NHSN Facility Administrator Enrollment Guide

DEPARTMENT OF HEALTH AND HUMAN SERVICES
CENTERS FOR DISEASE CONTROL AND PREVENTION
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Step 1. Read the NHSN Rules of Behavior

The first step to NHSN Enrollment is for the person who will serve as the NHSN facility Administrator[*] to access and read the NHSN Rules of Behavior from the NHSN portal page
http://www.ncid.cdc.gov/RegistrationForm/admin.htm

A copy of the NHSN Rules of Behavior may be printed by clicking the **Print** link at the bottom of the screen.
To indicate agreement with the terms and conditions as stated in the NHSN Rules of Behavior, click **Agree** and you will be guided to the NHSN Registration page. Otherwise, click **Do Not Agree** and discontinue enrollment.

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[*] NOTE: The person designated as the **NHSN Facility Administrator** is the person who will have all rights to your data and the ability to create other users of the NHSN at your facility and confer rights to them. This person will also have the ability to nominate groups, that is, entities with which your hospital wants to share some/all of its data (e.g., state or county health department, corporate headquarters). Therefore, this role should be given to an individual who has the authority to perform these functions within your hospital's organizational structure.   In many hospitals participating only in the NHSN Patient Safety Component, this will likely be the lead Infection control Professional (ICP). In that case, the NHSN Facility Administrator may also be designated as the NHSN Patient Safety Primary Contact Person. For facilities participating only in the NHSN Healthcare Personnel Safety Component, the person responsible for the occupational health functions is a good candidate for both NHSN Facility Administrator and NHSN Healthcare Personnel Safety Primary contact Person. For facilities participating in both NHSN Patient and Healthcare Personnel Safety Components, the NHSN Facility Administrator should be a person with authority in both the infection control and occupational health departments.

Step 2. Register with NHSN

At the Registration Form page, you will be asked to provide a few key pieces of information, including:
- The name of the NHSN Facility Administrator
- Email address for the NHSN Facility Administrator
- Facility identifier
  - You will need either your hospital's American Hospital Association (AHA) ID# or CMS Provider ID# (may also be called HCFA or Medicare#) to proceed; VA hospitals will need their VA Station Code to proceed.
- Training completion date
  - **NOTE:** If you have participated in a face-to-face NHSN training session endorsed by the CDC (i.e., from State groups or CDC day training), we recommend that you also review our training sessions, especially for those protocols and topics which may not have been covered during CDC-endorsed trainings. When registering as a user of NHSN, you may enter the date of the CDC-endorsed training you attended as the training completion date.

Enter the correct information and click **Save.**

NOTE: To ensure that information sent by email is not blocked by your organization's anti-spam program, please contact your IT department and request that they specifically allow phintech@cdc.gov and nhsn@cdc.gov to get through.

After CDC receives your completed registration, you will receive the following email:

```
Welcome!  You are now registered in the National Healthcare Safety Network (NHSN).

In order to begin the NHSN enrollment process, you will need to obtain and install a digital
certificate onto your computer.

Follow the instructions in the document "NHSN Facility Administrator Enrollment Guide" beginning at
Step 3, to obtain and install the digital certificate so that you will be able to access the NHSN
application through CDC's Secure Data Network (SDN). This document can be accessed at:
http://www.cdc.gov/ncidod/dhqp/nhsn_documents.html .

From the Centers for Disease Control and Prevention - Digital ID Enrollment page, https://ca.cdc.gov,
you will be prompted for the enrollment password, which is: !cdc_sdn_apply!  (Be sure to include the
exclamation points and use lower case and underscores.) Follow the onscreen instructions to apply for a
digital certificate.

During the process, you will be prompted to select a Program and a Program-specific Activity.

For Program, select: National Healthcare Safety Network (NHSN)
For Activity, select: NHSN Enrollment

VERY IMPORTANT: After you obtain and install your digital certificate (Step 3d in the NHSN Facility
Administrator Enrollment Guide), access the SDN (https://sdn.cdc.gov), enter your challenge phrase and
select NHSN Enrollment from the list in the upper left corner titled "My Applications".  This will
launch the NHSN Enroll Facility page. Be sure to indicate yourself as the NHSN Facility Administrator.

If you have difficulties obtaining a digital certificate, please contact SDN at 800-532-9929 or 770-
936-3636 or PHINTech@cdc.gov.

If you have any questions about NHSN, please contact us at 800-893-0485 or nhsn@cdc.gov. Information on
NHSN is also available on the members' website at http://www.cdc.gov/ncidod/dhqp/nhsn_members.html .
```

Step 3. Obtain your Digital Certificate

Before you apply for a digital certificate, make sure you have administrative rights for your computer and you have the following system requirements:

System Requirements

Intel-based system with a 486 CPU or greater
Windows 98, Windows NT 4.0 or greater
Internet connectivity
Internet Explorer 5.x or greater
Browser cipher strength – 128 bit or greater

Administrative Rights

You must have administrative rights on your computer before you can apply for a digital certificate. To determine if you have administrative rights do the following steps or ask your IT support to verify them for you. These steps vary depending on the type of system you have.
For Windows XP

- Click **Start** > **Control Panel** > **Administrative Tools** > **Computer Management**. The **Computer Management** dialog opens.

- Expand **Local Users and Groups** and then select **Groups**. A list of **Groups** appears in the panel on the right.

- Open the **Administrators** Group. The **Administrators Properties** dialog opens.

- Select the **General** tab and then verify your user ID appears in the **Members**.

- If your user ID does not appear, contact your IT Support to give you privileges.

NOTE: If you have Windows XP with Service Pack 2 installed, this can cause problems in installing the certificate. It will be necessary to open the browser and click **Tools**, then either disable the pop-up blocker or add https://ca.cdc.gov/ and https://sdn.cdc.gov/ to the list of sites where pop-ups are allowed. Then, also under **Tools**, click **Internet Options** > **Security**. Highlight Internet and click **Custom Level**. Make sure that the option for **"Automatic Prompting for ActiveX controls"** is set to "enable". It will also be necessary to disable any pop-up blockers, such as those that come with Norton Anti-Virus or McAfee anti-virus software**.**

Access the Secure Data Network and Accept Subscriber Agreement
- Go to https://ca.cdc.gov. The **Centers for Disease Control and Prevention – Digital ID Enrollment** page appears.

Enter Enrollment Password

Please enter the password for CDC's Digital ID Services and click *Accept.*

Password: [   ]

[Accept]

- In the Password field, type **!cdc_sdn_apply!** And then click **Accept**. Information about system requirements and digital ID certificates appears. Remember that passwords are case sensitive.

- Scroll to the bottom of the page to the Digital ID Subscriber Agreement heading, go to the second paragraph which reads:
  "Complete terms for the VeriSign CPS and Digital ID Subscriber Agreement can be found <u>here</u>."

