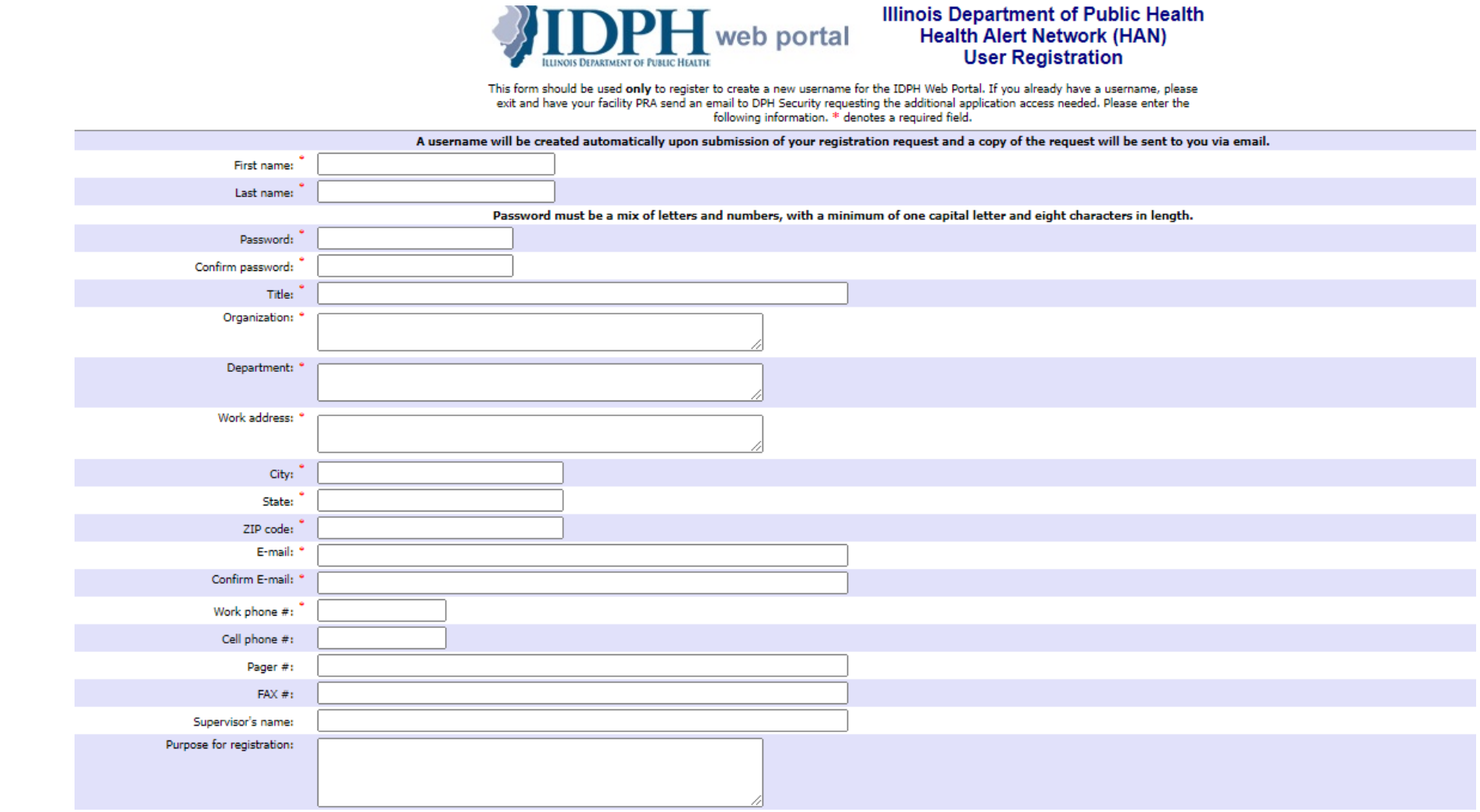




Providers can see the PRA list by clicking the hyperlink under Portal Registration Authority at the bottom of the registration page. A window will pop up allowing the provider to search the list.

The PRA could be someone at your facility OR corporate, so check both organizations.

Registering for NEW Access



IDPH web portal
Illinois Department of Public Health

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.

