June 9, 2014

Q: I was told that only one staff person can have access to the criminal background check website/portal. What is a facility to do if that designated person is out of the office?

A: The IDPH Web Portal Registration Agreement (PRA) requires one designated person per facility to be the IDPH contact and responsible party. However, the PRA person has the ability to assign multiple “users” access to the portal (using the PRA’s access code/password) for the purposes of updating any information on the portal for their employees. Thus, there should not be any problem or disruption to the background check process if the designated PRA is not available. The facility should address this situation in their administrative policies/procedures. If the PRA at a specific facility does not know how to assign other users, they can contact christopher.flemings@illinois.gov for assistance.