

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

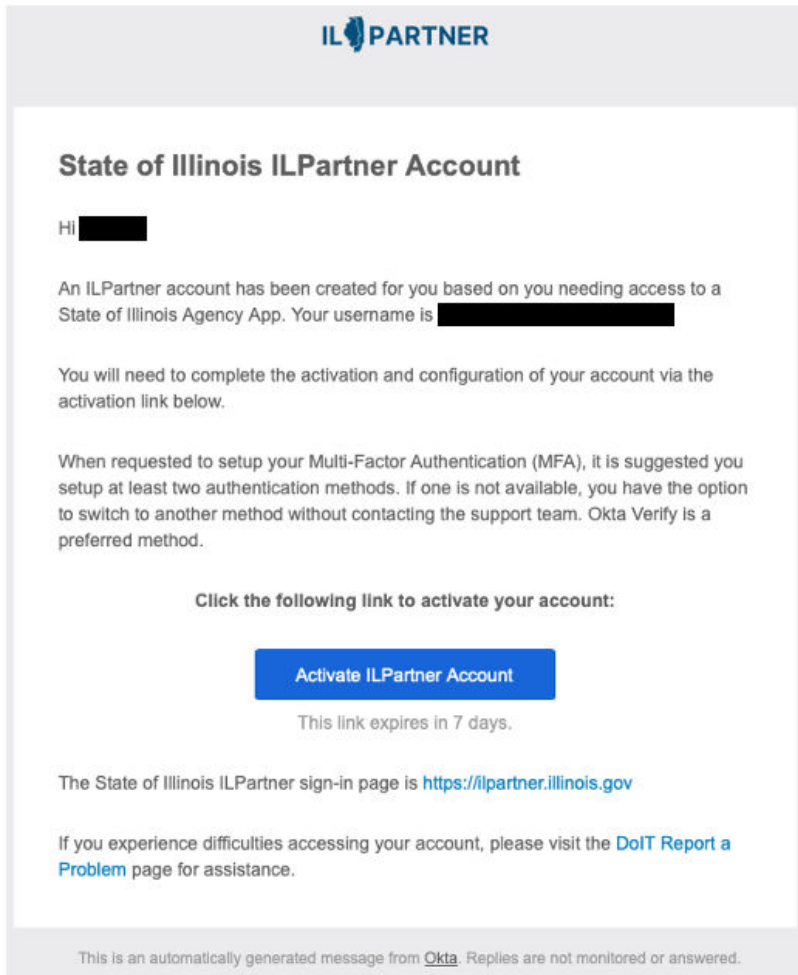
The Immunization Section is reaching out to inform you of upcoming changes to the I-CARE system login process. These changes will enhance security and streamline how users access the Illinois Comprehensive Automated Immunization Registry Exchange (I-CARE). Important updates and what to anticipate:

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. [Individual I-CARE Access](#)

SAMPLE EMAIL

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



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 [I-CARE User Updates](#). 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.

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If the account is not created within 7 days, the user will need to reach out to dph.icare@illinois.gov

Users that do not set up a new OKTA account by **November 6, 2024**, will need to complete a new enrollment for I-CARE. [Individual I-CARE Access](#)

Beginning November 1, 2024, users that have created their account in OKTA will be able to log into I-CARE through this site <https://ilpartner.illinois.gov> 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.