

Children and Hoosiers Immunization Registry Program (CHIRP)



Quick Reference Guide

User Accounts and Passwords

What is a CHIRP User Account?

A user account is a 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 CHIRP are responsible for authorizing their employees' access. **Sharing CHIRP 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 IDOH Immunization Division Webpage. Click [here](#).

You may also contact the Help Desk at 1-888-227-4439 or chirp@health.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 IDOH immunization webpage for assistance. Click [here](#).

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

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

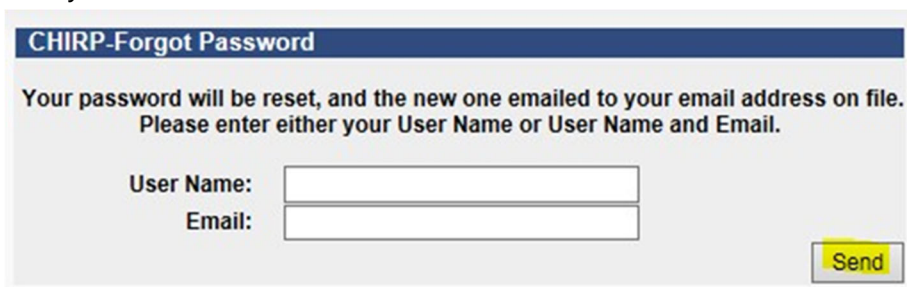
What Can I Do if I Forget My Password?

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 log-in screen

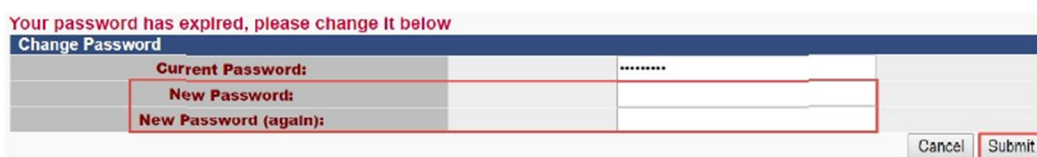
A screenshot of the CHIRP login interface. It shows two input fields: 'Username :' and 'Password :'. Below the password field is a yellow button labeled 'Forgot Password'. At the bottom are two buttons: 'Clear' and 'Login'.

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



The screenshot shows a web form titled "CHIRP-Forgot Password". Below the title, it says "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." There are two input fields: "User Name:" and "Email:". A yellow "Send" button is located at the bottom right of the form.

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 CHIRP login screen. Enter your user name and temporary password.
5. Change your password by entering a new password twice. Then click **Submit**.



The screenshot shows a "Change Password" form. At the top, a red message reads "Your password has expired, please change it below". The form has three input fields: "Current Password:" (with asterisks), "New Password:", and "New Password (again):". There are "Cancel" and "Submit" buttons at the bottom right.

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@health.in.gov