Illinois WIC Program Policy Practice Standards (PPS)
WIC MIS Access Guidance
February 2024

Policy Practice Standards (PPS) assist staff in translating policy into practice. This guidance is intended to be used with the Illinois WIC Policy Manual; Administration section 2.7 to ensure new users have appropriate access to the WIC MIS (I-WIC). Submit all WIC MIS user access communications and questions to DHS.WIC.MISAccess@Illinois.gov and include your Regional Nutritionist Consultant.

Action 1: Creating IDs

All steps in this document MUST be completed to request WIC MIS access.

Step 1. Creating an External Illinois.gov ID
Step 2. Complete the IL444-2022 Community Provider/External User ID and System Access Request form.
Step 3. Form Submission

Step 1. Creating an External Illinois.gov ID

Each WIC staff person from your agency, who needs access to the WIC MIS, will need to obtain an external ID at the DoIT Identity Management website. This is a self-service account management system that allows users to create an Illinois.gov ID and/or reset their account password. You will use the external ID (*Username*) and password you create through this process to log in to the WIC MIS System. Only those with a valid Illinois driver's license can create an account through the DoIT website. Those without a valid Illinois driver's license start with Step 2, for a User ID to be manually created by DoIT.

A. **Access the following website:**
   https://www2.illinois.gov/sites/doit/support/Pages/DoITIdentityManagement.aspx

B. **Click on the third option on the page: Create Illinois.gov Account.**

C. **Enter your work email address, click Submit and wait for a confirmation email.**

Home ▸ Support

DoIT Identity Management

In order to begin the self-registration process, we need to verify that you have a valid email address.

After filling in the form below and then clicking the 'Submit' button, a message should arrive in your inbox from

identityManagement@illinois.gov

containing an encoded link. Clicking that link will bring you back to this site to continue the registration process.

Email Address Verification

Work Email Address: [   ]

Confirm Address: [   ]

[Submit] [Cancel]

D. **When you receive the confirmation email, click on the link to complete the registration process.**

E. **Complete your self-registration form.** Note the following:
- The information you enter must match your Driver's License *exactly*. Entering anything incorrectly could cause your registration to fail.
- Do not add any prefixes or suffixes if they are not included on your Driver's License.
- **Select 'No' for ACTIVE state Employee**.
- When you complete this form, you will be asked to choose a password. You will need this password to log in to the WIC MIS system.

Passwords must meet the following requirements:
- 14 characters in length
- Must contain:
  a. A combination of at least one lower (a through z) and uppercase letter (A through Z)
  b. At least one number (0-9) or special character (!, $, #, %)

Passwords must NOT:
- Contain user's account name
- Contain more than 2 consecutive characters from the user's full name
- Be similar to previous passwords (i.e. only changing the password's ending)

* Fields preceeded by a red asterisk are required.

Self-Registration Form

*First Name: [_____]
Enter your first name exactly as it appears on your driver's license.

*Middle Name or Initial: [_____]
Enter your middle name or initial exactly as it appears on your driver's license.
Leave blank if it is not on your driver's license.

*Last Name: [_____]
Enter your last name exactly as it appears on your driver's license.

*Suffix: [_____]
Enter your suffix (Jr., Sr., etc.) exactly as it appears on your driver's license.
Leave blank if it is not on your driver's license.

*Driver's License Number: [_____]
Enter your 12 digit driver's license number (eg., 'A60012345678'); no spaces, dashes or other special characters are needed.

*Weight on License: [_____]
Enter your weight exactly as it appears on your driver's license. (For weight less than 100lbs, enter a leading zero; i.e., 098).

*Email Address: bward@primocenter.on

*Password: [_____]
Enter a password that conforms to the State of Illinois password requirements (Click here for requirements).

*Confirm Password: [_____]
Confirm your password. The two passwords must match exactly.

*ACTIVE state employee? [▾]   ◄────────
If you are an ACTIVE employee of the State of Illinois, select "Yes; otherwise select "No."

*Company: [_____]
Enter your company name.

[Submit]

F. After you have completed and submitted this form, you will receive the following message via email:

Congratulations!
You have successfully created an Illinois.gov Account Please save this for your records
You have successfully completed the self-registration process and have created an Illinois.gov Account

Please click or tap Recovery Options to configure your password recovery options for this account.

