

## Registration Instructions



Thank you for your interest in joining the ChicagoMRC! The Chicago Medical Reserve Corps is a volunteer program serving the City of Chicago communities, comprised of medical and non-medical volunteers, that support preparedness, response, and recovery activities during public health emergencies and other community events.

To learn more about the **Chicago MRC**, visit

[https://www.chicago.gov/city/en/depts/cdph/provdrs/emergency\\_preparedness/supp\\_info/mcdical-reserve-corps.html](https://www.chicago.gov/city/en/depts/cdph/provdrs/emergency_preparedness/supp_info/mcdical-reserve-corps.html)

To learn more about the **MRC of Illinois**, visit

<https://mrcillinois.org/>

[The Medical Reserve Corps Needs You!](#)

To learn more about the **National MRC Program**, visit

<https://aspr.hhs.gov/MRC/Pages/index.aspx>

This document will cover the registration process to become a Chicago Medical Reserve Corps volunteer, including requirements and registering in IllinoisHelps. If you encounter any issues or have any questions, please contact the Chicago MRC Coordinator at [ChicagoMRC@cityofchicago.org](mailto:ChicagoMRC@cityofchicago.org).

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## What are the requirements to become a Chicago MRC Volunteer?

To become a Chicago Medical Reserve Corps Volunteer, one must:

- Be at least 18 years of age
- Create and complete your IllinoisHelps profile to 100% (<https://www.illinoishelps.net/>)
  - IllinoisHelps is Illinois' Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP)
    - The ESAR-VHP is a federal program managed by the Office of the Assistant Secretary for Preparedness and Response (ASPR) at the U.S. Department of Health and Human Services (HHS) created to support states and territories to establish standardized volunteer registration programs for disasters and public health and medical emergencies.
    - The program verifies professionals' identification and credentials – identities, licenses, credentials, accreditations, and hospital privileges are verified in advance
- Provide consent to conduct a criminal background check
- Clear the background check
- Verification of Illinois Credentials, if applicable
  - For individuals wanting to volunteer in a medical capacity, an active State of Illinois medical license is required. License name, number, and expiration date are required at sign up.
- Completion of additional documentation

## What is IllinoisHelps?

IllinoisHelps is part of a national network of state-based volunteer registration systems for managing volunteers at all tiers of response, called ESAR-VHP. IllinoisHelps verifies the identity, credentials, certifications, licenses, and hospital privileges of medical and non-medical professionals who volunteer to provide health services during a public health emergency.

ESAR-VHP stands for “Emergency System for Advance Registration of Volunteer Health Professionals”. The ESAR-VHP program was created by Congress in 2002 following the events of 9/11. Immediately following 9/11, thousands of people traveled to New York City to volunteer and provide medical assistance. Unfortunately, authorities were unable to distinguish between those that were qualified to serve in this capacity and those that were not.

The goal of the ESAR-VHP program is to eliminate issues regarding volunteer registration, credentialing, verification, training, skills, competencies, and employment. The federal ESAR-VHP program is managed by ASPR’s Office of Health Care Readiness to streamline the volunteer registration process.

Each state runs its own ESAR-VHP program, with IllinoisHelps as the designated platform in the State of Illinois.

Chicago MRC uses IllinoisHelps to identify, validate, and call upon volunteers for an MRC-related community event or a public health emergency.

You can sign up for an IllinoisHelps account at <https://www.illinoishelps.net/>.

To learn more about ESAR-VHP, please visit <https://www.phe.gov/esarvhp/Pages/about.aspx>.

## How do I register for an IllinoisHelps New Volunteer Account?

1. Click the link [www.illinoishelps.net](http://www.illinoishelps.net) to go to IllinoisHelps and apply for the Chicago MRC program.
2. When you get to the site illustrated below, click “Register Now” (highlighted below).

**ILLINOIS HELPS**  
Healthcare  
Professional  
Emergency  
Volunteer  
Program

# Volunteer Management System

**Seal of the State of Illinois**  
AUG. 26<sup>TH</sup> 1818

**Home**  
FAQ  
Terms of Service  
Privacy Policy  
Contact Us

**Welcome to Illinois Helps!**

**COVID-19 Call for Support**

**Please read the FAQs to better understand what may be needed in the COVID-19 response.**

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By registering with Illinois Helps, an Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP), you can be part of an alert system and respond if available, when activated, to a significant disaster or public health emergency. As a volunteer, you pick the organizations to work with in the system when you register and those

**Member Login**  
Username:  
Password:  
Forgot Username or Password?  
Log In

**Not Registered?**  
**Register Now**

3. After clicking the ‘Register Now’ button, a new screen will load with questions about you. (see below image).
4. Answer all questions completely. When you have finished, scroll to the bottom and click “Next”.
  - In the Organizations section, select “Add Organizations” and search for Chicago Medical Reserve Corps.