- Click on the **here** link under the **Digital ID Subscriber Agreement** heading on the website. The VeriSign **Products and Services** page appears.

- Under the **Digital ID Practices** heading, click on **Subscriber Agreements**, then under the **Managed PKI Subscriber Agreements** heading, click on **Digital ID Subscriber Agreement.**

- Read the **Client ID Subscriber** agreement and then click the **Back** button on your browser three times to go back to **the CDC Digital ID Enrollment** page.

- Click the **Enroll** button. The enrollment form appears.

3a. Apply for a CDC Digital ID Certificate

Digital certificates ensure that you and the CDC are communicating privately and securely. They are also expensive and are paid for by your federal tax dollars. You will need to create a password (called a challenge phrase) during this process

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- All fields with a red asterisk are required on the first page of the enrollment form. Make sure you enter your work email address, not your personal email address. The information you need to install your digital certificate will be sent to the email address you indicate. If you submit an email address with an error in it, you will not be sent a digital certificate. NOTE: Be sure to use the same email address for each step in the SDN and NHSN enrollment process.

- A pop-up message appears. Verify that the email address listed in the message is correct and then click **OK**. If your email address is incorrect, click Cancel, change your email address, and then click **Next.** The **Request Activities** page appears:

Step 2: Select A Program

Select the program whose activities you want to join.

National Healthcare Safety Network (NHSN)
NETSS
Nutrition
NVSN
Out-Patient Population Surveillance
Outbreak

Step 3: Select Activities

Select one or more National Healthcare Safety Network (NHSN) activities from the list.

NHSN Enrollment
NHSN Enrollment (Beta)
NHSN Reporting
NHSN Reporting (Beta)

[Next]

- From the first list box, select **National Healthcare Safety Network (NHSN).**

- From the Select Activities box, select **NHSN Enrollment**. Click **Next**.

## 3b. Create and Safely Store your Challenge Phrase

For security, you will create a challenge phrase (password) that you will use every time you access SDN (this challenge phrase is different from the password you used to log on to the SDN enrollment site). You will use this challenge phrase along with your Digital ID to authenticate yourself as an SDN user.

To make sure you remember your challenge phrase, we recommend you store your challenge phrase in a safe place. Open MS Word or Notepad and create a file – type the challenge phrase and then save the file, or write the challenge phrase on a piece of paper and put it in a secure place such as your wallet or a locked desk drawer. Make sure you write down which letters are upper case and which are lower case. The challenge phrase is case sensitive.

Use the following guidelines to create your challenge phrase:

- Be at least eight characters long
- Contain only English letters and numbers
- Uses one of more of the following symbols:

> **- + : ' .**
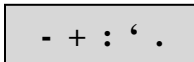
- Cannot contain any part of your name or email address
- Cannot spell a word unless the word has three or more numbers or symbols before or after the word or the word has numbers or symbols within the word
- Cannot contain more than two consecutive characters
- Contain at least four different numbers or letters
- Challenge phrases are case-sensitive. Note the letters that are upper and lower case.

To enter your challenge phrase

- In the **Challenge phrase** field, type your challenge phrase.

- In the **Confirm** field, type your challenge phrase exactly the same way you typed it in the **Challenge Phrase** field.

- BEFORE you click the **Next** button, open MS Word or Notepad and create a file. Make a note of the letters that are upper and lowercase. Type the challenge phrase and then save the file. If you do not want to create a file, write down the challenge phrase, note the letters that are upper or lower case, and then safely store the note in a locked drawer or your wallet.

- Click **Next**. The **Digital Certificate Request Received** message appears.

- Within 12-72 hours, you will receive an email with more instructions. Check your email daily. If you do not receive and email within 72 hours, contact CDC SDN Support at **(800)532-9929** option 1 or 770-216-1276 or PHINTech@cdc.gov.

3c. Check your Email

- You will receive an email from **CDC SDN Enrollment.** The subject line will read "Action Required – Your CDC Digital Certificate is Ready to Install" and the body of the message will look similar to the following:

```
Your request for a CDC digital certificate has been approved. The next step is
the installation of your digital certificate. Your computer settings may be
different from other computers. These differences may make installing your
digital certificate more difficult than we would like. We are working to make
this process easier.

We recommend that your IT Specialist install the digital certificate for you.
We have provided instructions for the IT Specialist at
https://ca.cdc.gov/sdncode/sdnapp/doc/DigitalCertificateInstallation.htm. After
reviewing these instructions, your IT Specialist can begin the process of
installing your digital certificate by going to your installation link.

    Digital Certificate Installation Link:
    https://ca.cdc.gov/sdncode/sdnapp/servlet/CertServlet?usertoken=xxxx

If you do not have an IT Specialist or need further information, contact CDC
SDN Support:
    e-mail:    PHINTech@cdc.gov
    telephone: 1-800-532-9929 and select option 1
```

- NOTE: Please ask your IT staff to add https://*.cdc.gov/ and https://*.verisign.com/ to the list of trusted sites under Tools>Internet Options>Security>Trusted Sites. This will make the installation process go smoother.

- Before you open the link in your email, open the MS Word or Notepad file you created (or open the note you wrote to yourself and stored in a locked drawer or your wallet).

- When you are certain that you have Administrative Rights to your computer (see Step 3), click on the link provided in your email. The **Digital ID Enrollment** page appears.

- Type your challenge phrase (remember that the letters are case-sensitive) and then click **Login**. The **Confirm Personal Information** page appears.

- **Verify your information and do one of the following:**

  o If your information is correct, click **Confirm**. The **Download Digital ID** page appears. Proceed with directions "To Download and Install Your Digital ID Certificate Using Internet Explorer".

o If you need to <u>change</u> your information, click **Update,** make changes and then click **Submit.** Your request will be reviewed and you will receive another email within 12-72 hours with further instructions.

