NHSN Group Administrator Guide

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Step 1. Receive Email from NHSN

Once an NHSN Facility Administrator has nominated you as a Group Administrator in the NHSN, you will receive the following email:

```
You have been designated as the Group Administrator for the following NHSN group.

Group Name          :
Group ID            :
Group Type          :

This group nomination was performed by:
   Name  :
   Phone :

NOTE: If you already an active NHSN user, you may skip steps 1 and 2 in the email and continue to
step 3.
```

1. **In order to participate as a Group Administrator in the NHSN, you must agree to follow the rules of behavior for safeguarding the system's security.** Click on the URL below to read and indicate your agreement to abide by the rules.
   http://www.ncid.cdc.gov/RegistrationForm/GroupAdmin.jsp?ga_email=you@company.com

   Once you have agreed to the rules of behavior, you will need to obtain and install a digital certificate onto the computer you plan to use for connecting to the NHSN. *If you already have a digital certificate, please follow the instructions in Step 2a of this email.*

2. Follow the instructions in the document "NHSN Group Administrator Guide" 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).

   The first step in the SDN enrollment process is to enter an enrollment password. 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.)

   During SDN enrollment 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 Reporting**

2a. If you already have a digital certificate, access the SDN at https://sdn.cdc.gov. After you have entered your challenge phrase, under "My Applications" click on the link labeled "Request Additional Activities".

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

3. As the Group Administrator you must set the group password before facilities can join the group. Access NHSN Reporting as the Group and set the password. From the organization menu, select the Joining Password menu item. Enter the password and click "Set Password".

```
If you have difficulties enrolling in the SDN, please contact them at 800-532-9929 or 770-936-3636
or PHINTech@cdc.gov.

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

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Step 2. Read the NHSN Rules of Behavior

The next step in the NHSN Group Administrator Start-up is for the Group Administrator to access and read the NHSN Facility/Group Administrator Rules of Behavior following the link provided in the email.
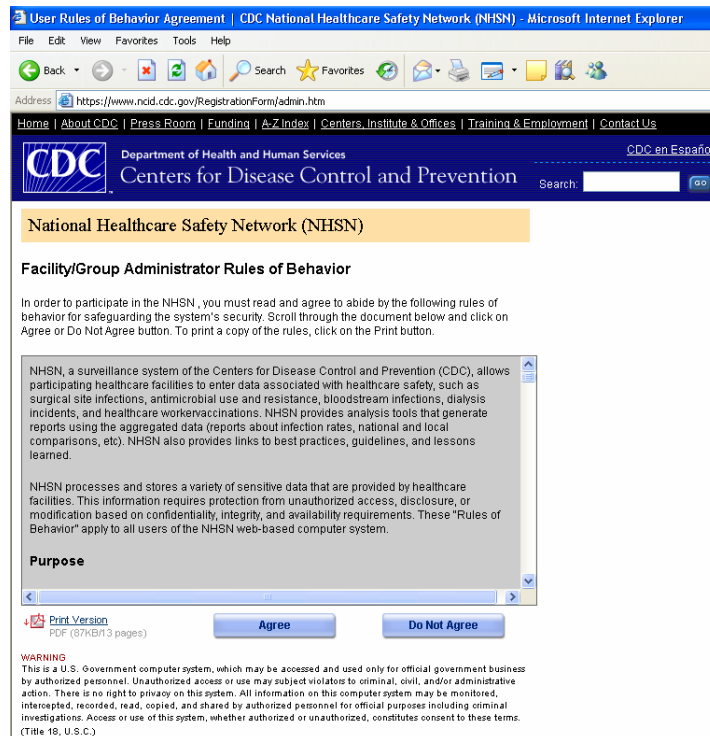
A copy of the NHSN Rules of Behavior may be printed by clicking the **Print** link at the bottom of the screen.

To indicate agreement with the terms and conditions as stated in the NHSN Rules of Behavior, click **Agree**. Otherwise, **click Do Not Agree** and discontinue the process. If you click **Agree**, you will be asked to enter a training completion date:

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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.

NOTE: If you already have a digital certificate, you may skip to Step 4. Otherwise, continue on to Step 3.

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 here."

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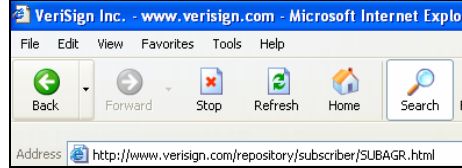
- Click the **Enroll** button. The enrollment form appears.

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

- 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:

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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:

  ```
  - + : ' .
  ```
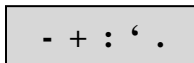
- Cannot contain any part of your name or email address
- Cannot spell a word unless the word has three or more numbers or symbols before or after the word or the word has numbers or symbols within the word
- Cannot contain more than two consecutive characters
- Contain at least four different numbers or letters

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- 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
```

- 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".