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: *

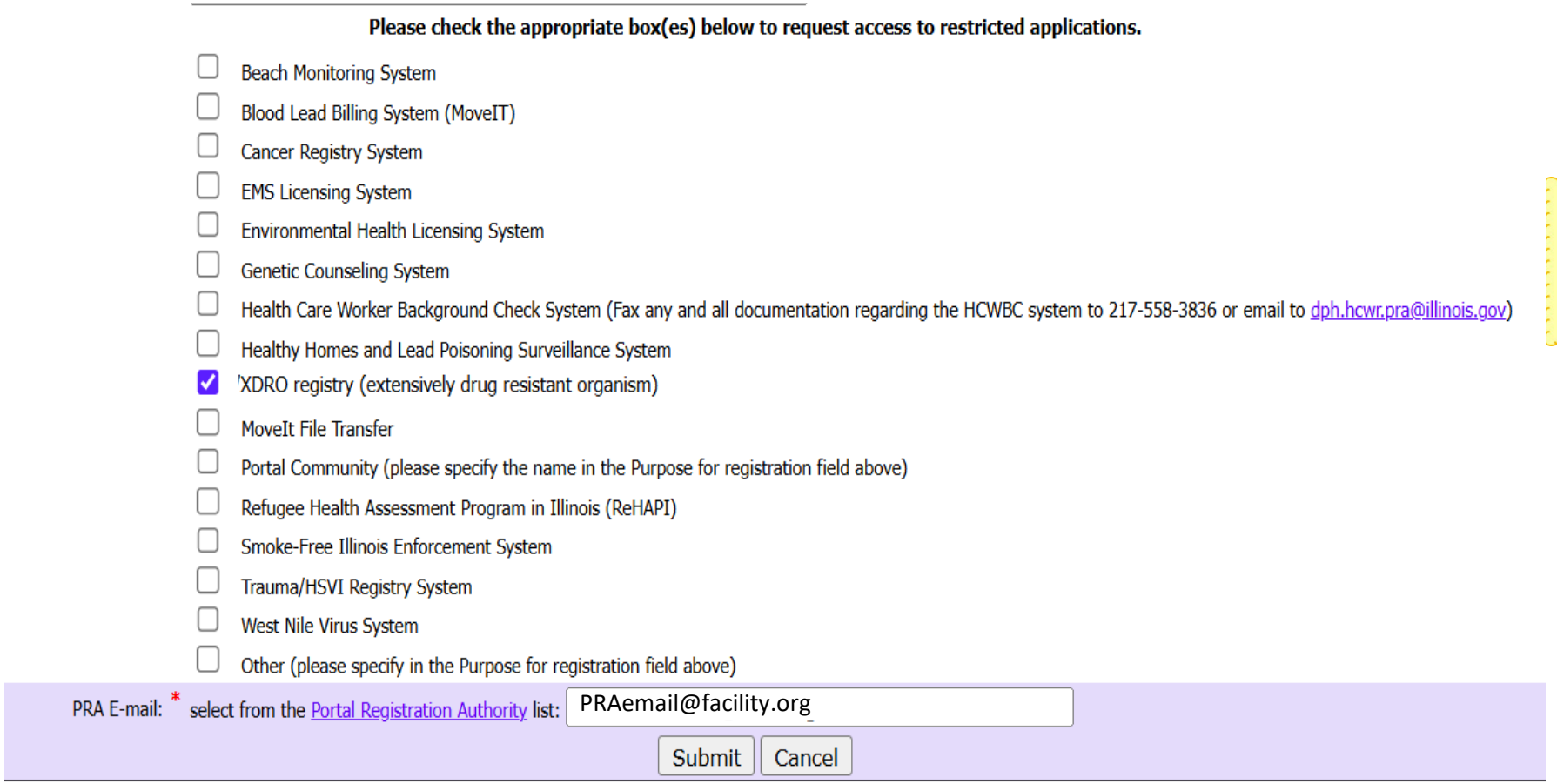
Password must be a mix of letters and numbers, with a minimum of one capital letter and eight characters in length.

Password: *
Confirm password: *
Title: *
Organization: *
Department: *
Work address: *
City: *
State: *
ZIP code: *
E-mail: *
Confirm E-mail: *
Work phone #: *
Cell phone #:
Pager #:
FAX #:
Supervisor's name:
Purpose for registration:

This is what the IDPH portal registration form looks like. Fill out this form with your facility/workplace's information.

Please note: if you change facilities/ workplaces but still need access to XDRO, you will be required to re-register for access using your new facility/ workplace information.

