

CLINICAL CONNECTIVITY GETTING STARTED

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GETTING STARTED

Your healthcare office has identified a Clinical Connectivity Group Administrator to be the liaison for your group and Banner Health. The Group Administrator is your primary contact for Clinical Connectivity questions, problems, and/or issues. Please review the Clinical Connectivity Electronic Transmission Agreement with your Clinical Connectivity Group Administrator.

Browser, System and Connection Requirements

- Computer running Microsoft Windows 10, or 11
 - Supported browsers: Microsoft Edge, Google Chrome
- Computer running MAC OSx 10, 11 and above
 - o Supported browsers: Safari, Chrome
- Broadband internet access

Technical note: To install the required application versions below, you will need administrative access to your computer. If you do not have administrative rights on your computer, you will need assistance from your IT for application installation.

- Minimum .NET version is 4.8 (requires admin rights)
- Minimum VCRedist is 14.30.30704.0 (requires admin rights)
- Citrix Workspace 19.12 runs on Windows 10, 11
- Citrix Workspace 22.02 runs on Windows 10, 11

Login Credentials

Users will receive a LAN ID (Banner username) and temporary password via two secure email messages.

- If you did not receive the log in credentials, have them contact the Helpdesk at 602-747-4444 option 3
- If you had previous access to Banner systems and the account is active, only the username will be sent. Utilize your previous credentials. If you do not remember the credentials, contact the helpdesk at 602-747-4444 opt. 3 to request a password reset.

Encrypted Emails – Proofpoint

- Username and password will be sent via two Proofpoint encrypted emails.
- If this is the first time accessing Proofpoint encrypted emails, you will be prompted to set up an account with Proofpoint Encryption when you click on the "click here" link in the email.



• When prompted for your email address, make sure to use the **same email address** with which you received the secure email notification.

	Banner Health. Registration
Create your accour	t to read secure email.
Email Address:	Email Address
First Name:	
Last Name:	
Password:	
Confirm Password:	
	Continue

• If you have already registered, or if your account already exists, you will be prompted to sign in and provide your password to decrypt the message. Click Continue.

	₿ Banner Health. Login	
Log in to En	nail Encryption	
Email Addre	225	
Password		
Forgot Passw	ord	
Security <u>I</u>	Nhat is this?	
This is a	a public or shared computer	
\bigcirc This is a	a private computer	
	Continue	

• From this point on, log into to the Encrypted Email system with that login information. If you forget your password, use the "Forgot Password" link. <u>The Banner IT Service Desk does not have the ability to reset these passwords</u>.

Login	iiii.
Log in to Email Encryption	
E-Mail Address	
Password	
Forgot Password	
Continue	

Technical Support

- If you have urgent problems or questions, call the Service Desk at (602) 747-4444.
 - **O** Press '3' for the Clinical Service Desk if you're having clinical application issues.
 - **O** Press '2' for the Technical Service Desk if you're having computer-related access issues.
- For all other questions regarding Clinical Connectivity practice enrollment, enrollment status, or practice management, please contact the Clinical Connectivity Administrators at <u>ccsupport@bannerhealth.com</u>

Azure MFA (Microsoft Authenticator) Mobile Phone or Tablet Enrollment

You are required to have **Microsoft Authenticator** installed on a mobile device. Microsoft Authenticator is a security tool used to generate a secondary random passcode on your mobile device that is required to log into Banner's remote applications.

- Alternatively, you can select to enroll via Phone Call Back, which <u>does not</u> require smartphone or software installation. <u>Click Here for Phone Call Back Instructions</u>
- If you already have the **Microsoft Authenticator** app downloaded on your mobile device and have a registered Banner account that you can add an existing method. <u>Click Here for Adding</u> <u>Existing Method Enrollment Instructions.</u>
- For help with the Azure MFA enrollment process please contact the Banner Service Desk at **602747-4444.**
- 1. From a Work or Personal Computer, go to https://mysignins.microsoft.com/security-info
- 2. Sign in using your **Microsoft Authenticator** username Example: (**ccTUser@bannerhealth.com**) and password.



a. You will be prompted for more information, click Next



3. You will then be prompted to download the app.



- 4. On your **mobile** device, download the **Microsoft Authenticator** app from the app store.
 - a. For Android Devices https://play.google.com/store/apps/details?id=com.azure.authenticator
 - b. For iOS Devices https://apps.apple.com/us/app/microsoft-authenticator/id983156458
- 5. After you download the app, press Next on your computer screen to begin the setup process

Method 1 of	f 2: App
Ø App	2 Phone
Microsoft Authenticator	
Set up your account	Id an account, and select "Work or school".
l want to set up a different method	Back Next

- a. In the Authenticator app, select Add Account. Press Add New Account.
- b. Select Work or School Account.