- 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.
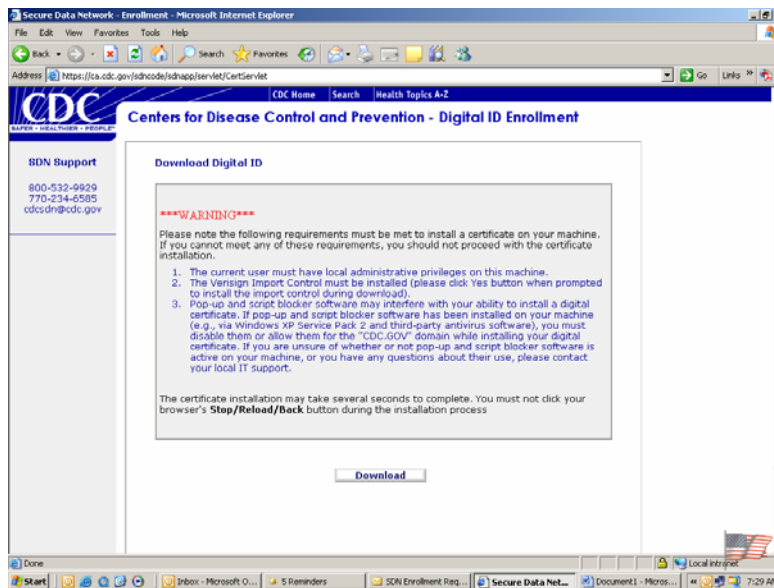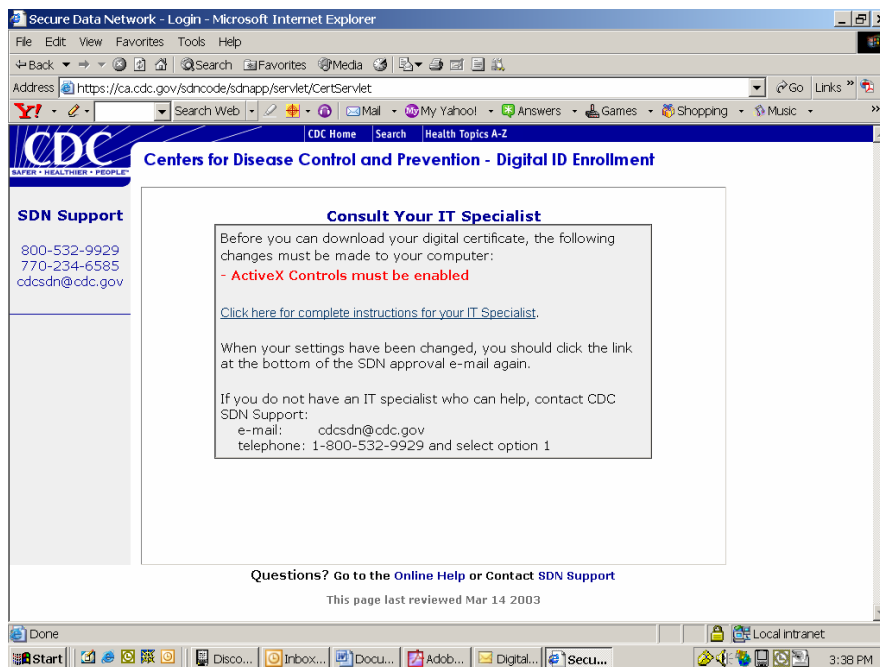