Select “XDRO Registry”

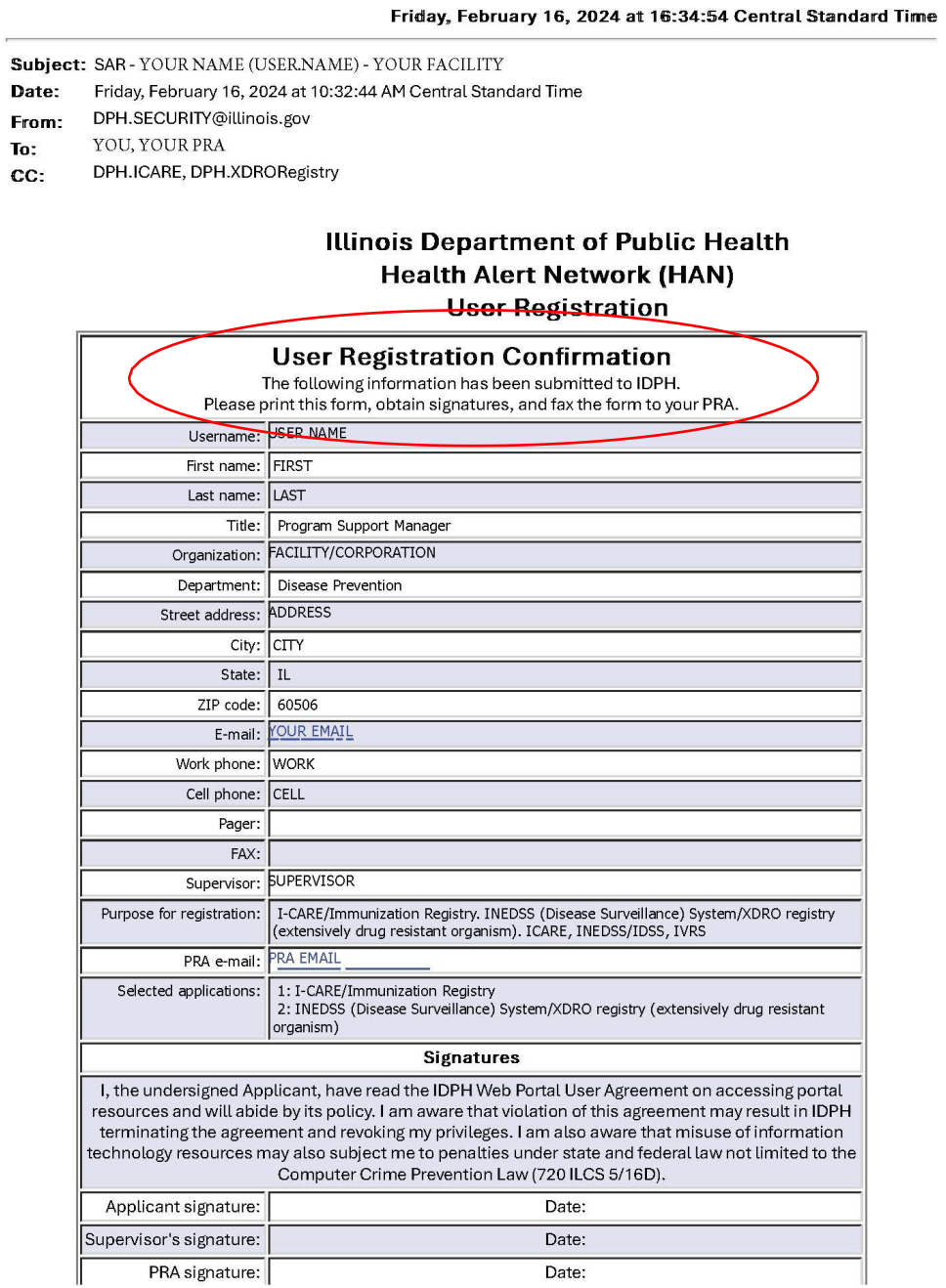


At the bottom of the registration form, make sure you select access to XDRO Registry (extensively drug-resistant organism).

Registration Confirmation

Should receive this right after you complete the registration application.

Read the entire email and follow all instructions to prevent delays.



Friday, February 16, 2024 at 16:34:54 Central Standard Time

Subject: SAR - YOUR NAME (USER.NAME) - YOUR FACILITY
Date: Friday, February 16, 2024 at 10:32:44 AM Central Standard Time
From: DPH.SECURITY@illinois.gov
To: YOU, YOUR PRA
CC: DPH.ICARE, DPH.XDRORegistry

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

User Registration Confirmation

The following information has been submitted to IDPH.
Please print this form, obtain signatures, and fax the form to your PRA.

