CHIRP SUPPORT CENTER
Security Policy
Revision date: April 16, 2004

User/Facility Account

The user account is secured by use of a username and a password. The username and password is not to be shared with any other person. This includes the user's supervisor and co-workers. Sharing this information violates the Individual Confidentiality Agreement signed when applying for CHIRP access. Each CHIRP user will have their own personal username and password.

For an account to be created, all forms need to be mailed to the CHRIP Support Center. An Individual User agreement, Individual Confidentiality Agreement, Provider Enrollment Agreement, and an Additional Site Enrollment form, for each additional site, must all be completed, signed and dated. To expedite creation of the account, these forms can be faxed prior to being mailed. The Chirp Support Center or associated Chirp Recruitment Specialist will offer any assistance with completing the forms correctly. Any incorrectly completed forms received, will have to be resubmitted by the enrolling facility. This facility will be contacted by the CHIRP Support Center or corresponding CHIRP Recruitment Specialist, to notify site or user of needed changes. The CHIRP Support Center may inactivate any user or facility that does not mail in the original signed forms within a reasonable time frame, to be determined by the CHIRP Support Center. The inactivated accounts will be re-activated upon receipt of the signed enrollment forms.

User Removal

When a CHIRP user no longer works for the participating CHIRP facility, an Individual User Removal Form must be completed and mailed to the CHIRP Support Center. This may be faxed to speed processing, as long as it is immediately mailed. If the employee gives notice to leave, the Individual User Removal Form can be sent in prior to the employee's departure. Included on the form will be the date to inactivate the users account. The CHIRP Support Center will inactivate the user account of the included user on the Removal Form. This will be completed on the date requested to do so. In the event this employee is hired by another participating CHIRP facility, or is re-hired by the same facility, all new user forms will need to be completed and mailed to the CHIRP Support Center. Faxing the forms will be accepted practice as long as they are mailed immediately afterward.

When the CHIRP Support Center receives the properly completed forms, the user will be reactivated with the appropriate rights and permissions assigned.

Username

The username consists of the first initial of the user's first name and full last name up to a total of 30 characters. No special characters are too be used. For example: Dash, comma, @, #, $, %, &, and *. If for some reason the Chirp Support Center needs to deviate from this standard, the user will be notified by phone.

In the case of a forgotten username, the CHIRP Support Center can be contacted. The user can receive the correct username over the phone. Any other contact information pertaining to the users account or facility can also be updated via this phone conversation. For example: email address and mailing address. Password information will **NOT** be discussed over the phone or email.

The CHIRP Support Center reserves the right to change the naming convention of any one or all user's username. In this event, all parties involved will be notified prior to the change.

Password

The password will consist of a maximum of 30 and no less than 6 characters. At least one letter and one number must be included. Any association with the user's name, Facility, or the position of the user will not be permitted. For example "dpeterson, 12ISDH, or nurse1" are not acceptable passwords. The CHIRP Support Center reserves the right to change the password criteria standard at any time. All parties involved will be notified prior to the change.

Passwords will not be shared with any other person. This includes supervisors and co-workers. This is in direct violation to the Individual Confidentiality Agreement that all users sign. Each user will have their own personally assigned password. If a user's password is disclosed, it is the responsibility of that user to have his or her password changed immediately. This is done within CHIRP under the change password option, if you have

presented the CHIRP Support Center with your email address. If not, a new Individual Confidentiality Agreement will have to be submitted to the CHIRP Support Center, by fax and then mailing the original. Please note that the email address supplied to CHIRP should be your personal email address and not shared with other staff members. The account may be inactivated if the original signed form is not received within a reasonable time frame, to be determined by the CHIRP Support Center. The account can be reactivated when the original signed forms are received by the CHIRP Support Center.

Passwords will NOT be discussed over the phone or email. In the event of a forgotten password, a new Individual Confidentiality Agreement will have to be submitted by the appropriate user. This can be faxed to the CHIRP Support Center immediately as long as it is subsequently mailed within a reasonable time frame, to be determined by the CHIRP Support Center.
This will also apply to new users that are joining an existing facility. In this case, an Individual User Agreement will need to accompany the Individual Confidentiality Agreement.

Any questions concerning the above policy will need to be directed to the CHIRP Support Center at 1-888-227-4439.