To download your digital ID certificate onto your computer, do the following:
- From the **Download Digital ID** page, click the **Download** button. Prior to downloading, the SDN will check your system settings to ensure that you will be able to download your digital certificate.
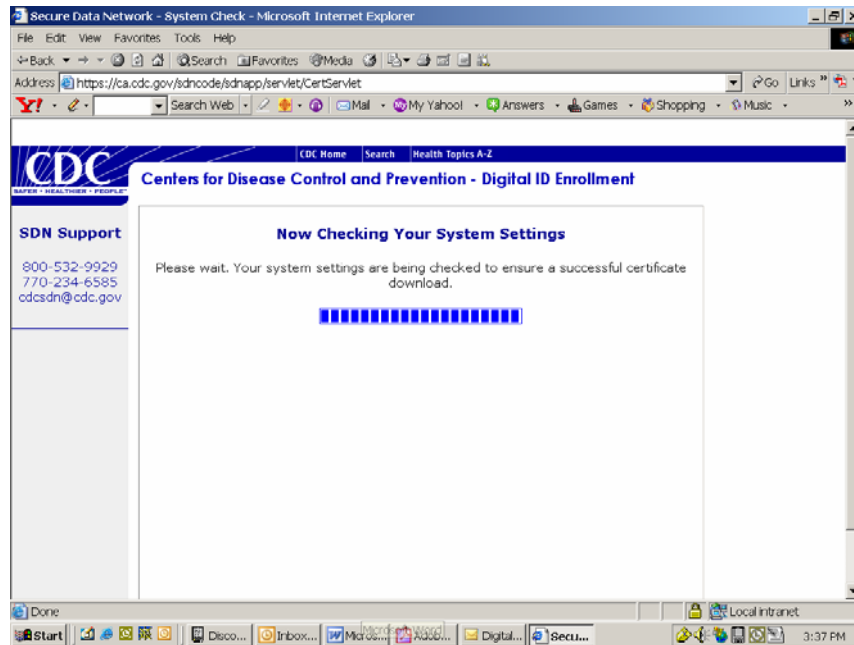
- If your system settings are not correct, you will receive a message similar to the following:
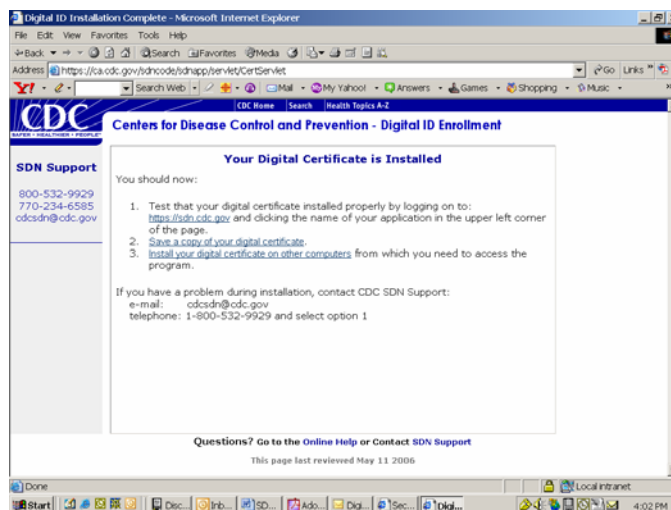
If you receive this message, be sure to contact your IT specialist before attempting to download your digital certificate again.

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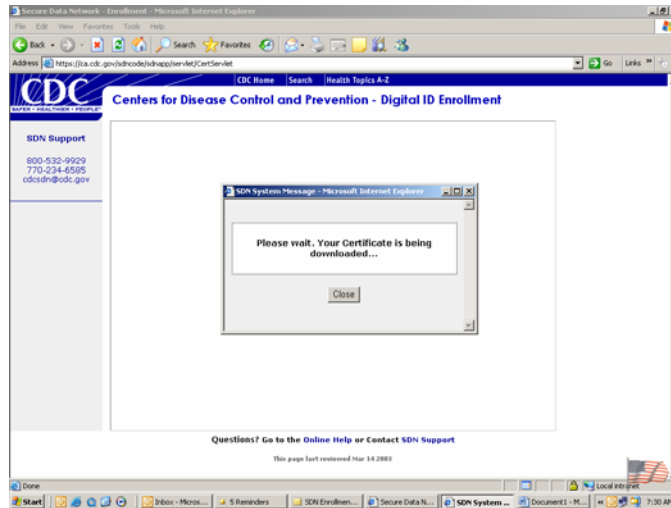
- You will receive a Security Warning message that asks if you want to install and run VeriSign Import Control. Click **Yes**.