3d. Download and Install your Digital ID Certificate Using Internet Explorer

After you have confirmed the information is correct in the Personal Information page, the **Download Digital ID** page appears.
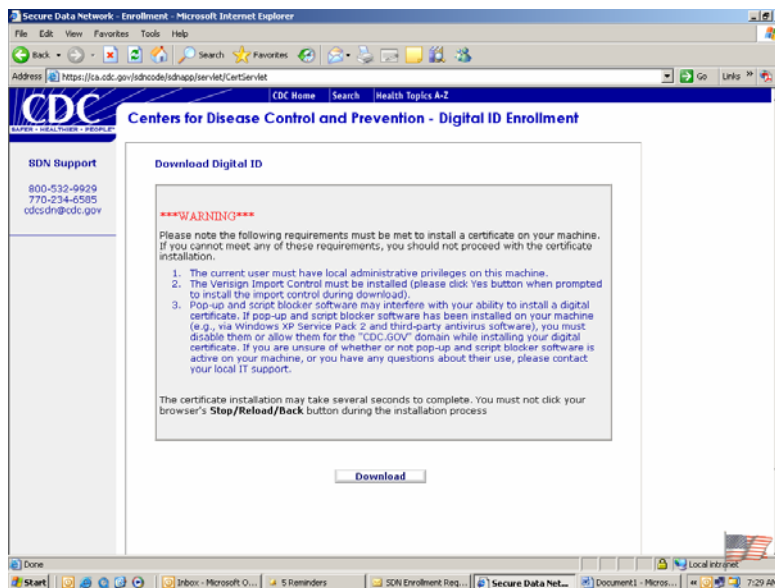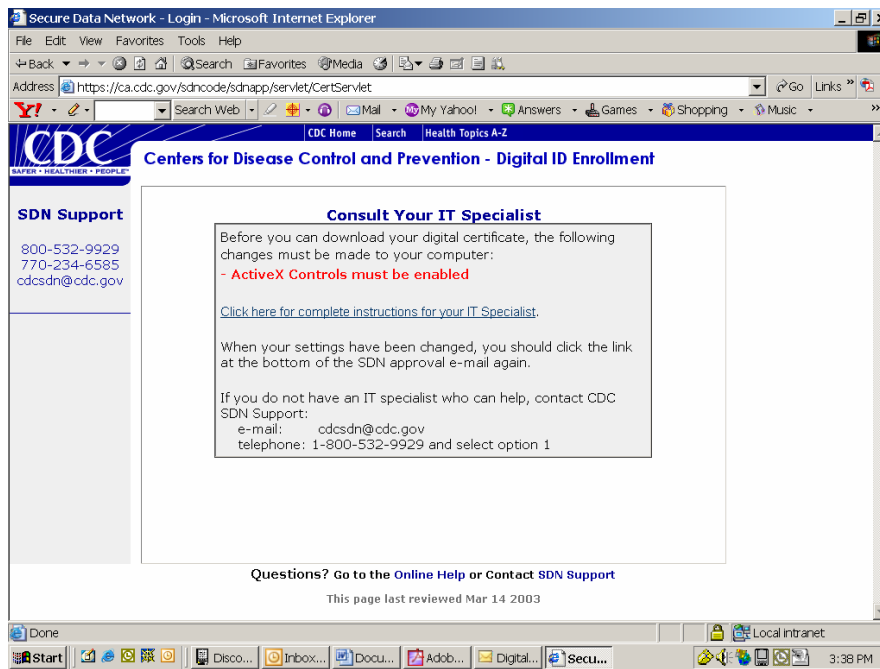

To download your digital ID certificate onto your computer, do the following:

- From the **Download Digital ID** page, click the **Download** button. Prior to downloading, the SDN will check your system settings to ensure that you will be able to download your digital certificate.
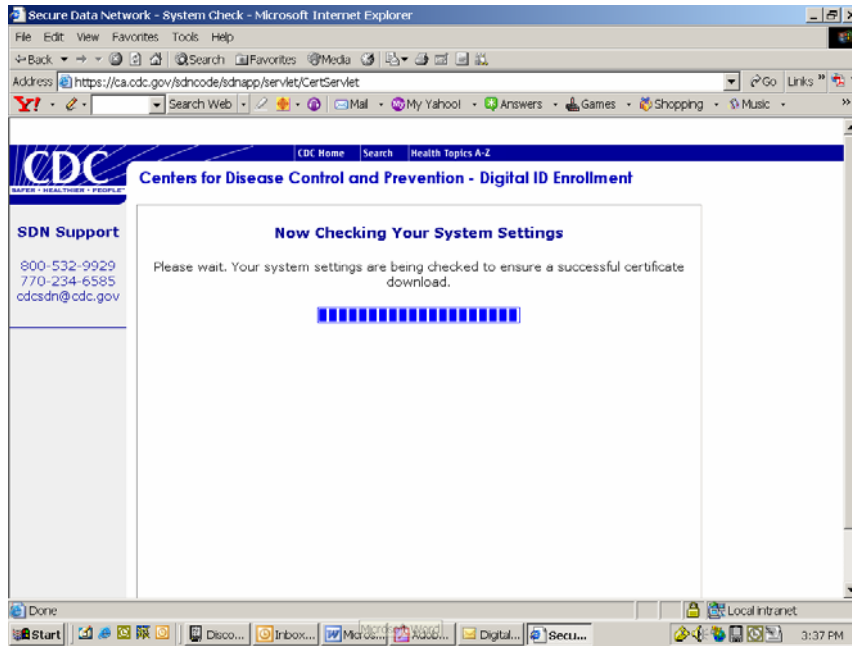
- If your system settings are not correct, you will receive a message similar to the following:
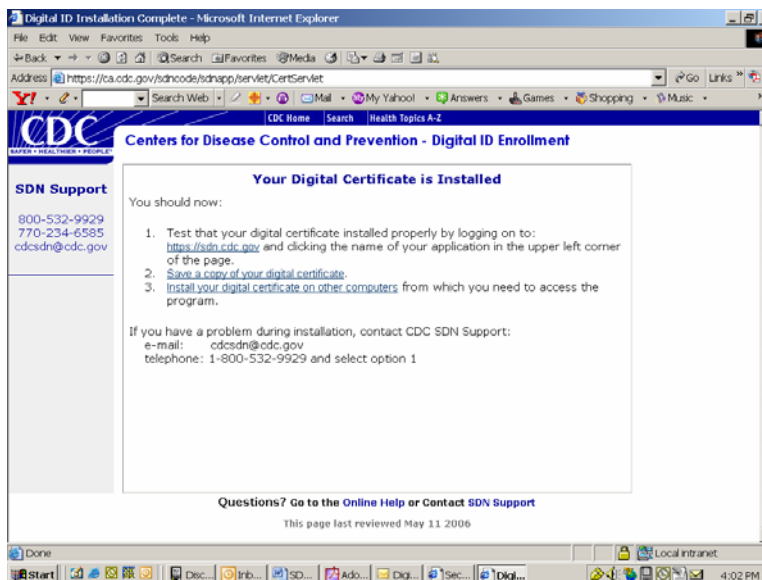

If you receive this message, be sure to contact your IT specialist before attempting to download your digital certificate again.

