Indiana Department of Health Children and Hoosiers Immunization Registry Program - Quick Reference Guide

User Accounts and Passwords

What is a CHIRP User Account?

A user account is the unique username and password needed to log in to CHIRP. All users should have their own account with an associated email address. CHIRP contains confidential information and organizations participating in CHRIP are responsible for authorizing their employees' access. **Sharing CHRIP usernames and passwords is a violation of this agreement.**

How Can I Get A User Account?

If your organization **participates in CHIRP**, and a new user needs to be added to a facility you will need to fill out an Individual User Agreement (IUA) found on the ISDH Immunization Division webpage. Click here.

You may also contact the Help Desk at 1-888-227-4439 or chirp@isdh.in.gov for help setting up a new user account.

- Please provide the Help Desk with the following information:

    ✓ Organization name and address (e.g. School district, hospital, or parent company)
    ✓ Facility name and address (e.g. school or clinic where you work)

You can also visit the ISDH Immunization web page for assistance. Click here.

- If your organization **does not participate in the IIS**:

    ✓ Visit the ISDH Immunization web page to view the steps organizations must complete to get access to the IIS. Click here.

Once a user account has been set-up and activated in CHIRP, the designated user will receive an email from CHIRP in regards to how users access CHIRP, what your username is, and how to create a new password.

What are the Requirements for IIS Passwords?

Passwords must be updated every 120 days and must contain:

- At least 8 characters
- A combination of upper and lowercase letters and numbers

> **!** Passwords should not be shared with anyone.
> Sharing usernames and passwords will ultimately lead to the termination of a user account.

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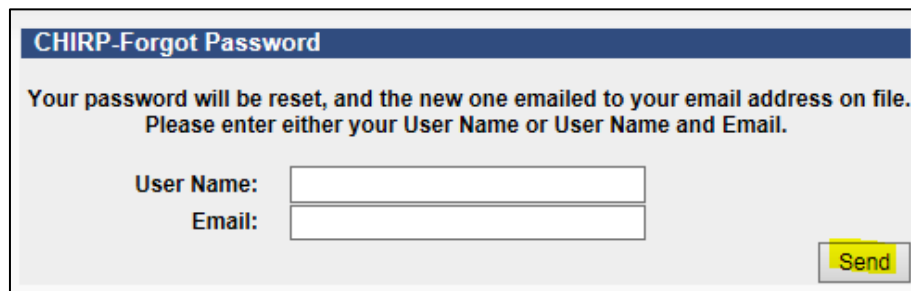## What Can I Do if I Forget My Password?

If you forget your password, follow the steps below to reset it. **You must have an email address associated with your CHIRP user account in order to reset your password.**

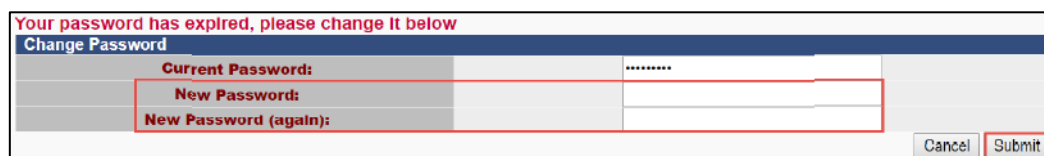1. Click the **Forgot Password** link on the CHIRP login screen.

Username :	
Password :	
	Forgot Password
	Clear Login

2. Enter your **User Name** and **Email**. Then click **Send**.

CHIRP-Forgot Password

Your password will be reset, and the new one emailed to your email address on file. Please enter either your User Name or User Name and Email.

User Name: _____

Email: _____

Send

3. You will receive an email from **CHIRP** containing a temporary password. Please check your inbox, spam, junk and other email folders.

4. Return to the CHRIP login screen. Enter your user name and temporary password.

5. Change your password by entering a new password twice. Then click **Submit**.

Your password has expired, please change it below

Change Password

Current Password:	••••••••
New Password:	
New Password (again):	
	Cancel Submit

6. After successfully changing your password, the system will show the message below. Select Logout in the left navigation menu and then log back in with your new password.

What Can I Do if I Forget My User Name?

If you forget your user name, please contact the CHIRP Help Desk for assistance. They will ask questions to verify that user account information matches the details supplied by the individual. They will provide your user name and direct you to reset your password if they are able to successfully verify account details.

Questions? Please Contact the CHIRP Help Desk at 1-888-227-4429 or email chirp@isdh.in.gov

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