- 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:
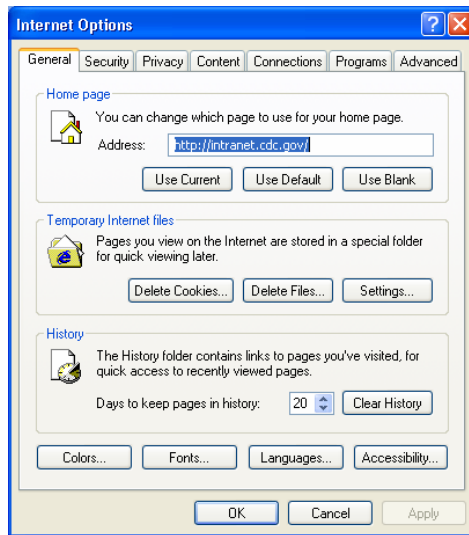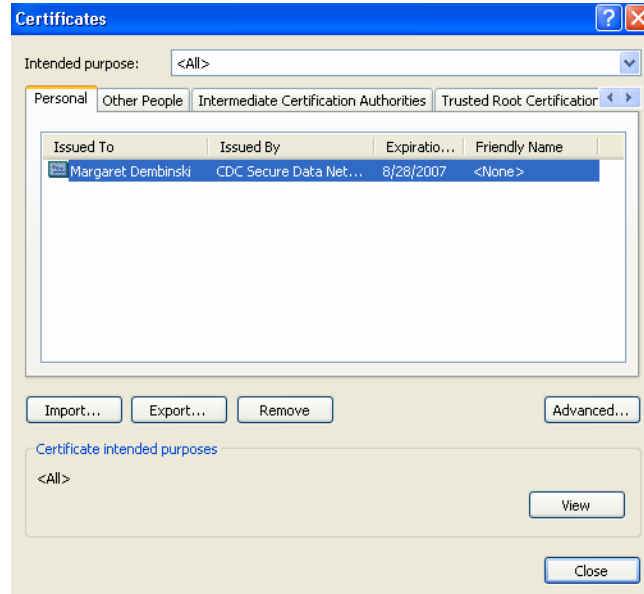

- Select the **Content** tab. Your **Internet Options** dialog box should look like the following:
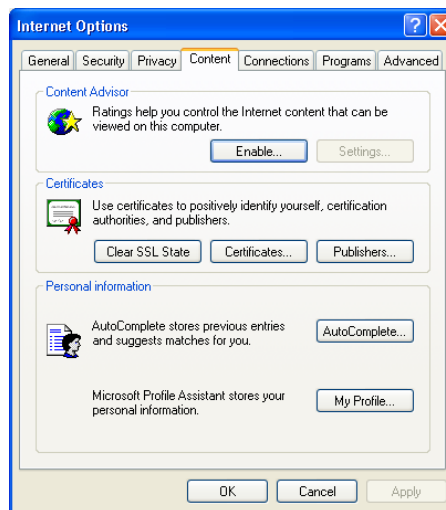
- Click on the **Certificates** button. The **Certificates** dialog box opens:
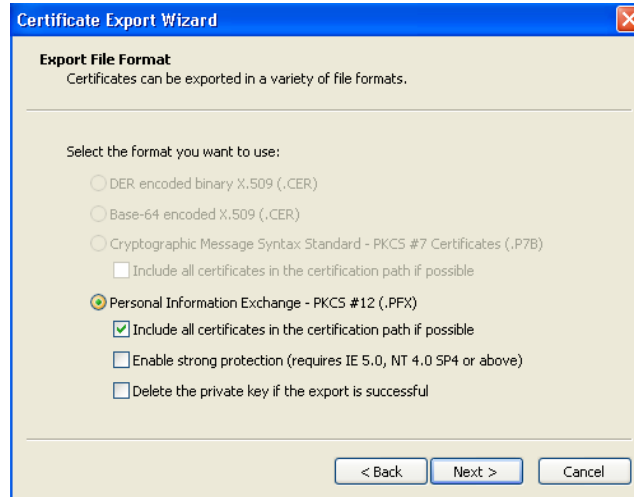

- If you have more than one certificate, look at the date in the **Expiration Date** column and the name in the **Issued To** column. Select the certificate which has the appropriate date and name, and then click **Export**. The **Certificate Export Wizard** dialog box opens.