Username:	USER.NAME
First name:	FIRST
Last name:	LAST
Title:	Program Support Manager
Organization:	FACILITY/CORPORATION
Department:	Disease Prevention
Street address:	ADDRESS
City:	CITY
State:	IL
ZIP code:	60506
E-mail:	YOUR EMAIL
Work phone:	WORK
Cell phone:	CELL
Pager:	
FAX:	
Supervisor:	SUPERVISOR
Purpose for registration:	I-CARE/Immunization Registry. INEDSS (Disease Surveillance) System/XDRO registry (extensively drug resistant organism). ICARE, INEDSS/IDSS, IVRS
PRA e-mail:	PRA EMAIL
Selected applications:	1: I-CARE/Immunization Registry 2: INEDSS (Disease Surveillance) System/XDRO registry (extensively drug resistant organism)

Signatures

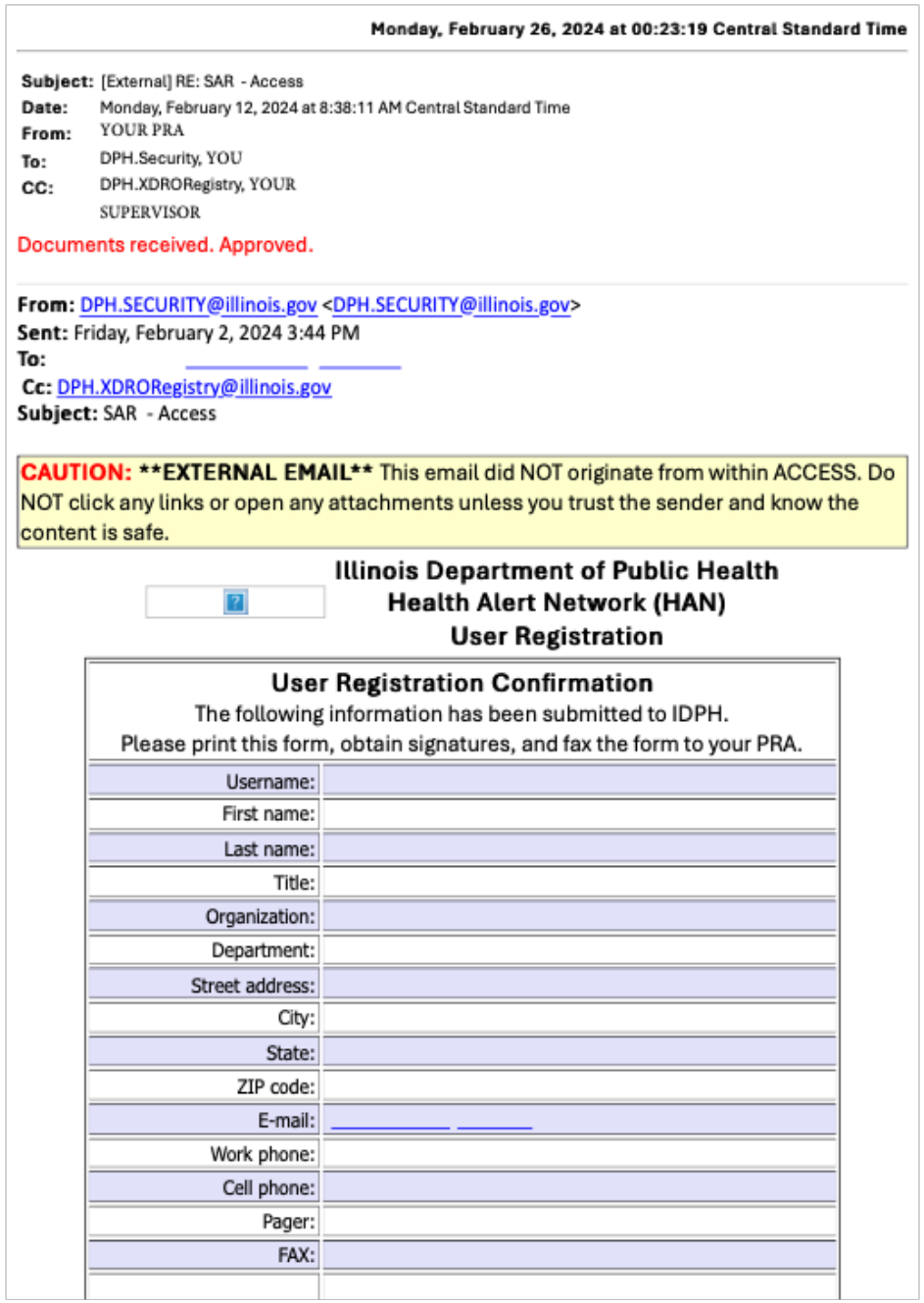
I, the undersigned Applicant, have read the IDPH Web Portal User Agreement on accessing portal resources and will abide by its policy. I am aware that violation of this agreement may result in IDPH terminating the agreement and revoking my privileges. I am also aware that misuse of information technology resources may also subject me to penalties under state and federal law not limited to the Computer Crime Prevention Law (720 ILCS 5/16D).