- If your system settings are correct, the SDN will automatically begin downloading your digital certificate. Please wait while your digital certificate is downloading.
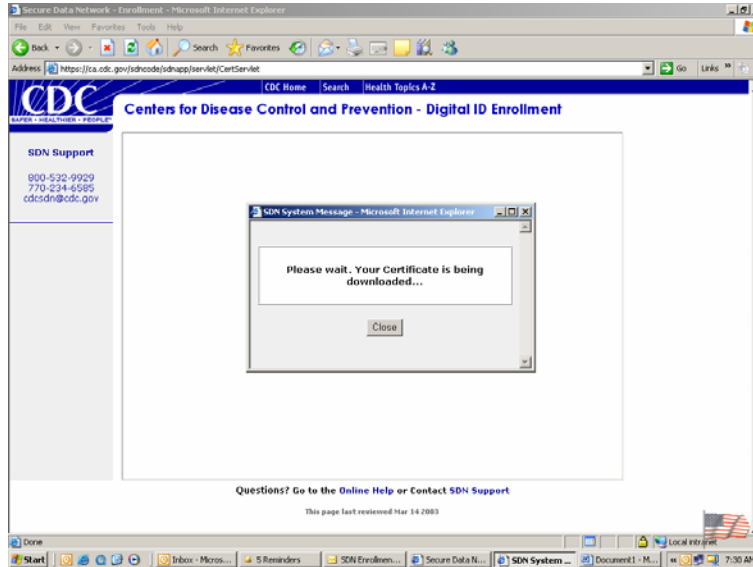
- You will receive a Security Warning message that asks if you want to install and run VeriSign Import Control. Click **Yes**.

- You will receive the following message, which indicates your digital ID certificate was successfully downloaded and installed:

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- You should stop here and make a copy of your digital certificate (see 3e below). NOTE: If you do not make a backup copy of your digital certificate, you will need to repeat the SDN enrollment process and apply for a new digital certificate should you need to move to a new computer or should your computer crash. There is no other backup copy of your digital certificate besides the one you create.

- Your digital certificate will expire one year from the date of its original installation. You will receive an email from the NHSN with instructions on how to apply for a new digital certificate thirty days prior to your digital certificate's expiration. When you apply for a new digital certificate, you may use the same challenge phrase.

Verify that your digital certificate was installed:

Please review the following information with your IT staff in order to verify that your certificate was installed properly, and for suggestions on what may need to be modified if it was not installed.

1. Click Tools, Internet Options, Content, and Certificates.
2. Locate and highlight your certificate under the Personal tab and click View.
3. Click the tab for Details.
4. Locate and highlight the line "Subject".
5. Find the Employee ID number which corresponds to the SDN user key.
6. Reference this number when contacting SDN support.

If a certificate is there, try accessing https://sdn.cdc.gov/ .

If no certificate shows up when you follow these steps, then the certificate was not successfully installed. NOTE: If an administrator logged in for the user to download the certificate, have that person log back in and check to see if the certificate was installed under the admin profile. Please show the portion of this note at the very bottom, to someone on your IT staff.

If no certificate issued in your name can be found, you will need to reapply. If this has happened more than once, please have your IT staff contact the SDN support before attempting the next download.

## 3e. Make a Backup Copy of your Digital ID Certificate

Digital ID certificates are expensive and you pay for them with your federal tax dollars. To minimize the cost of replacing certificates, we strongly recommend you create a copy of your digital ID certificate by saving it to an external storage device (e.g., floppy disk, CD, "thumb drive"). This procedure is also called "backing up" or "exporting" your certificate.

- If you are looking at the Congratulations message, your Internet Explorer should already be open. If not, open Internet Explorer: Click **Start** > **All Programs** > Internet Explorer.

- From the **Tools** menu, select **Internet Options**. The **Internet Options** dialog opens and looks similar to the following:
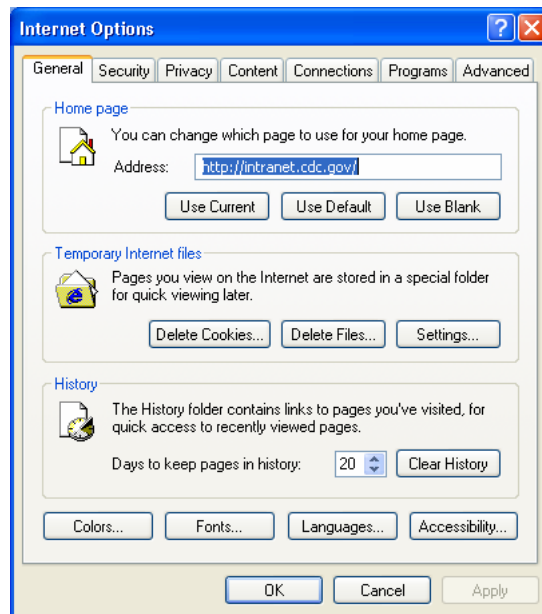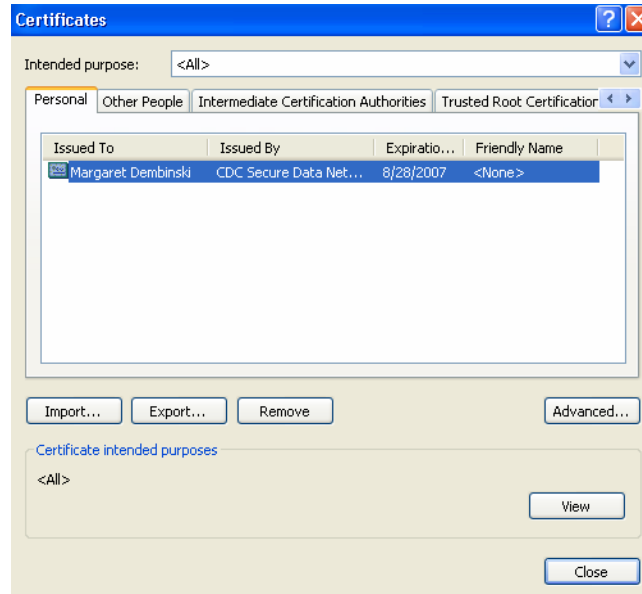

- Select the **Content** tab. Your **Internet Options** dialog box should look like the following:
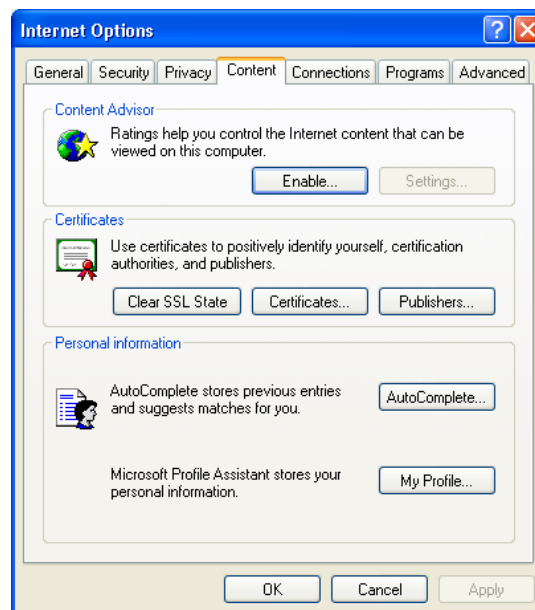
- Click on the **Certificates** button. The **Certificates** dialog box opens:


- If you have more than one certificate, look at the date in the **Expiration Date** column and the name in the **Issued To** column. Select the certificate which has the appropriate date and name, and then click **Export**. The **Certificate Export Wizard** dialog box opens.