- Click **Next**

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

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- 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.**
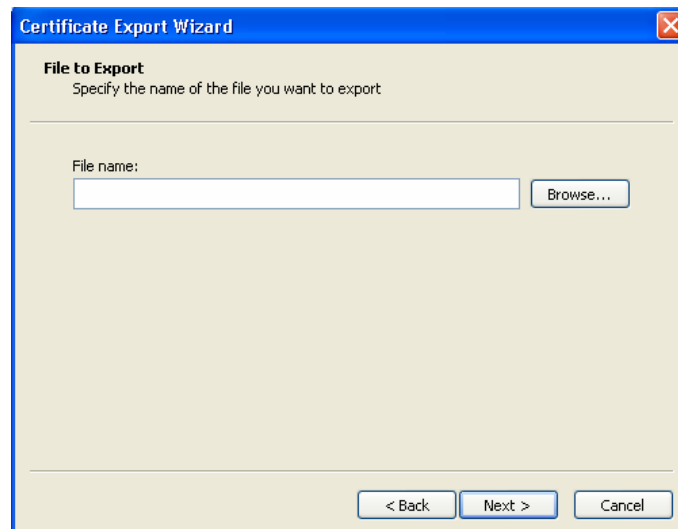
- The password dialog appears:
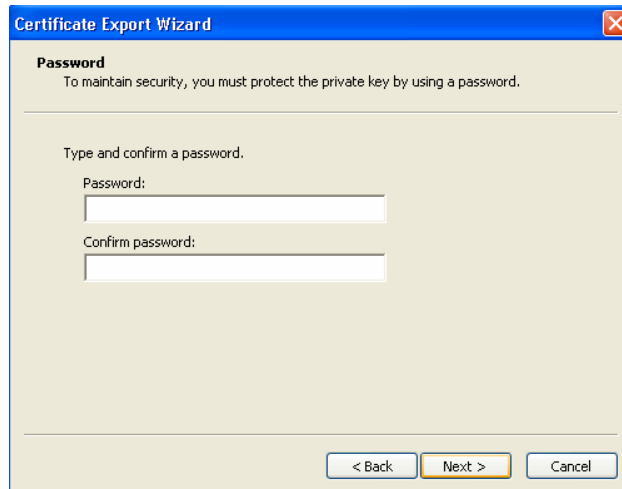
- We recommend you use the challenge phrase that you created for the original digital certificate for this backup copy of the digital certificate. Type your password in the **Password** and **Confirm Password** fields.
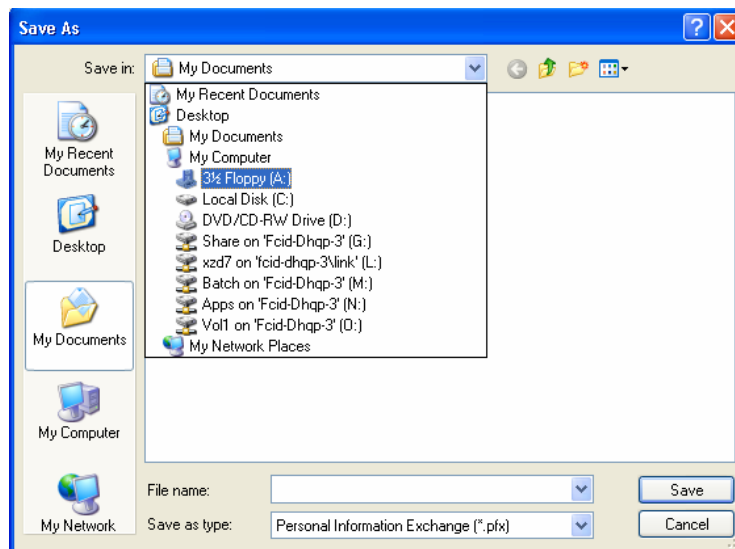
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- Click **Next.** The **File to Export** dialog opens.

- 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:


- 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**.