Applicant signature:	Date:
Supervisor's signature:	Date:
PRA signature:	Date:

Now that you've submitted your application, you should receive this email from DPH Security. Your PRA should be cc'd and notified of your access request.

PRA Approval

Sometimes, the longest delay is waiting for PRA Approval. This is a real example, showing a 10-day delay in approval from the PRA.



Monday, February 26, 2024 at 00:23:19 Central Standard Time

Subject: [External] RE: SAR - Access
Date: Monday, February 12, 2024 at 8:38:11 AM Central Standard Time
From: YOUR PRA
To: DPH.Security, YOU
CC: DPH.XDRORegistry, YOUR SUPERVISOR

Documents received. Approved.

From: DPH.SECURITY@illinois.gov <DPH.SECURITY@illinois.gov>
Sent: Friday, February 2, 2024 3:44 PM
To: [redacted]
Cc: DPH.XDRORegistry@illinois.gov
Subject: SAR - Access

CAUTION: ****EXTERNAL EMAIL**** This email did NOT originate from within ACCESS. Do NOT click any links or open any attachments unless you trust the sender and know the content is safe.

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

User Registration Confirmation
The following information has been submitted to IDPH.
Please print this form, obtain signatures, and fax the form to your PRA.

Username:	
First name:	
Last name:	
Title:	
Organization:	
Department:	
Street address:	
City:	
State:	
ZIP code:	
E-mail:	[redacted]
Work phone:	
Cell phone:	
Pager:	
FAX:	

1 of 3

Once your PRA approves your request, you should get an email like this. Remember that one of the delays to access for IDPH applications is waiting for PRA approval.

This is a real example showing a 10-day delay in approval from the PRA.

Ensure your PRA is providing approval in a timely manner. The IDPH teams cannot move forward without this approval.

Account Approval

Once your PRA approves access, you should get another email like this requesting the DPH Helpdesk to grant your account access to the Web Portal and XDRO registry.

This will be sent out once your PRA approves your access to the XDRO registry.

This is a request to the DPH Helpdesk to enable your account. Your account is not ready yet.

*Note that it may take up to 6 weeks for your account to be activated.

DPH Helpdesk:
Please process a change request to add the following user to the HHAN with access to the XDRO registry as requested by the PRA and approved by [Name], Program Admin. Please notify the user once the request has been completed. Thank you.

Please note: You will be notified by DPH.Helpdesk@illinois.gov once your Web Portal account is activated. You will not have access to XDRO until the following Friday or Monday after your Web Portal account has been activated. **Please direct all XDRO questions to dph.xdroregistry@illinois.gov.**

Account Activation

Friday, February 16, 2024 at 16:15:07 Central Standard Time

Subject: R-SAR - YOUR NAME (YOUR USERNAME) - YOUR FACILITY
Date: Wednesday, February 14, 2024 at 9:41:10 AM Central Standard Time
From: DPH.Helpdesk
To: Szerletich, Catherine
CC: Young, Valerie, Orama, Michael, DPH.XDRORegistry, YOU, YOUR PRA
Yellow Category, Red Category
Category:
Attachments: image002.jpg, image003.png

WARNING: Anyone accessing an IDPH Web Portal MUST use their own, unique username and password. Usernames and passwords are NEVER to be shared. Violations can lead to the account being disabled, or deleted. Thank you for your cooperation.

For 24/7 assistance to reset your password, or other application issues, please, Contact the Customer Service Center by phone at **1-800-366-8768, Option 1,** then **Option 1** for password assistance OR **Option 7** to reach DPH support personnel, or by e-mail at **dph.servicedesk@illinois.gov**.

Go to **www.idphnet.illinois.gov** to access ALL IDPH applications, now including Trauma/HSVI & GCS.
Select the **Login** link to proceed to the Web Authentication page.
Select the **Domain** dropdown arrow to choose **DPH Employees**.
Enter the **username** and **password**.
Click **Log On**

To change your own password:
0. Log into your portal account
1. Click on "Change Password", located in the left-hand column of the home page
2. Follow the directions precisely, any deviation will probably result in your account locking

I-CARE Users will not be able to access I-CARE until you receive confirmation from DPH ICARE