- Click **Next**

- Select the **"Yes, export the private key"** radio button.

- Click **Next**. Your **Certificate Explorer Wizard** should look similar to the following:
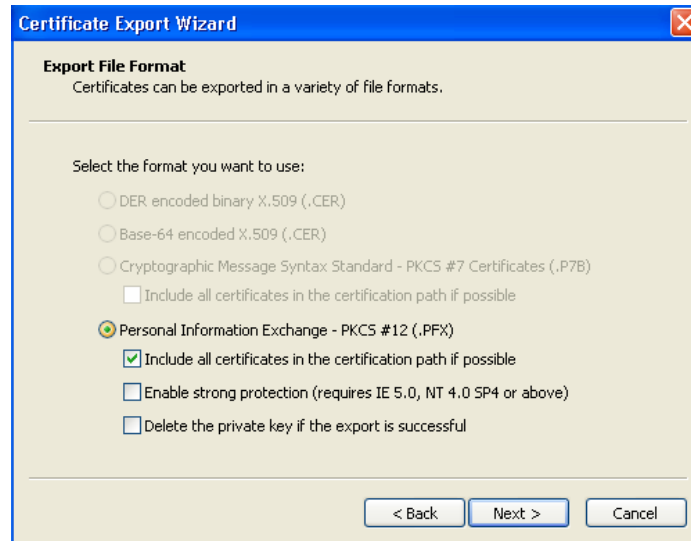

- Check "**Include all certificates in the certification path if possible**" and deselect (uncheck) the "**Enable strong protection**" and "**Delete the private key if the export is successful**" check boxes, then click **Next.**
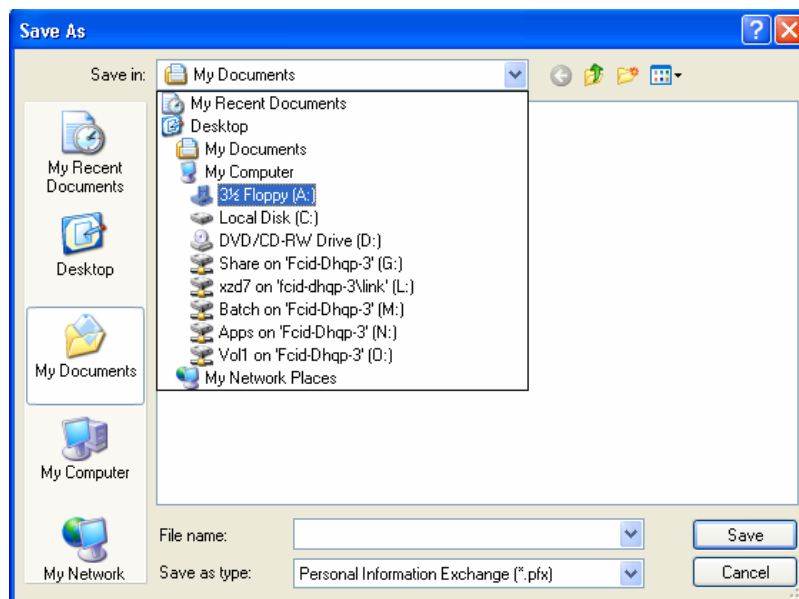
- The password dialog appears:
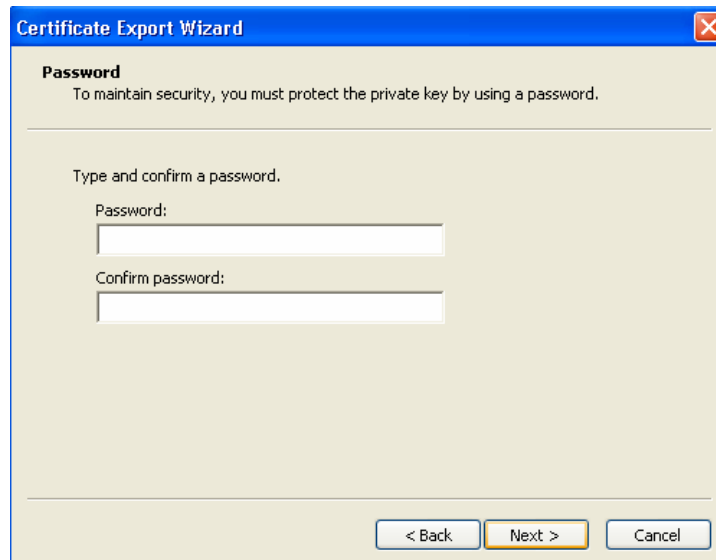
- We recommend you use the challenge phrase that you created for the original digital certificate for this backup copy of the digital certificate. Type your password in the **Password** and **Confirm Password** fields.

- Click **Next.** The **File to Export** dialog opens.
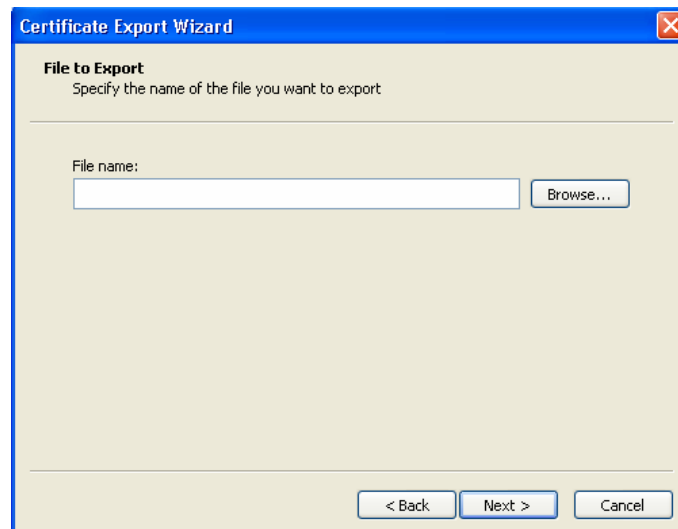
- Click the **Browse** button and navigate to an external storage device, (e.g., floppy disk, CD, "thumb drive"). When you click the **Browse** button, the **Save As** dialog box appears and looks similar to the following:

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- Select the appropriate drive for your external storage device, type **sdncert** in the file name field at the bottom of the **Save As** dialog and then click **Save.** The **Certificate Export Wizard** appears and lists the location of the cert as **C:\SDN Certificate\sdncert.pfx**.