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- 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:
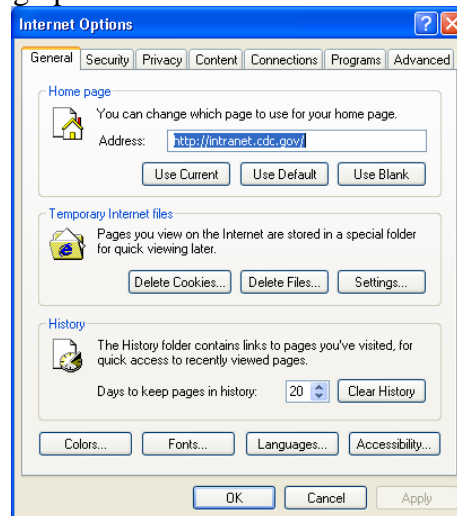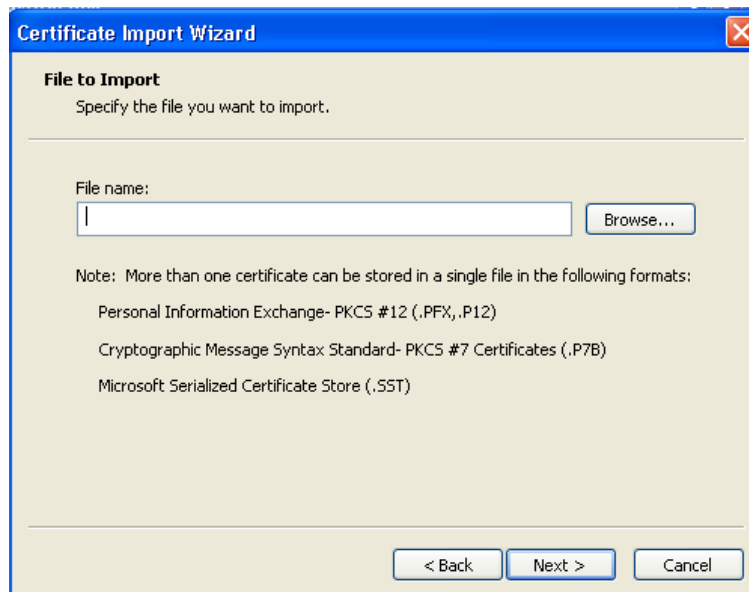
- Select the **Content** tab and then click on the **Certificates** button. The Certificates dialog opens and looks similar to the following:
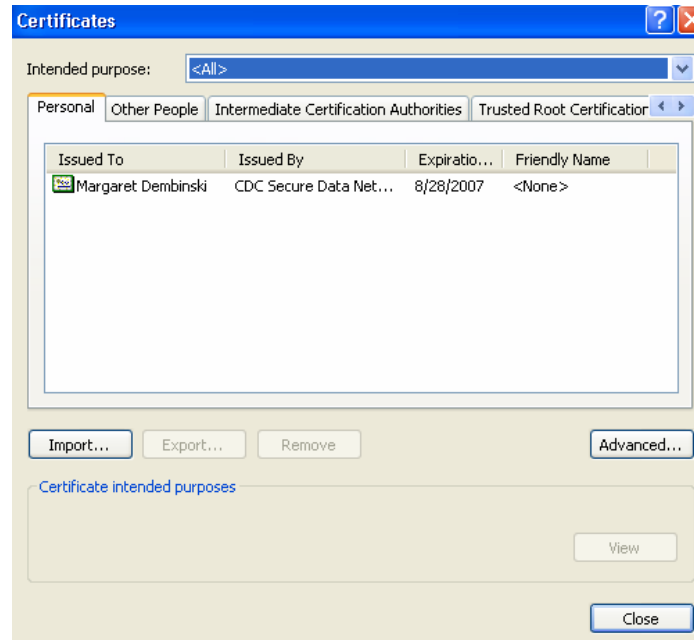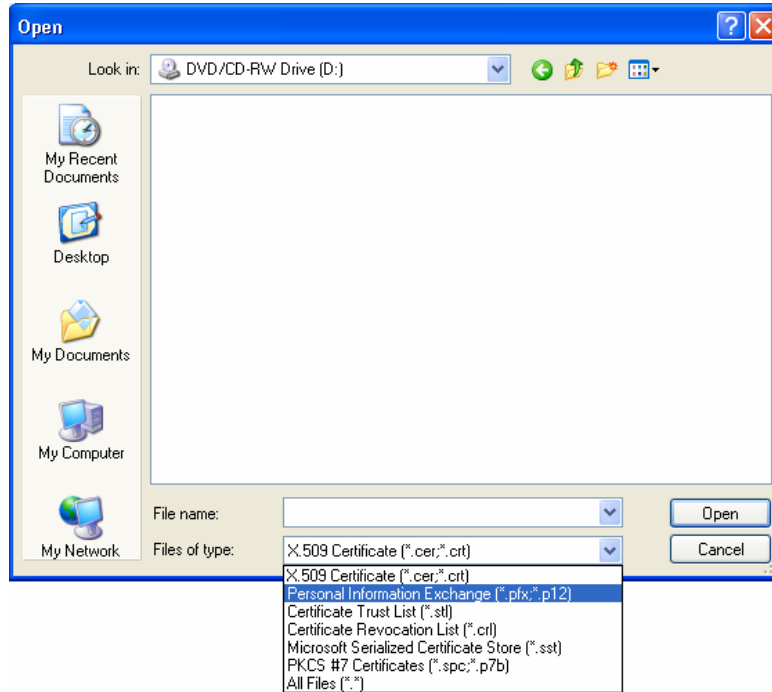

