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MEMORANDUM

- TO: VFC Program Medical Directors, Vaccine Coordinators Illinois Vaccine Providers, I-CARE USERS, I-CARE PRAs, Local Health Department Administrators
- FROM: IDPH Immunization Section
- DATE: October 24, 2024
- RE: Important Changes to I-CARE Access

Starting on November 1, 2024, all I-CARE users will login through OKTA.

NEW LOGIN PROCEDURE FOR I-CARE

The Immunization Section is reaching out to inform you of upcoming changes to the I-CARE system login process. These changes will enhance security and streamline how users access the Illinois Comprehensive Automated Immunization Registry Exchange (I-CARE). Important updates and what to anticipate:

OKTA Implementation

- 1. Starting **November 1, 2024**, OKTA will replace the IDPH Web Portal as the access point for I-CARE.
- 2. All active I-CARE users (those who have signed in since May 1, 2024) will be migrated to OKTA.
- 3. Active users will receive an email from OKTA (SOI-No Reply) on or after October 25, 2024.
- 4. Upon receiving the email, users will need to set up their OKTA account and create a password within **7 days** of the email notification.
- 5. Users who have **not signed into I-CARE since May 1, 2024**, and still require access, will need to complete a new enrollment for I-CARE. <u>Individual I-CARE Access</u>

SAMPLE EMAIL

To help prevent users from marking the email as spam, please refer to the example below.

s	tate of Illinois ILPartner Account
н	
	n ILPartner account has been created for you based on you needing access to a tate of Illinois Agency App. Your username is
	ou will need to complete the activation and configuration of your account via the ctivation link below.
se to	Then requested to setup your Multi-Factor Authentication (MFA), it is suggested you stup at least two authentication methods. If one is not available, you have the option switch to another method without contacting the support team. Okta Verify is a referred method.
	Click the following link to activate your account:
	Activate ILPartner Account
	This link expires in 7 days.
Tł	ne State of Illinois ILPartner sign-in page is https://ilpartner.illinois.gov
	you experience difficulties accessing your account, please visit the DoIT Report a roblem page for assistance.
	This is an automatically generated message from Okta. Replies are not monitored or answered.

What can you do to prepare?

PRAs and Supervisors can assist with this implementation by communicating this change to users immediately.

Updated Emails: To ensure a streamlined transition it is important that users have their current email listed in I-CARE. Email updates can be submitted through Quick Assist <u>I-CARE User Updates</u>. Changes can include a user's name change, email, site placement, access level, and the notification to delete a user.

Recent Login: Users who have logged in since May 1, 2024, will receive an email from OKTA to create a new account. Emails will be sent out on 10/25/2024. Users need to create the account within 7 days.

PROTECTING HEALTH, IMPROVING LIVES Nationally Accredited by PHAB If the account is not created within 7 days, the user will need to reach out to <u>dph.icare@illinois.gov</u>

Users that do not set up a new OKTA account by **November 6, 2024**, will need to complete a new enrollment for I-CARE. <u>Individual I-CARE Access</u>

Beginning November 1, 2024, users that have created their account in OKTA will be able to log into I-CARE through this site <u>https://ilpartner.illinois.gov</u> Users that use the IDPH Web Portal to sign in to I-CARE login will be redirected to OKTA.

CONTACT US FOR MORE INFORMATION

We appreciate your understanding and patience as we work to improve our services. If you have any questions about these changes or require assistance, please contact our support team at dph.icare@illinois.gov.