- Click **Next**, then click **Finish.** A **Certificate Export** message appears which reads **"The export was successful"**.

- Click **OK**. The **Certificates** dialog is still open. Click **Close.**

- The **Internet Options** dialog is still open. Click **OK.**

- Remove the external storage device from your computer, label it **SDN Digital ID Certificate** and then store it in a safe place. Keep your password and the certificate separate.

3f. Installing your Digital ID Certificate on Another Computer

- If you are installing your digital ID certificate onto a computer other than the computer to which you originally downloaded it, or restoring your digital ID certificate on the original computer, make sure you have administrative privileges on the second computer and that the second computer meets the system requirements. See **System Requirements** on page 4.

- Open Internet Explorer. Click **Start** > **All Programs** > **Internet Explorer**.

- Insert the external storage device with the backup digital ID certificate into the computer onto which you want to install the certificate.

- From Internet Explorer, click on the **Tools** menu and then select **Internet Options**. The **Internet Options** dialog opens and looks similar to the following:
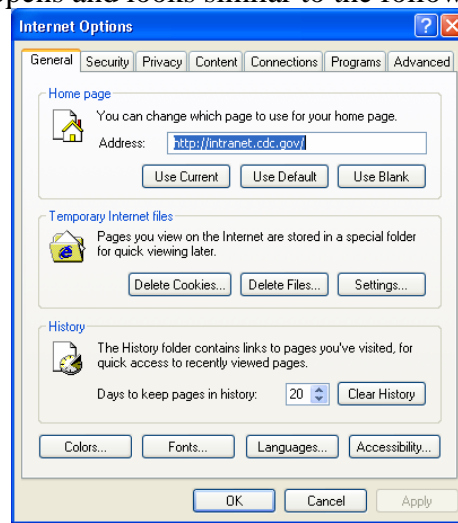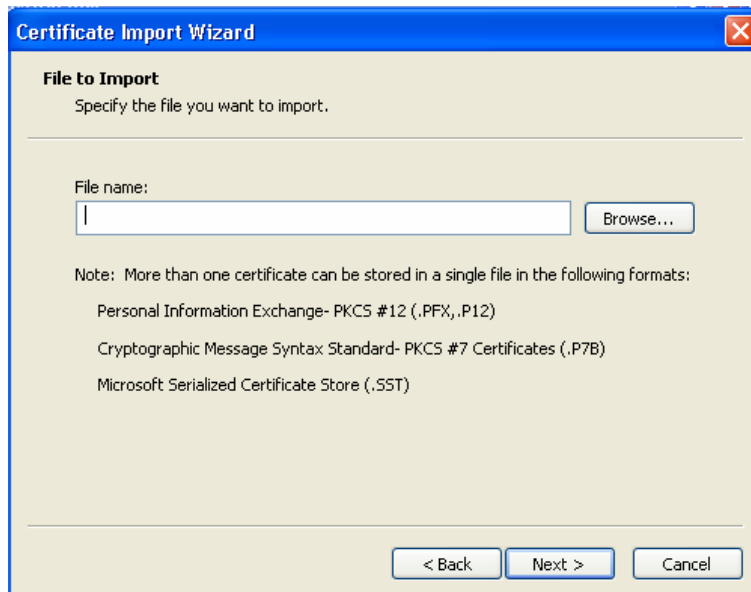
- Select the **Content** tab and then click on the **Certificates** button. The Certificates dialog opens and looks similar to the following:
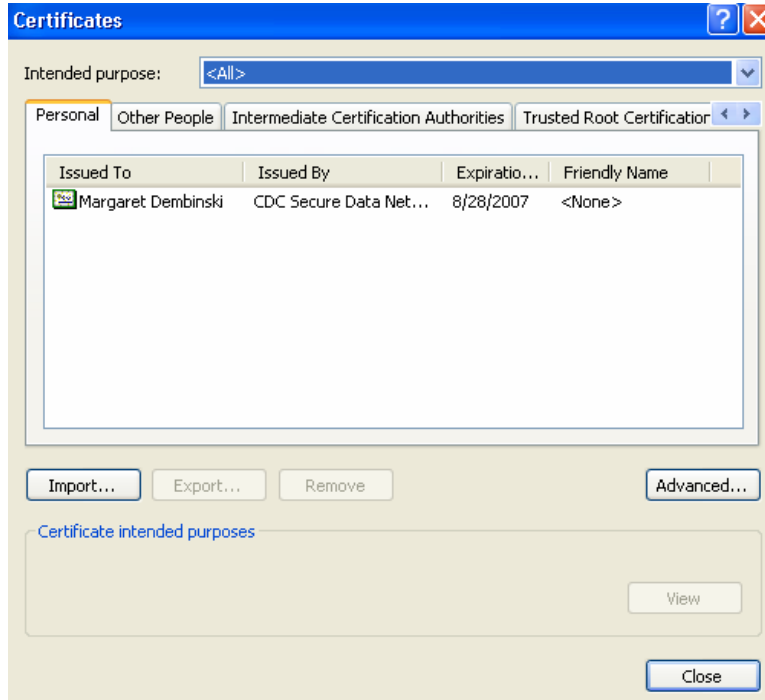
- Click the **Import** button. The **Certificate Wizard Import** dialog appears. Click the **Next** button. The **File to Import** panel appears and looks similar to the following:

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- Click the **Browse** button and then navigate to the appropriate drive for your external storage device.
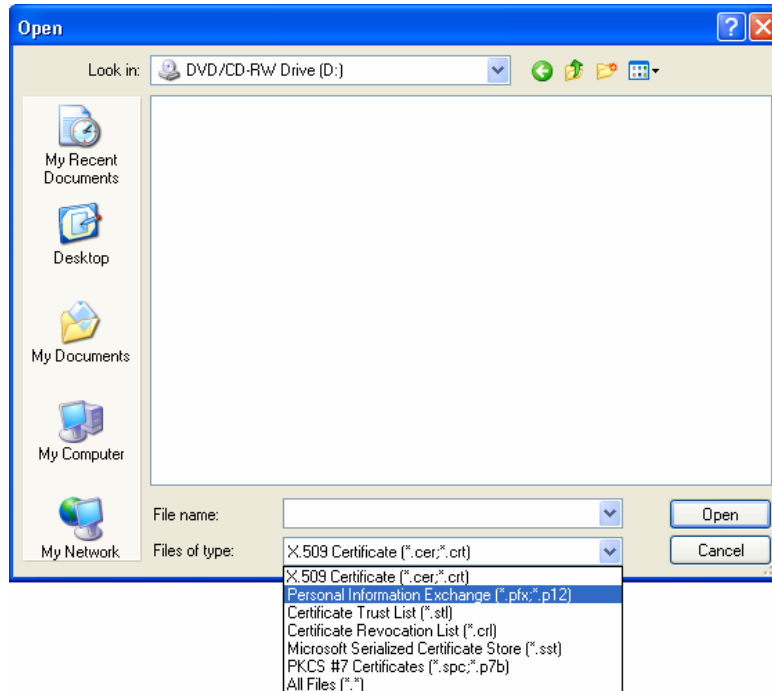
- Click on the **Files of type** list box and select **Personal Information Exchange (*.pfx;*.p12)**. Your certificate should appear.