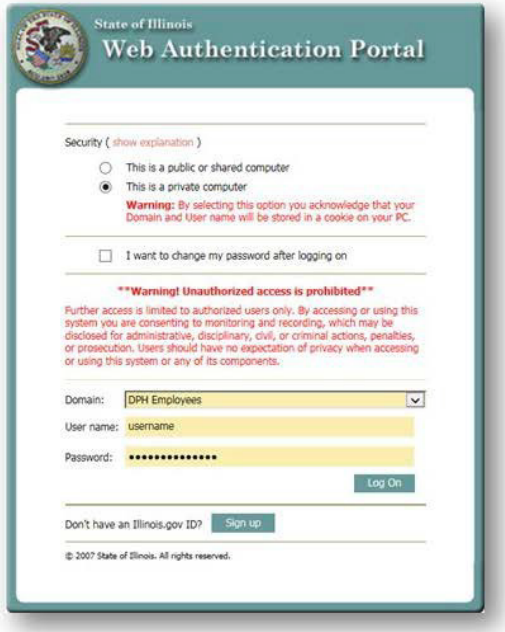
*** Multiple Applications ***
I-CARE set up, <Insert Additional Apps> to be done separately

---

This message is being sent as notification that your IDPH Web Portal account has been enabled. The username is (YOUR.USERNAME) and can be accessed immediately unless you are an I-CARE user. ICARE users will receive a separate email from DPH.ICARE@illinois.gov that includes documentation regarding the ICARE application.

To access the IDPH Web Portal Go to **www.idphnet.illinois.gov** to access the IDPH Web Portal Applications, except IVRS.
1. Select the **Login** link to proceed to the Web Authentication page.
2. Select the **Domain** dropdown arrow to choose **DPH Employees**.
3. Enter the **username**
4. Enter the **password** *(Password created by user during registration)*

5. Click **Log On**



Receiving this email means that your account has been enabled, and you should now have access to the Web Portal.

Although the XDRO icon may appear in your Web Portal account, it will not be activated until the following Friday or Monday **after** your Web Portal account is activated.

The email will also show instructions on how to log into the IDPH portal and access the applications you've requested.

If you encounter problems with your password or you want to change your password, do the following:
- To have your password reset or to report other application issues, please, Contact the Customer Service Center by phone at 217-524-3648 and 312-814-3648 (4-DoIT), or by e-mail at dph.helpdesk@illinois.gov.
- To change your own password, do the following:
  - Log into your portal account
  - Click on "Change Password", located in the left-hand column of the home page
  - Follow the directions precisely, any deviation will probably result in your account locking

IDPH Security Policy states that anyone accessing the IDPH Web Portal MUST use their own, unique username and password. Usernames and passwords are NEVER to be shared. Violations can lead to the account being disabled or deleted. Thank you for your cooperation.

Robert Andrews, ISS2 Helpdesk Support
Department of Innovation and Technology (DoIT) Illinois Department of Public Health (IDPH)
535 W. Jefferson St., FL-4

How to Log into XDRO Registry

Log in to the XDRO registry 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:

IDPH has a new and easier way to **RESET** your own password!

To reset your password without calling the IDPH Helpdesk or the State of Illinois DoIT Customer Service Center, go to DoIT Identity Management and follow the prompts.

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

For step-by-step instructions on the new self-password reset process, click here.

I need to...

Register for a Portal Account (The ICARE system is used by providers to enter patient vaccine administration information. Individuals interested in receiving a vaccine should not enroll in ICARE, but may contact their local health department for additional information.)

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.

To log into the XDRO Registry, you must enter through the IDPH web portal.

There's a URL on this page that directs you to the portal home.

