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Illinois Department of Public Health

Office of Health Care Regulation (OHCR), Bureau of Long-Term Care

LTC Online User Portal and SIREN Messaging Accounts

Since early 2023, all facilities have been sent communication via SIREN Alerts messaging and direct email messaging from the IDPH Office of Health Care Regulation (OHCR) with information and requests to set up User Accounts for the new online portal.

If you did not receive any of these communications, then you likely do not have a current account registered in SIREN for your facility, and/or your Administrator and other contact information for your facility has not been updated (please remember the statutory requirement is that Administrator changes must be reported within 5 days of the change).

If you have not done so yet please ensure that you begin the user account request processes for your facility, as it is imperative all facilities have their user accounts ready and active when the online portal becomes the usage requirement for Long Term Care Licensing, Facility Related Incidents, Communication, etc.

This document will share information about Online Portal User Account Registration, as well as SIREN Alert messaging registration. Please ensure your facility completes/updates the SIREN registration and Online Portal Registration process (if you have not already done so).

We would recommend that each facility add the addition and removal of both Portal and SIREN User Accounts into their on-boarding and off-boarding processes.

Online Portal Access

The IDPH Office of Health Care Regulation's implementation of the Online Portal is the first step in transitioning all processes and communication for Long Term Care needs into a single source system. While the full overall implementation will likely take a few years, the Licensing, Facility Related Incidents, and change requests for facilities are already in the system, and will soon be the required path for all facilities and the IDPH OHCR Long Term Care staff,

It is important to get all registrations and other users added as soon as possible to ensure the accounts are active/ready for use, and the users know how to navigate the portal for daily operational needs and requirements when the portal is designated as the required avenue of communication and processing.

Each facility is allowed:

- 1 Legal Entity User that must be on record as part of the Ownership of the Operator Licensee Legal Entity.
- Facility Users that will be part of the onsite operational needs and reporting for each facility.

A single user can be attached to multiple facilities, please follow the process included later in this document to link/add the additional facilities and user accounts.

A Facility User can only be added by the Legal Entity/Ownership User Account.

Facility Users cannot register themselves, IDPH LTC staff cannot add facility users, LLCs software support cannot add facility users, Department of Innovation & Technology cannot add facility users, and facility user requests are no longer accepted via email. All user request type must follow the processes below, there are no exceptions.

Legal Entity/Ownership Online Portal User Account registration and access:

A Legal Entity/Owner on the current ownership records must enroll in a User Account as the first step (the entirety of the process takes 5-7 business days)

1. https://llcs.dph.illinois.gov/s/?language=en_US
2. At the top right there is a button for Register Legal Entity/Registered Agent
 - a) *Please ensure to list what Facility they are requesting in the comments section, or the request will be denied.*
 - i. We need the specific facility information to attach the account request to begin processing.
 - b) *If the requestor is not listed in the current ownership records, the request will be denied.*
3. The user request process goes through multiple state agencies for processing, it can take 5-7 days for full processing:
 - a) LLCs/Online Portal – IDPH processing
 - b) OKTA registration and processing – Department of Innovation and Technology (DoIT).
 - i. You will have to access OKTA to be able to open the online portal access.
 - ii. Watch for emails from the OKTA team to confirm your OKTA registration. This process must be completed, or you will not be able to login to the portal.

NOTE for Legal Entity/Ownership Users: Please do not click “Link Facility” in the online portal to add a Facility to your user account. This is to be used for beginning a Change of Ownership application – and creates a duplicate facility in the system.

Facility User Online Portal User Account access:

After the Legal Entity User has their account ready and fully processed, Facility Users can then be added - This is the only way a Facility User can be added to the system.

1. Legal Entity User will login to their account: https://llcs.dph.illinois.gov/s/?language=en_US
 - a) Select LOGIN at the top right (NOT REGISTER)
2. Select Facility (Not Legal Entity, ensure you select facility).
3. Select "Add Facility User"
4. Complete Facility User information, submit.
5. You will need to complete this for each Facility User you would like to add
6. Notify the prospective user of the following to ensure all steps are completed for processing their access:
 - a) Please note – the user request process goes through multiple state agencies for processing:
 - i. Online Portal request – IDPH processing
 - You may receive an email from IDPH stating when their processing is complete, it then moves to another agency for processing.
 - ii. OKTA registration and processing – Department of Innovation and Technology (DoIT) processing.
 - You will have to access OKTA to be able to open the online portal access.
 - Watch for emails from the OKTA team to confirm your OKTA registration. This process must be completed, or you will not be able to login to the portal.

Add additional facilities to your account access:

This applies to both a Legal Entity/Ownership User and a Facility User. Please see the steps for each below.

Legal Entity/Ownership User:

1. Send Email to DPH.LLCS@illinois.gov with the following information:
 - a) Full Name
 - b) Email Address
 - c) You are a member of the Legal Entity Membership for the following facilities, please add me as the Facility User:
 - i. List all facilities and their Facility ID/Licensee Number

Facility User:

- A. The Legal Entity User would follow the regular Facility User account access process at the top of this page.

SIREN Alert System

The SIREN alert system originally implemented as the core alerting service for the Department of Public Health's Health Alert Network, has been broadened in scope and utility making it a robust tool for all state agencies and partners with alerting, notification, and collaboration needs to any facility and contact that is registered.

It is always suggested that the Administrator(s) and at least one permanent contact for the Legal Entity/Ownership of the Operator/Licensee be registered for SIREN.

We also suggest having enrollment in SIREN as part of an onboarding process for new Administrators (as well as the offboarding process for exiting Administrators). It not only gives you emergency alerts, but it is also a single source of messaging/communication when we need to share information with our facilities.

When you register, you will select the communication subcategory for Long Term Care that will ensure your alerts are tailored to your needs.

This page gives you background and instructions for how to register for a SIREN account for Long Term Care Facilities: <https://dph.illinois.gov/siren/long-term-care-assisted-living.html>