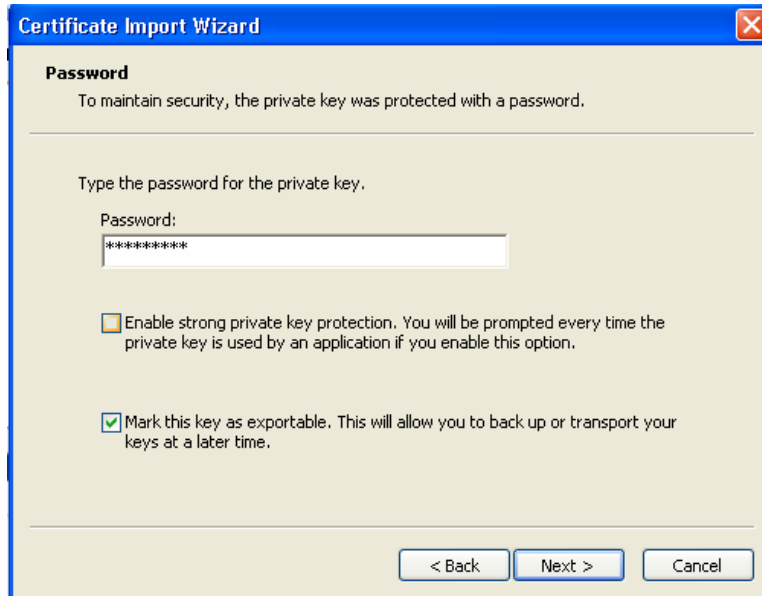- Select the certificate and then click the **Open** button. When the **File to Import** panel appears, click **Next.** The **Password** panel appears in the **Certificate Import Wizard** and looks similar to the following:

- Type the password and check the box next to "**Mark this key as exportable"** and then click **Next**.

- The **Certificate Store** panel appears and looks similar to the following:
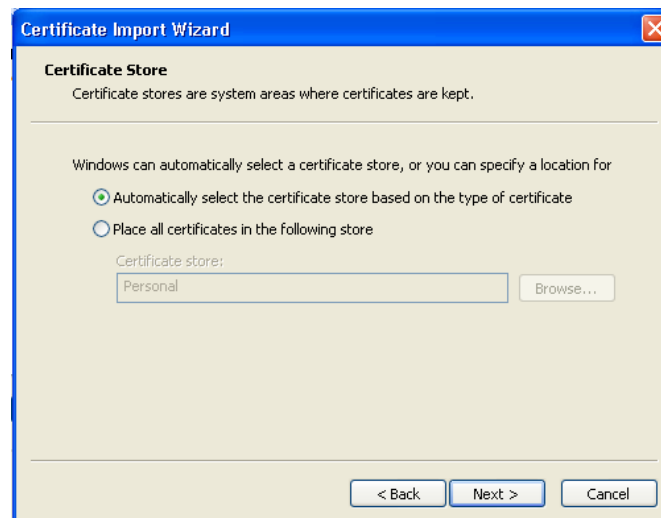
- Select the **"Automatically select the certificate store based on the type of certificate"** radio button and then click **Next**. The **Completing the Certificate Import Wizard** appears.

- Click **Finish.** You will receive a message that reads, **"The import was successful."** Click **OK**, close the **Certificates** dialog, and then click **OK** to close the **Internet Options** dialog.

Step 4. Enroll in NHSN

Once you have successfully downloaded and installed your digital certificate, you can access NHSN by going to the SDN website at: https://sdn.cdc.gov

When you arrive at the SDN website (called the CDC Public Health Partners page), you may want to bookmark the page, either individually or in a special NHSN bookmark folder. If you are unsure how to bookmark a web page, please contact your IT department for assistance.

- Enter your challenge phrase and click **Submit**.

- After entering your challenge phrase, you will be brought to the SDN homepage. Under "My Applications" in the upper left corner of the page, you should see a link to the National Healthcare Safety Network labeled 'NHSN Enrollment'.
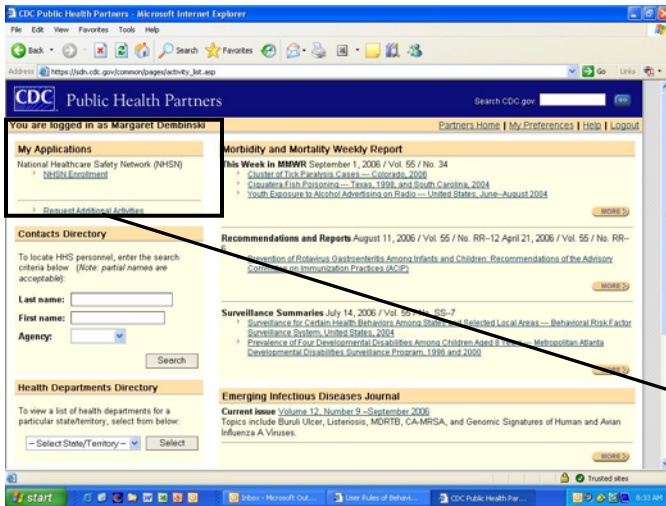
- Click on the **NHSN Enrollment** link to go to the **NHSN Enrollment** page.
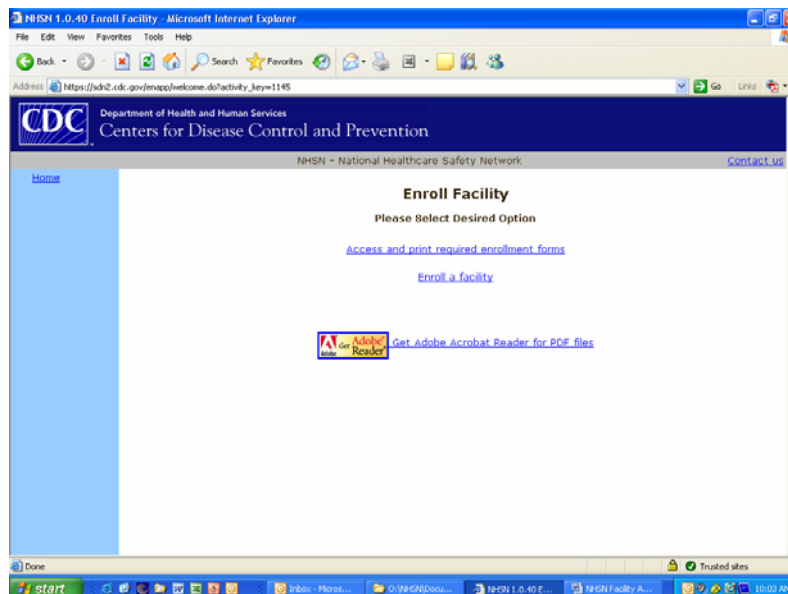
NOTE: Do <u>not</u> use the browser's Back button. Always use the buttons provided on a page or use the navigation bar on the left to move around within the NHSN web pages.