Your Username is: **new.staffhire**

The Domain you will select on the Web Authentication Portal is: **General Public (Not employed by the State of Illinois) [EXTERNAL]**

Please print a copy of this page and retain for your records. Refer to your agency guidelines for further instructions.

The ***Username*** is your External Illinois.gov ID you will use when logging into the WIC MIS. The ***Domain*** for your user account is External. When accessing the WIC MIS, you will choose external.illinois.gov. When accessing the DoIT Identity Management website you will choose External User (Not employed by the State of Illinois).

G. **After you have created your External Illinois ID** *(Username)*:
- Return to: https://www2.illinois.gov/sites/doit/support/Pages/DoITIdentityManagement.aspx and click on : *Account Recovery Options*.
- Set up the options so you can unlock your account or reset your password.

> **If you have a valid IL Driver's License, you MUST complete Step 1 to proceed with Step 2.**
>
> WIC Coordinators, if the registration fails, email the WIC MIS Access contact at DHS.WIC.MISAccess@Illinois.gov to assist with determining the issue.

Step 2. Complete the IL444-2022 Community Provider/External User I.D. and System Access Request Form.

The IL444-2022 form is used to request system access to various DHS user systems, including the WIC MIS. Considering certain fields will be the same for everyone, a prefilled form has been created to facilitate accurate completion of the form. There are two prefilled forms available on the Community Health Training Center website, staff who have an IL driver's license IL444-2022 Form System Access Request and staff without an IL driver's license IL444-2022 Form System Access Request NO IL DL. See Addendum 1 at the end of this document for an example of a completed form for staff who have an IL driver's license.

A. Complete the following fields of the **Community Provider Information** section.
- FEIN No (If you are unsure of your FEIN No, contact your administrator or fiscal liaison.)
- Provider Name

B. Complete the **User Information** section for whom access to the WIC MIS system is being requested.
- In the IDHS ID field, enter the external Illinois.gov user ID created in Step 1 above.
- If you do not have an IL valid driver's license and you are using the correct form, this field will be pre-filled with *No IL DL* and you can proceed to step C.

C. **User System Access Requested** section.
- **Check Other and in the blank field specify** the appropriate *Role in IWIC* from the table below.
  - Find the *Title in IWIC* that best describes the job duties the staff person will be performing, the adjacent role in the *Role in IWIC* column is the role that will be assigned in IWIC.
  - CPA Assistant and Nutrition Coordinator roles are only allowed for approved WIC Paraprofessional Programs. *If you are unsure which role to assign or have questions about a role in the WIC MIS system, contact your RNC.*

Title and Role Descriptions

Title in IWIC	Role in IWIC	Description
Breastfeeding Coordinator	Program Coordinator	CPA qualified WIC staff whose sole duty is the coordination of the local agency's breastfeeding promotion and support activities.
	Program Coordinator/Certifier	Breastfeeding Coordinator who also conducts CPA duties.
Clerk	Frontline	WIC staff responsible for the clerical function related to WIC program services, including verifying identify, residence and income eligibility.
	Frontline & Lab	WIC staff who are trained to perform frontline duties and collect and enter lab data.
	WIC Scheduler	WIC Staff who does centralized scheduling for the agency, including WIC appointments and does not conduct Frontline duties.
Competent Professional Authority	CPA	Staff qualified to perform WIC certifications, prescribe food packages, and provide nutrition and breastfeeding education for WIC participants.
	CPA No MPF*	CPA staff who have not completed Medically Prescribed Formula *only use if it is not the intention of staff to attend training
CPA Assistant- L1	CPA Assistant L1	A CPA Assistant that has completed Level 1 training and can complete anthropometric measurements, bloodwork, secondary education (not including Mid-Certification visits) and assist program explanation.
CPA Assistant- L2	CPA No MPF	A CPA Assistant that in addition to Level 1 roles, has completed Level 2 training and can complete WIC Certifications/Recertifications and Mid-Certification visits.
DBE	BF Peer Counselor	Designated Breastfeeding Expert with specialized training or experience who assists WIC participants with complex breastfeeding problems outside the scope of practice of other WIC staff and whose sole duty is that of Designated Breastfeeding Expert.
Nutrition Coordinator	Program Coordinator	Nutrition Coordinator, who needs administrative access (access to reports, adding EBT Card inventory, QA review, etc.). Nutrition Coordinator is responsible for supervising CPA Assistants.
	Program Coordinator/Certifier	Nutrition Coordinator who also conducts CPA duties.
Peer Counselor	BF Peer Counselor	Breastfeeding Peer Counselor.
	Frontline & PC	Breastfeeding Peer Counselor who also conducts frontline duties.
WIC Coordinator	Program Coordinator	Coordinator who needs administrative access (i.e., Access to reports, adding EBT Card inventory, Quality Assurance review, etc.) and does not meet CPA requirements per policy.
	Program Coordinator/Certifier	Coordinator who also conducts CPA duties.
N/A	Emergency FA	To be used *following approval and assignment from RNC* when a CPA must complete a certification or recertification in its entirety (includes both Frontline and CPA duties).

