

# Web User Account Request

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Illinois Ryan White Part B Program

The Illinois Department of Public Health, Ryan White Part B Program, henceforth referred to as the Department, offers individuals who are enrolled into the program the ability to request a Web User Account. All individuals who are enrolled have the ability to apply for services online, but a Web User Account allows the individual to start an Eligibility Assessment that is pre-populated with the most current information the Department has on file. This saves time and eliminates most manual data entry. Other benefits of a Web User Account include the ability to receive text or email alerts regarding your eligibility recertification dates.

You must still upload information into the assessment or send the Department your most current documents (authorization to release, income, address, etc,) in order for your assessment to be processed.

To request a Web User Account be setup for you, you must visit one of the Department's authorized partners listed below. This list is sorted based on the geographic region they serve.

**Region 1** - Boone, Bureau, Carroll, DeKalb, Henry, JoDaviess, Lee, Mercer, Ogle, Rock Island, Stephenson, Whiteside, and Winnebago

- The Project of the Quad Cities - 309-762-5433
- DeKalb County Health Department - 815-748-2449
- Whiteside County Health Department - 815-626-2230 X1220
- Winnebago County Health Department - 815-720-4089 or 4084

**Region 2** - Fulton, Hancock, Henderson, Knox, LaSalle, Marshall, Mason, McDonough, McLean, Peoria, Putnam, Stark, Tazewell, Warren, and Woodford

- UIC College of Medicine in Peoria, Positive Health Solutions - 309-671-8457

**Region 3** - Adams, Brown, Cass, Christian, DeWitt, Greene, Logan, Macon, Menard, Montgomery, Morgan, Moultrie, Piatt, Pike, Sangamon, Schuyler, Scott, and Shelby

- Southern Illinois University School of Medicine - 1-888-308-8105
- Adams County Health Department - 217-222-8440 x120
- Fifth Street Renaissance SARA Center - 217-544-5040

**Region 4** - Bond, Calhoun, Clinton, Fayette, Jersey, Macoupin, Madison, Marion, Monroe, Randolph, St. Clair, Washington

- St. Clair County Health Department - 618-825-4470
- Coordinated Youth and Human Services - 618-877-5110
- East Side Health Department - 618-874-4713
- Washington University School of Medicine - 314-747-9632
- Southern Illinois Healthcare Foundation - 618-646-2508

**Region 5** - Alexander, Edwards, Franklin, Gallatin, Hamilton, Hardin, Jackson, Jefferson, Johnson, Massac, Perry, Pope, Pulaski, Saline, Union, Wabash, Wayne, White, and Williamson

- Jackson County Health Department - 877-745-1424

**Region 6** - Champaign, Clark, Clay, Coles, Crawford, Cumberland, Douglas, Edgar, Effingham, Ford, Iroquois, Jasper, Kankakee, Lawrence, Livingston, Richland, and Vermilion

- Champaign Urbana Public Health District - 217-531-5365

**Region 7** - DuPage, Grundy, Kane, Kendall, Lake, McHenry, and Will

- Agape Missions - 815-723-1548 ex. 33
- Catholic Charities - Lake County - 847-782-4157
- Lake County Health Department - 847-377-8644
- Open Door Clinic - 630-264-1819 ext 352

**Region 8 – Cook**

- CALOR - 773-385-9080
- Catholic Charities of Chicago - 312-655-7159
- Chicago House - 773-248-5200
- Children’s Place Association - 773-475-5003
- Christian Community Health Center - 773-233-8524 ext 3267
- Erie Family health Center - 312-432-7352
- Hektoen / CORE Center - 312-572-4694
- Howard Brown Health Center - 773-388-8927
- Mercy Michael Reese Research & Education Foundation - 312-791-4086
- Mount Sinai Hospital - 773-257-5883
- Project VIDA - 773-277-2291
- Provident Hospital - 312-572-5883
- Puerto Rican/VIDA SIDA - 773-278-6737
- South Side Help Center - 773-701-4237
- SSHARC - 708-633-2819
- Test Positive Aware Network - 773-989-9400 ext 238
- University of Illinois Children's Hospital - 773-702-7506
- University of Illinois at Chicago - COIP - 312-355-3991
- Vital Bridges - 773-826-7066 ext 6102
- Westside- Austin Health Center - 773-826-9932

You must be prepared to present documentation to verify your identity, such as a photo ID, and you will be required to sign the Web User Account Agreement, which can be downloaded by clicking on the link below.

[WebUserAccountAgreement.pdf](#)

Once your identity has been verified and you have signed the agreement, a request will be sent to the Department for processing. Once the Department has processed your request, you will receive an email and/or text message, depending on the preference(s) that you documented in your request, to confirm that you requested an account and to verify the information you provided in the request. Once the confirmation has been completed, you will receive a second email and/or text message with your initial password. This will allow you to log into your account and will require you to change your password. This will conclude your account setup and will allow you to begin to utilize the web user account.