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4a. Download and Print Enrollment Forms

- From the **Enroll Facility** page, click on Access and print required enrollment forms option.

- From the **Facility Enrollment Forms** page, print the forms needed for the Component into which you are enrolling (i.e., Patient Safety as a hospital or as an Outpatient Dialysis Center, or Healthcare Personnel Safety). Complete these forms before attempting to enroll online.

  - You will need either your hospital's American Hospital Association (AHA) ID# or CMS Provider ID# (may also be called HCFA or Medicare#) to proceed; VA hospitals will need their VA Station Code to proceed. Click the box of those IDs that are not applicable.
  - You must also indicate a facility type from the drop down list. If you are unsure of which type to select, contact us (contact information at the end of this document).

4b.   Complete Enrollment in the NHSN

- Once you're ready to enroll, go to the **Enroll Facility** page, and click on the **Enroll a facility** option. Enter the data from the completed forms onto the screen and click **Submit.**

- NOTE: Facility verification is based on the city, state, and zip code. If you are having difficulties enrolling with your CMS or AHA numbers or VA station code, please make sure your entries are correct. If you continue to have problems, please email NHSN with the ID you are using to enroll.

- NOTE: It is not necessary to enter all of these verification numbers. For example, if you choose to enter your facility's CMS number, you may check the "not applicable" box next to the AHA ID# and the VA Station Code.

- NOTE: In the unlikely event that your facility does not have an AHA ID#, CMS Provider ID# or VA Station Code, a prompt will appear that will instruct you to contact the CDC NHSN Administrator who will assign an enrollment number to your facility. When you click OK on the prompt, a new data entry field will appear, called "Enrollment Number".
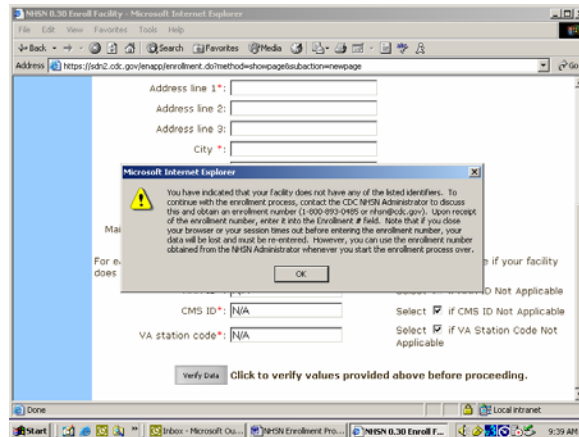
- Once submitted successfully, you can close the browser.

Step 5. Send Consent Form to CDC

After you have successfully completed the enrollment process, you will be sent an email that looks like the following:

```
From: NHSN
To: NHSN Facility Administrator
Sent:

Subject: NHSN facility enrollment submitted


The following facility has been submitted for enrollment in the NHSN:

Facility Name:
Tracking Number:

NHSN Facility Administrator:

The NHSN Facility Administrator has 30 days to access the Agreement to Participate and Consent form at the
following URL:

http://server/enapp/enrollment.do?method=displayAgreement&trackingnum=xxxxx

If this URL appears to be broken, please type the link on your browser address line. The complete address
including trackingnum=xxxxx must be included in order to access the form.

Once the form has been accessed, the CDC system administrator must receive the original, signed copy of the
Consent Form within 60 days or enrollment will be suspended.  Mail the form to: NHSN Administrator, MS A-24,
Centers for Disease Control and Prevention, 1600 Clifton Rd, NE, Atlanta, GA 30333.

If you have questions about NHSN, please contact us at nhsn@cdc.gov or 800-893-0485. For information on the
NHSN, please visit the member's website at http://www.cdc.gov/ncidod/dhqp/nhsn_members.html .
```

Updated: 03/23/2007

5a. Print the Agreement to Participate

Click on the URL provided in the email, print the Agreement to Participate and Consent form, read it and get it signed by the appropriate hospital administrator. This individual should be a person who has authority to give permission to submit facility and patient data to the CDC (i.e., CEO, COO, etc.). Send the **original signed** copy of the Consent page to CDC by surface mail within 60 days. If it is not received during that time period, the enrollment process will be terminated. Send the Consent to:

> National Healthcare Safety Network
> Division of Healthcare Quality Promotion
> MS-A24
> Centers for Disease Control and Prevention
> 1600 Clifton Road, NE
> Atlanta, GA 30333

Step 6. Begin Using the NSHN Reporting Application

Once CDC receives the signed Consent from your facility, we will activate your NHSN account and notify you by email with instructions to access NHSN Reporting through the SDN. The email will look like this:

```
To: NHSN Facility Administrator
From: NHSN
Date:
Subject: NHSN enrollment approved

Your facility has been approved as a new member of NHSN.  Welcome!

Facility Name:
Facility ID #:

As the Facility Administrator, you will now need to access the NHSN through the
SDN (https://sdn.cdc.gov) by selecting the NHSN Reporting activity. Once in the
NHSN, your first task should be to add those individuals who need to use the NHSN
("users") in the "Manage Users" section of the navigation bar. Add locations and
surgeons from the navigation bar under the heading Facility.

Once you add a user, that person will receive an email prompting her/him to
obtain a digital certificate. It is important that you verify the email address
and inform the user to use the same address when applying for their digital
certificate.

If you have any questions about NHSN, please contact us at 800-893-0485 or
nhsn@cdc.gov. Information on NHSN is also available on the members' web site at
http://www.cdc.gov/ncidod/dhqp/nhsn_members.html
```

Once you receive this email, you can go to the SDN (https://sdn.cdc.gov), enter your challenge phrase, and select **NHSN Reporting** activity. At this point you can begin to add users and set up location codes, surgeon codes, and enter a Monthly Reporting Plan.

If you have any questions, please contact NHSN at:

Telephone:800-893-0485

Email address:nhsn@cdc.gov

Website: http://www.cdc.gov/ncidod/dhqp/nhsn_members.html