

Integrated Consortium of Laboratory Networks (ICLN) PORTAL

FREQUENTLY ASKED QUESTIONS (FAQs):

What is the ICLN Portal and who is eligible to use it?

- The ICLN Portal is a secure, password-protected website that acts as a common resource location for members of the ICLN Network Coordinating Group (NCG), including Network Coordinators, Network Representatives, NCG Working Groups or subgroup chairs, contractors that support the ICLN program, and others, as long as access is provided for specific collaborative purposes.

What are some of the tools available in the ICLN Portal?

- The ICLN Portal is available to enhance communication and coordination during an incident or event. It offers the capability to host databases, email communications to a restricted list of participants, provides an area for uploading analytical results, document storage and management. Also available are webinar services as well as other functions such as the Combined Registry and ICLN calendar application. All work space within the site can be limited in access to selected subsets of individuals that are deemed to have a “need-to-know”.
- Once an Incident Workzone is accessed, emails, Preparedness Alerts, Situation Reports (SITREPs), and documents can be uploaded and sent to Incident Members from the ICLN Portal. All activity will be logged on the “Latest Activity” area within the Incident.

When should the ICLN Portal be used?

- The ICLN Portal is available to enhance communication and coordination during an incident or event. It offers the capability to host databases, email communications to a restricted list of participants, provides an area for uploading analytical results, document storage and management. Also available are webinar services as well as other functions such as the Combined Registry and ICLN calendar application. All work space within the site can be limited in access to selected subsets of individuals that are deemed to have a “need-to-know”.
- The ICLN Portal provides a way for Network Coordinators and Network Representatives on the Emergency Contact List and those designated with a need-to-know status to establish a limited access work space and to access data reports, other support documents and communications such as PAs or SITREPs associated with a specific incident.
- The ICLN Portal can also be used outside of incidents or events to collaborate in work groups, such as one of the ICLN NCG working groups or subgroups.

How could I use the ICLN Portal?

- The Network Coordinator or Network Representative(s) will log on to the ICLN Portal to register an incident which will create an Incident Workzone where files can be stored and NCG representatives and their guests can sign in to review the most updated material related to the emergency response situation.

Who would I include if I was creating an incident on the ICLN Portal?

- A "pick list" that includes the names and contact information of each Network and associated Network Coordinator and Network Representative(s) is available on the ICLN Portal. This list provides a quick reference of which networks should be included in an incident-specific communication. Incident-specific guests can be added to this list, as necessary. Communications that occur through the ICLN Portal are intended to be consistent with the guidelines set by each network's parent agency.

Who do I contact to get an account to login to the ICLN Portal?

- Contact your network coordinator and they will forward your request or you can email helpdesk@icln.org or icln@hq.dhs.gov. **Once permissions are verified by your network's coordinator, access will be provided.**

How do I get help with the ICLN Portal functionality or if something is not working properly?

- If you need to speak to a customer service representative for assistance with the ICLN Portal, you can obtain it three ways:
 - First, by hitting the HELP "chat" button from anywhere within the Portal;
 - Second, by emailing helpdesk@icln.org; or,
 - Third, by calling the helpdesk at **1-888-201-5745**.