
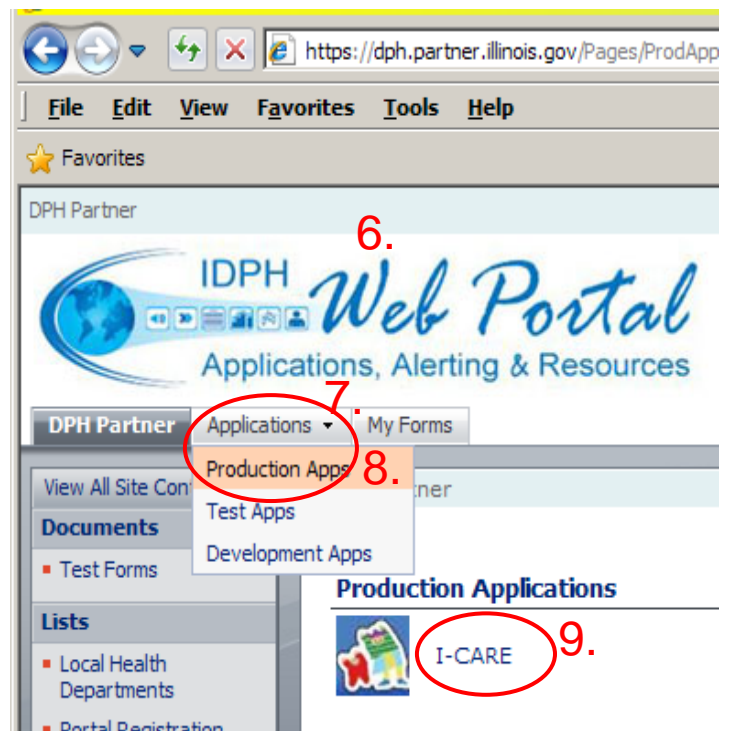
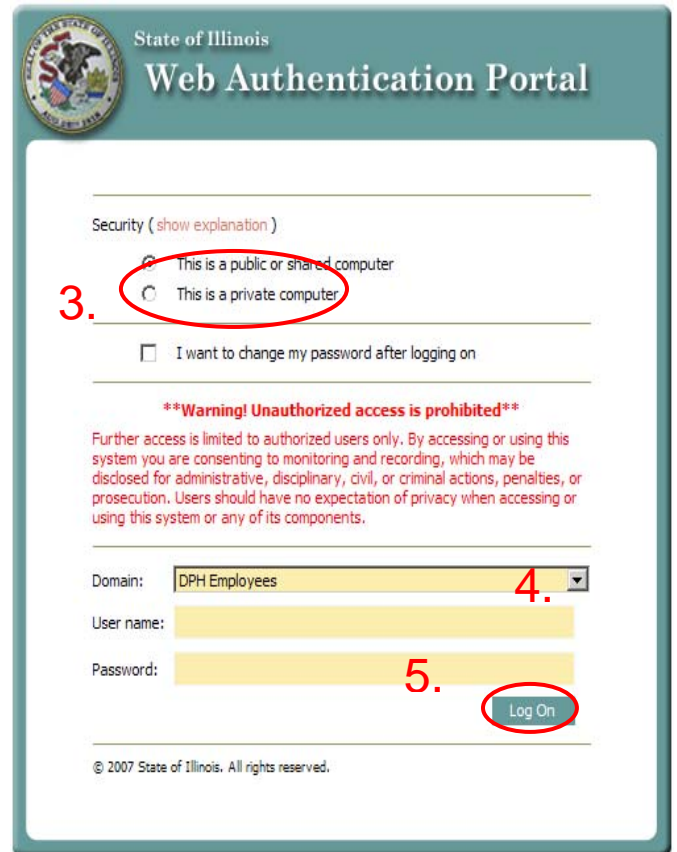


# IDPH Web Portal First Time Login Procedures for I-CARE

1. Open Internet Explorer and in the address bar enter: [www.idphnet.illinois.gov](http://www.idphnet.illinois.gov) to navigate to the IDPH Web Portal Home page (or just **click on the link above**) and where it says “Current Users Click Here to Access the portal:” click on **Login**.
2. Once on the Web Portal Home page, create a shortcut by going to Favorites, **Add To Favorites** and click on **Add**.
3. At the Web Authentication Portal screen, select “This is a private computer” unless you are at a public coffee shop, motel or library etc.
4. Select the Down Arrow for the “Domain:” field, then scroll down and select the “**DPH Employees**” option, **not DHS..**  
**NOTE: All Web users Must select the “DPH Employees” Domain option to successfully log into the portal.**
5. Enter User name and Password in their respective fields and click on the **Log On** button to log in.
6. Upon successful completion of the login process, you will be directed to the IDPH Web Portal Partner Applications screen.
7. Near the upper Left corner of the screen, move your mouse over the small **Applications** tab to display the list of approved available applications.
8. Click on **Production Apps**.
9. Click on the word **I-CARE** to launch the program Home page. (The link’s image does not work.)
10. Also, be sure to **add this Web site to allowed Pop Ups** or the School Physical form and Patient Records will not print. Click on Tools, Pop-up Blocker, Pop-up Blocker settings and add the address (\*.illinois.gov) in the blank where the cursor is flashing. Then click on Add.
11. For further information about how I-CARE works, click on the long green ribbon on the Home page to view training videos: 



Questions regarding this process can be directed to the Customer Service Center by email at: [DPH.Servicedesk@illinois.gov](mailto:DPH.Servicedesk@illinois.gov) or by phone at: 1-800-366-8768  
Select Option 1, and then Option 1 again.  
Regular business hours: 8:00 am to 5:00 pm,  
Monday through Friday except on State Holidays.