D. **User Signatures** section
- New User must print, sign and date (electronic signature is acceptable).

E. **Approval Signatures** section
- Coordinator, immediate supervisor, or Agency Director must print, sign and date (electronic signature is acceptable).

Step 3. Form Submission

- **Coordinators email DHS.WIC.MISAccess@illinois.gov and copy your Regional Nutritionist Consultant.**

  - In the email, include:
    - Agency name
    - New staff First and Last Name
    - Title in IWIC
    - Role in IWIC

  - *Forms not completed correctly will be returned.*

- You have now completed Action Item 1. Instructions for next steps will be emailed to the Coordinator.

Action 2: Logging In

Instructions for Action 2 Logging In will be sent to the Coordinator after successful completion of Action 1. There are two environments staff will be granted access, the first, a training environment where staff can practice and learn the processes of the WIC MIS system and the second, the production environment, where staff will be performing certification processes for applicants and participants. Access to the production environment will be processed for newly hired staff two weeks after submission of the IL444-2022 form.

It is the Coordinator's responsibility to generate/maintain a minimum schedule in the Training Environment for agency training needs.

Step 1: Initial Log In to WIC MIS- Training Environment

A. Click on the following link: **https://ilwictraining.dhs.illinois.gov/i-wic/wichome.aspx**
B. Log in:
- Enter your External Illinois ID in the USERNAME field
- Enter your password in the PASSWORD field
- Click LOGON

C. Select the EXTERNAL.ILLINOIS.GOV link

D. Complete all the fields in the New User Info pop-up box. SAVE. You MUST choose your local agency in the dropdown menu to avoid delays in the WIC MIS access process.

E. You should receive at least one of the two following messages:
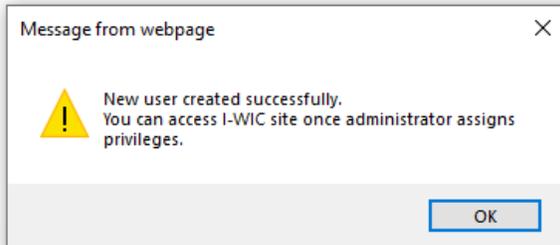
AND/OR:

F. Action 2 Logging In is now complete.

Last Step

Once the staff person's account is created and initial log in has been completed, access and roles must be entered and assigned before newly hired staff can access the WIC MIS training or production environments.

This process will be completed by state staff. Coordinator must submit an email to DHS.WIC.MISAccess@illinois.gov indicating staff have completed Action 2.

Accessing the WIC MIS
It is appropriate to add the WIC MIS as a favorite however, under no circumstance should the Username or Password be saved.

Changes to Staff Roles
- A newly hired Competent Professional Authority (CPA) staff will be assigned the CPA No MPF role. When staff have completed Medically Prescribed Formula (MPF) send an email to DHS.WIC.MISAccess@illinois.gov and your RNC requesting the role to be changed to CPA.
- If you need a staff role changed *permanently,* you must resubmit an IL444-2022 form following the instructions in this guidance.
- If you need a staff role changed *temporarily,* due to Separation of Duties (L WIC PM AD 14.3) you must contact your Regional Nutritionist Consultant. Staff roles will be monitored by the Department and removed if unauthorized.