## Volunteer Management System

- ① For the best experience, do not use the refresh, stop, back or forward buttons on the browser and only single-click buttons within a page.
- ② An asterisk (\*) indicates a required field. You will be alerted if the required information has not been entered.
- ③ For your security, all communications are encrypted and you will be logged out automatically if you are inactive for more than 20 minutes.
- ④ We recommend the latest version of [Microsoft Edge](#), [Mozilla Firefox for Mac or PC](#), [Apple Safari for Mac or PC](#) or [Google Chrome for Mac or PC](#) with JavaScript enabled and pop-up blocker turned off to use this site. Please see your browser's help file for more information.

### Organizations

Organizations represent official groups that you have affiliation with as a Illinois HELPS user. Click the Add Organizations link below to see a complete list of organizations and select those you want to join.

#### Add Organizations

\* Organization(s):

### Account Information

Creating an account is the first step in the Illinois HELPS registration process. You will use your account username and password each time you log into the Illinois HELPS.

\* Username:

The username must be at least six (6) characters long and cannot contain spaces.  
Acceptable characters include alphanumeric (A-Z, 0-9) and the symbols @, -, and \_.  
Usernames are not case sensitive.

\* Password:

\* Confirm Password:

\* Secret Question:

\* Secret Answer:

\* Password must be 8 characters or longer  
\* Password must contain a number  
\* Password must contain uppercase letter  
\* Confirmation password must match

### Terms of Service and Privacy Policy

\* Terms of Service:

☐ By checking this box, I indicate that I agree to the [Terms of Service](#) and have read and understand the [Privacy Policy](#) for this site. My submission of this form will constitute my consent to the collection and use of this information and the transfer of this information across the Internet to processing and storage facilities supporting this system. I also agree to receive required administrative and legal notices such as this electronically.

\* Information Pledge:

☐ By checking this box, I pledge to provide only correct information when completing this registration process. I also give consent to the Illinois HELPS and their designated agents to collect, use, verify, and maintain any information that is collected through the use of this site.

\* Background Check Authorization:

☐ I hereby authorize Illinois HELPS and its designated representatives to investigate my background and qualifications for the purpose of determining whether I am qualified for the position(s), volunteer or employment, for which I am applying. This authorization will be effective on the date I create my profile in this electronic registry and will remain in effect until my account is terminated, in writing (via email or letter), by me or Illinois HELPS. I understand Illinois HELPS will conduct such background investigation with the assistance of one or more outside firms and the scope of this investigation will include, but not be limited to, employment history, education history, driver's license records, public records of civil and criminal history, and professional licensing and credentialing. I understand that Illinois HELPS and its representatives will use the personal data entered by me into this electronic registry to conduct the background investigation. I certify that the information provided is, to the best of my knowledge, true and accurate. I further understand any mistakes or incorrect information in the personal data provided by me may affect the accuracy of any background investigation.

### Name and Address

Prefix:

Example: Dr., Col., Mr., Mrs., Ms.

\* First Name:

### Name and Address

Prefix:

Example: Dr., Col., Mr., Mrs., Ms.

\* First Name:

Middle Name:

\* Last Name:

Suffix:

Example: Jr., Sr., MD, PhD, RN

\* Home Address Line 1:

Home Address Line 2:

\* City:

\* State:

\* County:

\* Zip Code:

\* Work State:

Alternate Address Line 1:

Alternate Address Line 2:

City:

State:

County:

Zip Code:

Contact Information

Primary Email Address

✕

\* Email Address:

If you have an email account, it is important for you to provide this information. Without your email address, you may miss important messages and notifications. Please note that the system will not allow two accounts with the same email address. If you do not have an email address or your email address is already registered with the system, you can learn more about obtaining a free email address by [clicking here](#).

\* Confirm Email Address:

➕ Add Email Address

Contact Method 1

✕

\* Contact Method 1:

Select

\* Number to Attempt:

x

➕ Add Another Contact Method

Occupation Information

\* What is your occupation type?

Select

Registration Feedback

How did you hear about the site?

Select

If Other, please specify in the comments.

Comments:

6. Your profile is now created. Please note, your account is not complete at this time.

7. Click the “Profile” tab to see your current progress – it will be about 35% complete. Click through each section and fill out all fields.