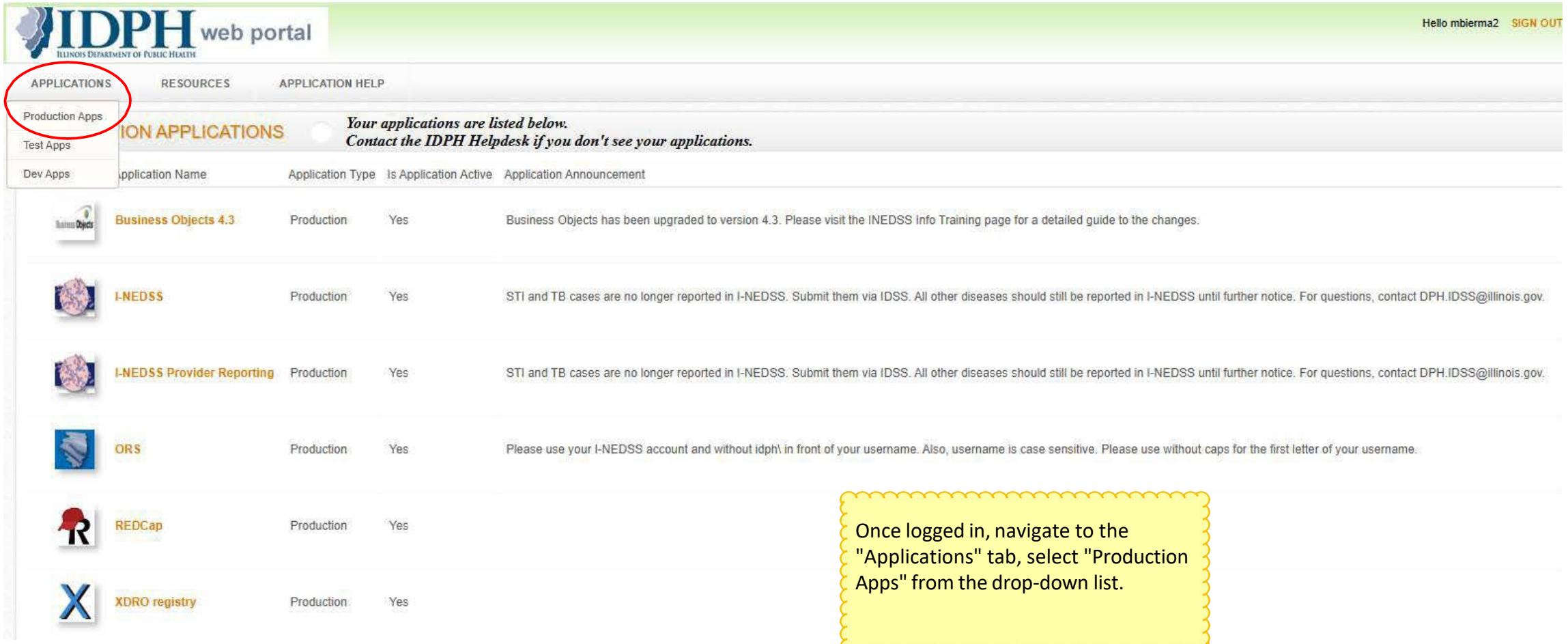
Once on the web portal home page, click on "DPH Portal Login."

Enter your username and password.



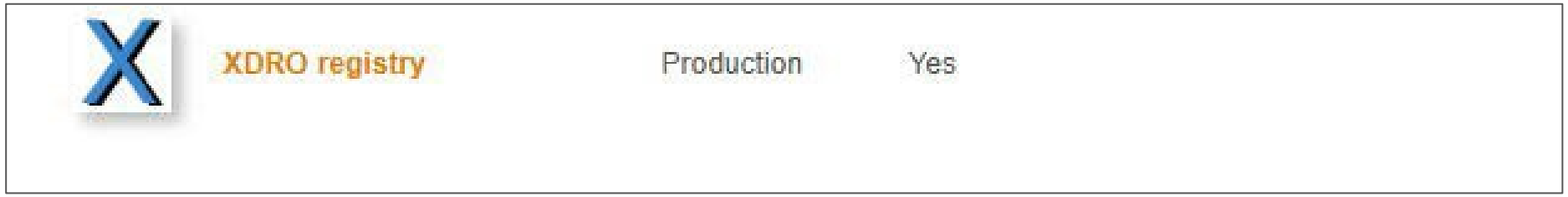
Once you reach the login page, enter your username (provided by IDPH) and the password you set up.

Select “Production Apps”

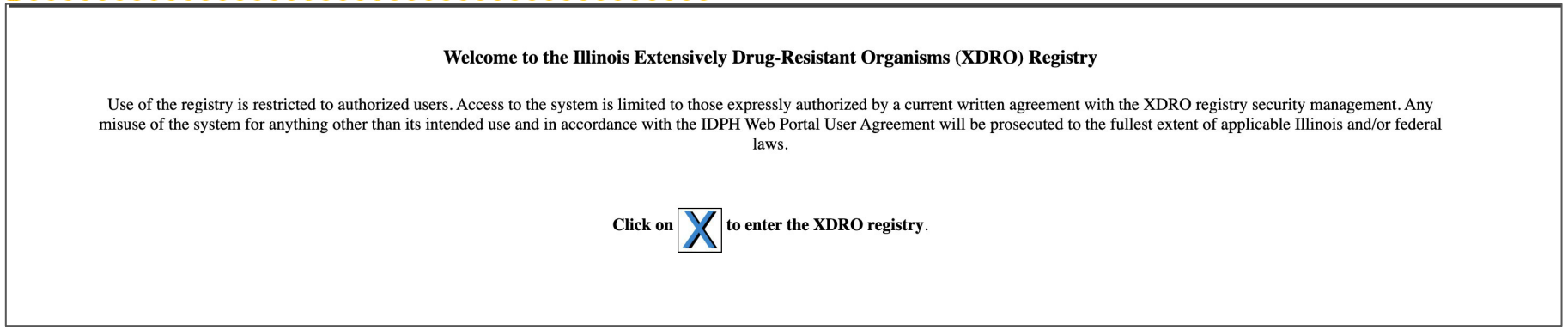


Once logged in, navigate to the "Applications" tab, select "Production Apps" from the drop-down list.