- Click the **Import** button. The **Certificate Wizard Import** dialog appears. Click the **Next** button. The **File to Import** panel appears and looks similar to the following:

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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:

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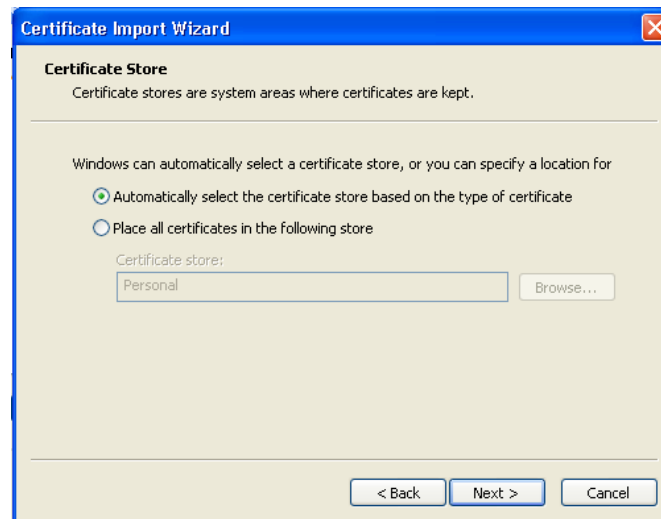
- Select the **"Automatically select the certificate store based on the type of certificate"** radio button and then click **Next**. The **Completing the Certificate Import Wizard** appears.

- 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. Begin Using the NHSN Reporting Application

- 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.
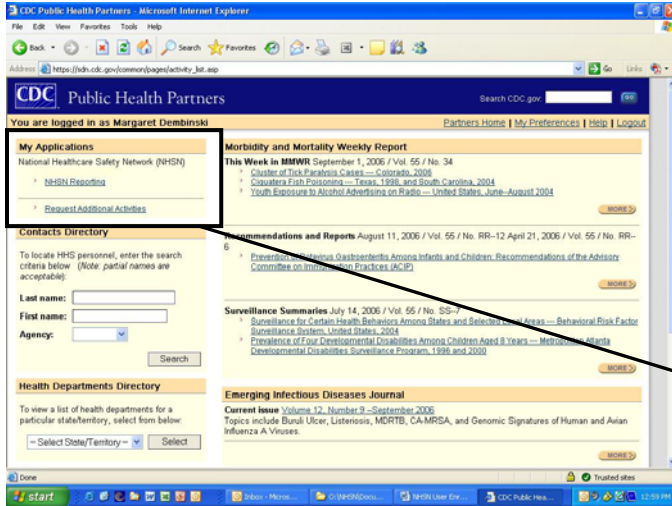
  Enter your challenge phrase.

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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 Reporting'.

Clicking on the **NHSN Reporting** link will take you to the **NHSN Landing** page.

If you have any questions, please contact NHSN at:

Telephone: 800-893-0485

Email address: nhsn@cdc.gov

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