Viewing Profile For: [REDACTED]

Overview

Profile

Organizations

Account Settings

Missions

Accountability

To EDIT this profile, please click on Profile Tab above

Summary

Registered Nurse (No ECL)

First number to attempt: [REDACTED]

Credentials

2 rows displayed

Occupation	Credential	Result	Date	Delete
Registered Nurse	Office of Inspector General...	Success - Exclusion Updat...	07/26/2023 06:00:16 pm	✕
Registered Nurse	State License	Not Checked - Incomplete ...	07/26/2023 06:00:18 pm	✕

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Overview **Profile** Organizations Account Settings Missions Accountability

Summary Identity Deployment Prefs Contact Occupations Training Skills Background Check Medical History

### Summary

35 % Complete

In order to make you eligible for potential deployments, all profile information must be complete. Please take the time to fill out each section below.

- Identity (incomplete - required fields missing)**  
The volunteer's name, current address, physical characteristics, and ability to operate a licensed motor vehicle.
- Deployment Preferences (incomplete - required fields missing)**  
The volunteer's availability for deployments, activity preferences for deployments, and existing emergency response commitments.
- Contact (incomplete - required fields missing)**  
The volunteer's contact information and emergency contacts for use during a deployment.
- Occupations (incomplete - must complete occupations)**  
The volunteer's professional experience.  
  - Registered Nurse (needs attention - page not visited)**  
Credentials are the formal qualifications you possess and are verified by the system.
- Training (incomplete - page not visited)**  
The volunteer's completed training courses.
- Skills and Certifications (incomplete - page not visited)**  
The volunteer's expertise to be considered for deployment eligibility and prior deployment history.
- Medical History (incomplete - page not visited)**  
The volunteer's health conditions that may affect deployment eligibility and your vaccination history.
- Background Check (incomplete - required fields missing)**  
The volunteer's background check may affect deployment eligibility.

## 8. Frequently Missed fields that are required for profile completion:

- Deployment Preferences – Willingness and Availability
- Contact – Emergency Contact
- Occupation – Fill in license information (if applicable), Place of Practice and a brief overview of your role. For Students, fill out the University, Degree, and expected graduation. If you have an additional occupation, you may enter it as well. You may use any field if the system does not explicitly ask for your university affiliation and degree.
- Skills – Language

9. If you are signing up as a medical volunteer, please add your up-to-date Illinois Medical License information.

The screenshot shows the 'Occupations' tab selected in a navigation bar. The main heading is 'EMT-Basic'. Below it is a note: 'Manually set the verification status using the Change link located below. Only credential elements which can not be automatically verified are editable.' There are two buttons: 'Edit Information' and 'Return to Occupations'. The 'Professional Status' section shows 'Licensed/Certified and Active'. The 'Professional License' section contains a table with the following data:

Name on License:	Yes
License Number 1:	[REDACTED]
Issuing State or Jurisdiction:	Illinois
Expiration Date:	03/31/2027
Good Standing License 1:	Yes
Free of Adverse Actions 1:	Yes

The 'National Registry of Emergency Medical Technicians' section shows:

Name on Certification:	Yes
Certifying Institution:	
Type:	

10. We will run a background check once the account is 100% completed and all follow-up email communications are fulfilled.


The screenshot shows the 'Summary' page with a progress bar at the top indicating '100 % Complete'. Below the progress bar is a list of steps, each with a green checkmark and the word '(complete)' in parentheses:

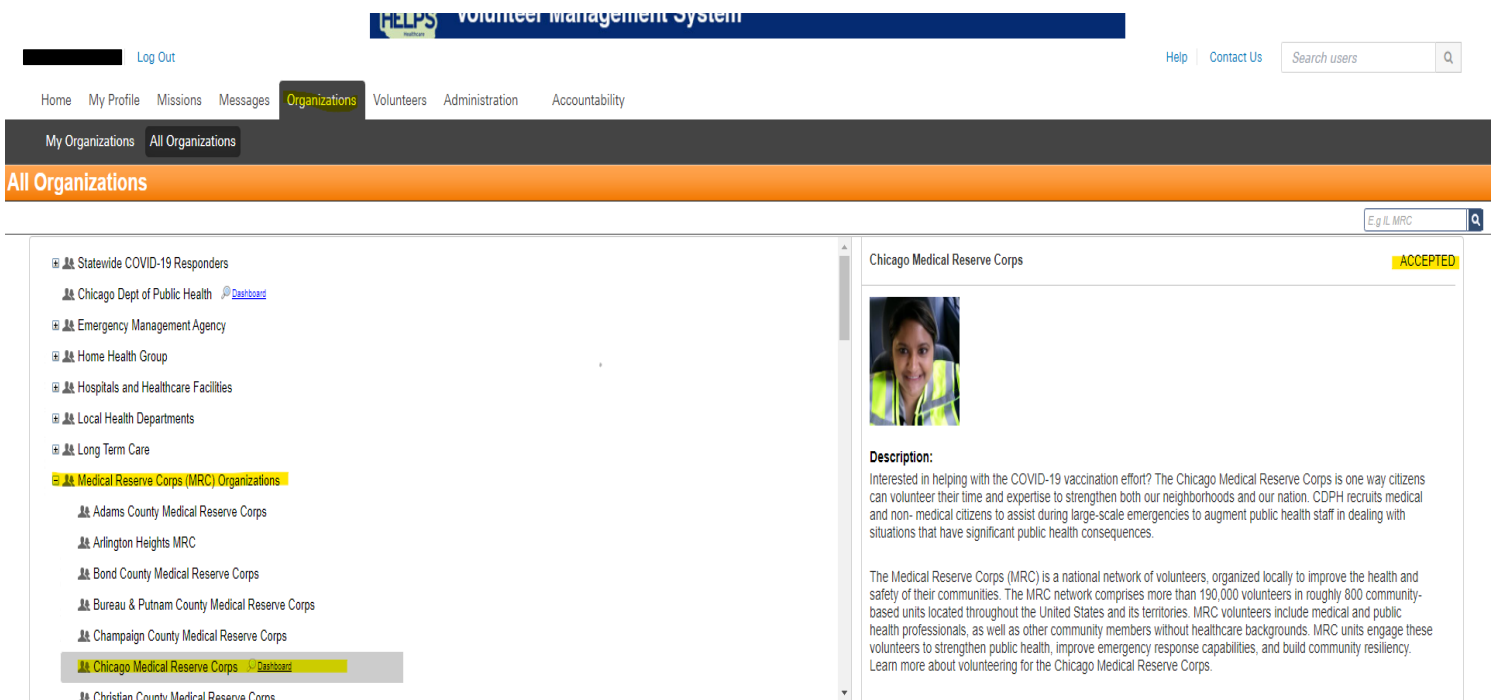
- Identity (complete)**: The volunteer's name, current address, physical characteristics, and ability to operate a licensed motor vehicle.
- Deployment Preferences (complete)**: The volunteer's availability for deployments, activity preferences for deployments, and existing emergency response commitments.
- Contact (complete)**: The volunteer's contact information and emergency contacts for use during a deployment.
- Occupations (complete)**: The volunteer's professional experience.
  - Licensed Practical Nurse (complete)**: Credentials are the formal qualifications you possess and are verified by the system.
- Training (complete)**: The volunteer's completed training courses.
- Skills and Certifications (complete)**: The volunteer's expertise to be considered for deployment eligibility and prior deployment history.
- Medical History (complete)**: The volunteer's health conditions that may affect deployment eligibility and your vaccination history.
- Background Check (complete)**: The volunteer's background check may affect deployment eligibility.

11. Once all steps are completed, your account will be approved, and you will receive an account confirmation email welcoming you to the Chicago Medical Reserve Corps!

**Thank you for your interest in volunteering with the Chicago Medical Reserve Corps!**

## I already have an IllinoisHelps account but want to join the Chicago MRC. What Now?

1. Ensure you go through each section and update your information.
2. To Join a new organization:
  - a) Log into your IllinoisHelps Account. You should reach the home screen.
  - b) Locate the ribbon at the top. Go to the Organization Section.
  - c) Under Organization - All Organization, toggle over the Medical Reserve Corps and open the option tree - the square with the plus 
  - d) Choose Chicago Medical Reserve Corps.
  - e) The screen on the right opens up. At the top right, click Join (your screen will say Join on the right-hand side instead of Accepted).



The screenshot displays the IllinoisHelps Volunteer Management System interface. At the top, there is a navigation bar with a 'Log Out' button and links for 'Help', 'Contact Us', and a search bar. Below this is a ribbon with tabs for 'Home', 'My Profile', 'Missions', 'Messages', 'Organizations', 'Volunteers', 'Administration', and 'Accountability'. The 'Organizations' tab is active, showing a sub-ribbon with 'My Organizations' and 'All Organizations'. The 'All Organizations' section is highlighted in orange. On the left, a list of organizations is shown, with 'Medical Reserve Corps (MRC) Organizations' expanded. Under this, 'Chicago Medical Reserve Corps' is selected and highlighted. The right panel displays the details for the Chicago Medical Reserve Corps, including a photo of a volunteer and a description. The status 'ACCEPTED' is shown in a yellow box at the top right of the details panel.

**Once your profile is 100% completed, additional follow up from ChicagoMRC completed (if applicable), and background check cleared, you will receive an account confirmation email welcoming you to the Chicago Medical Reserve Corps!**

**Thank you for your interest in volunteering with the Chicago Medical Reserve Corps!**