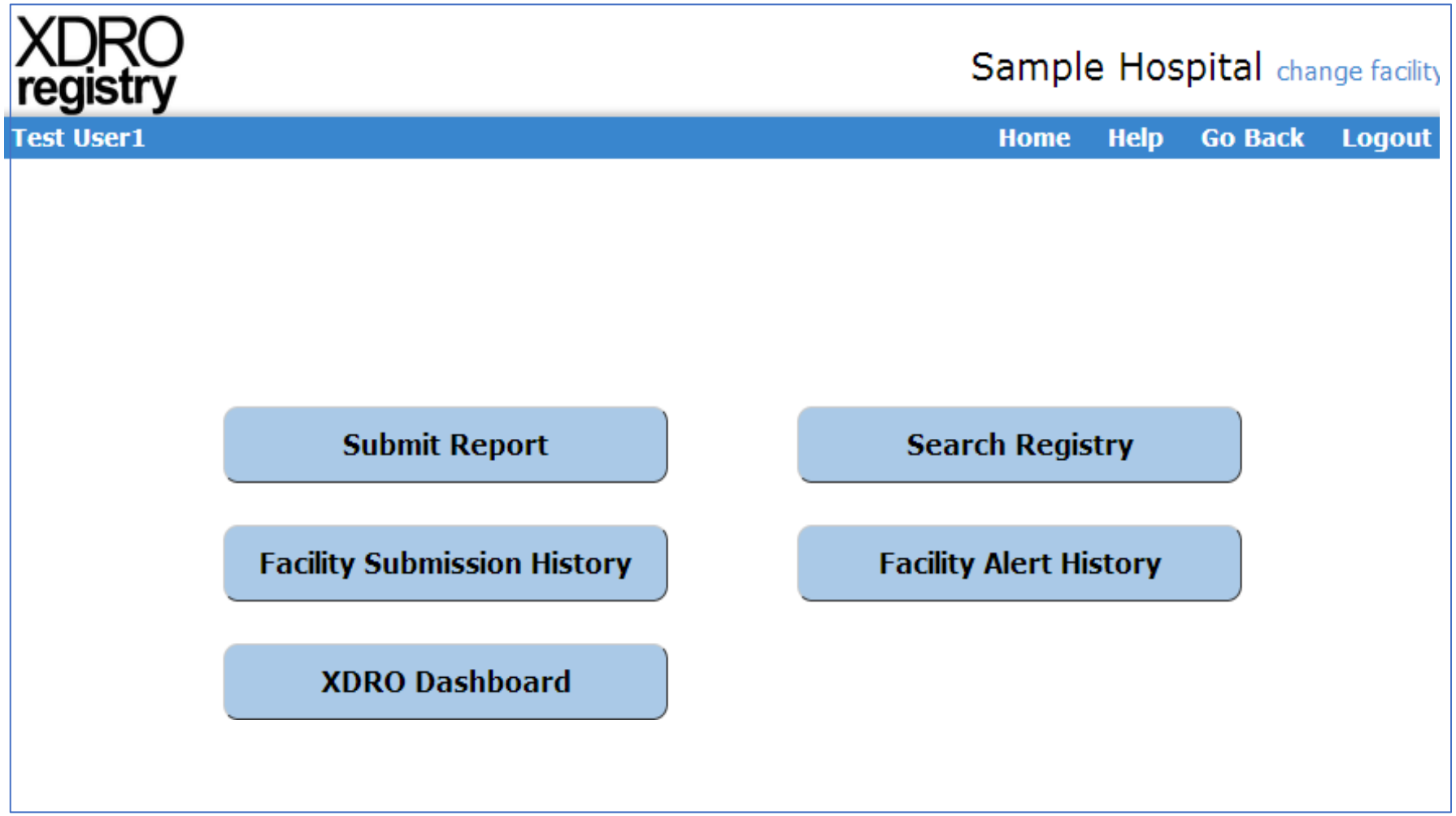
Select “XDRO Registry” from the Production Apps List.



The XDRO Registry will open in a new tab – click the “X” to enter the external XDRO Registry website.



Registry Home Page



You will be directed to the XDRO Registry landing page.

You should have five buttons on your home page:

- Submit Report
- Facility Submission History
- XDRO Dashboard
- Search Registry
- Facility Alert History