Temporary Leave
If a staff person active in IWIC will be on a temporary leave, Coordinator must change the User Status to temporarily inactivate the user's ability to access IWIC. In the Admin module, under the Staff Information tab, User Status field, check the Temporarily Inactive radio button and Save. Once staff return, change the User Status back to Active. If the staff person will be on leave for an extended amount of time, over 3 months, the External ID account will be disabled, contact DHS.WIC.MISAccess@illinois.gov. to have the account reinstated.

Name Change
Once a user ID is established for the WIC MIS and there is a name and/or email change, you must contact DHS.WIC.MISAccess@illinois.gov.

Terminating Access to the WIC MIS
If a staff person is permanently leaving employment and access to the WIC MIS is no longer appropriate, user must be made Inactive and a request to remove access submitted on the last day of employment.

Step 1: Inactivating in IWIC

A. In the ADMIN module, access the **Staff Information** screen located under the **User Setup** jellybean.
B. Select the terminated user from the **Staff Members** dropdown list, then click the **Go** button.
C. The screen will refresh displaying the user's first and last name, with a User Status of Active.
D. Change the **User Status** to **Inactive.**
E. Click the **Save** button to save the changes.

Step 2: Complete and Submit IL444-2022 requesting to Delete User ID

A prefilled form has been created to facilitate accurate completion of this process. Access the Community Health Training Center website and select IL444-2022 Form Delete User ID [IL444-2022 Form Delete User ID Request](#).

    A. Complete the following fields of the **Community Provider Information** section.
- Provider Name

    B. Complete the following fields of the **User Information** section for whom access to the WIC MIS system is being removed.
- First Name
- Last Name
- IDHS ID field, enter the external Illinois.gov user ID.

    C. **Approval Signatures** section
- Coordinator, immediate supervisor, or Agency Director must print, sign and date (electronic signature is acceptable).

    F. Submit the completed form to **DHS.WIC.MISAccess@illinois.gov** and copy your Regional Nutritionist Consultant.

Addendum 1: Sample Completed Form

State of Illinois
Department of Human Services - Office of Information Technology

COMMUNITY PROVIDER / EXTERNAL USER I.D. AND SYSTEM ACCESS REQUEST

Action Requested
Add User ☐   Security Administrator ☐   Delete User ID ☐   System Access Only (ID Previously Assigned) ☒

Community Provider Information (Please Print)

FEIN No. (Required): 12-3344455		IGA/DSA No. (Required): IWIC Contract Terms & Conditions	
Agency Number: N/A		Medicaid ID Number: N/A	
Provider Name (Required): WIC AGENCY NAME			Date of Birth: N/A

User Information

First Name: NEW   Last Name: STAFFHIRE

Full Work Address: 1234 E. WIC AVENUE, SPRINGFIELD, IL, 62701

Work Email Address (must not be a shared email address): NEW.STAFFHIRE@WICAGENCYNAME.COM

Work Telephone (and extension if applicable): 217.111.1221   IDHS ID, if already assigned: NEW.STAFFHIRE

User System Access Requested

☐ FTP   ☐ MedScreen   ☐ Mobius View   ☐ eRIN   ☒ Other (specify): Frontline & Lab

☐ SIS On Line   ☐ DMH Jail Link   ☐ Cornerstone   ☒ IWIC

☐ FOID   ☐ CIRAS/CMA   ☐ IDHS Provider Claims   ☐ IES

To Be Completed for all Transactions Except "Delete User ID":

I understand that the use of the IDHS systems, software, programs, data, manuals, and facilities is intended for and may only be used for the purpose of accomplishing the official business of the Illinois Department of Human Services. I understand that Illinois statute and IDHS policy prohibit disclosure or discussion of any confidential IDHS information without proper written authorization. I understand that I am personally responsible for all usage under my User ID and **I agree not to give my User ID or password to anyone**. I further understand that system usage is logged and my access to use the system may be denied or revoked by IDHS.

NEW STAFFHIRE
User Printed Name:

User Signature: *signature*   Date: 10/25/2023

Approval Signatures (required)

Coordinator PrintedName
Community Provider / External Entity Executive Director Name (printed):

Community Provider / External Entity Executive Director Signature: *signature*   Date: 10/25/2023

IDHS Program Approving Authority's Name (printed):

IDHS Program Approving Authority's Signature: Date:

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