7:52	2 7	🗢 🗖
<	Add account	
WHAT	KIND OF ACCOUNT ARE YOU ADDING?	
	Personal account	>
	Work or school account	>
2	Other (Google, Facebook, etc.)	>

c. Select Scan QR code.



- 6. After clicking **NEXT** on your computer screen you will see the QR code unique to your registration.
- 7. Using your device's camera, place the QR image in the view finder to allow the app to scan the code.

licrosoft Authenticator			4:45 🕫	
			<	Scan QR code
Scan the QR code				
Use the Microsoft Authenticator app to scan the app with your account.	QR code. This will connect the M	licrosoft Authenticator	Your acc	count provider will display a QR code
After you scan the QR code, choose "Next".				
				After you scan the QR code, Coone "Next".
PERE			- 1	ELEVER
				Can't scan image?
Can't scan image?				
		Back Next		
				Or enter code manually
nt to set up a different method				

8. Click **Next** on your **computer** after you scan the QR code, you'll get the verification screen.

Method 1 o	of 2: App		
		2 Phone	
266		rione	
Microsoft Authenticator	₩ N		
Let's try it out			
Approve the notification we're sending	to your app		
<u> </u>			_
		Deals	

9. A test notification will be sent to your personal device. Press **Approve** on your device to acknowledge the authentication test request.



10. Click **Next** on your computer to continue the process and add a phone number as a **backup** option.

od 2 of 2: Phone
Phone
) your phone or texting a code to your phone.
Enter phone number
ct means that you agree to the Terms of service and Privac
t

- 11. Once your phone number is entered and you click **Next**, you will be prompted to verify the phone number by entering the code you received on your mobile device.
- 12. Enter the code.

Metho	d 2 of 2: Phone
Арр	Phone
Phone	
We just sent a 6 digit code to +1 Ente	er the code below.
Enter code	
Resend code	
	Back
want to set up a different method	

14. Click Next.

Method	2 of 2: Phone
Арр	Phone
Phone	
ef δMS verified. Your phone was registered succes	sfully.
	Next

15. When you see the Success! Screen, Click Done.



16. Update Your Password, click Sign In when finished

M	Banner Health	
	ccjdemii22@bannerhealth.com	
	You need to update your password because this is the first time you are signing in; or because your password has seeined.	AL-1
	Kurrent password	Valley V
E	New password	
1211	Confirm password	
1	Sign in	

Note: The password you created will be the password used to access the Clinical Connectivity portal

HOW TO LOG INTO BANNER PORTAL HTTPS://PORTAL.BANNERHEALTH.COM

- Open your web browser and type <u>https://workspace.bannerhealth.com</u> in the address bar. The BHS App Portal login screen displays. Note: Mark this page as a favorite for easier access by adding as a "Favorite" in your web browser.
- 2. There will be 3 fields of information to enter.
 - 1) Username
 - 2) Password

- 3) Microsoft Verification Code (6-digit passcode)
- 3. Enter your network credentials under User name and Password. Click Log On.

	User name	
	Password:	1
Banner Health		First factor
		Log On

4. Open Microsoft Authenticator on your mobile device. Click **Continue** on your computer. A passcode will be generated on your phone app. This is your "Microsoft verification code." Note: The passcode can only be used one time. If you enter the wrong passcode, click **Generate Passcode** to create a new code.

	4:40 🖈
	×.
Please have your Microsoft Authenticator app ready.	Bann CCuser
Continue	Notifications You can use this Your sign-fins One-time pass 123,456
	S Enable phon
	RE Update secu



5. Enter the Microsoft verification code in the second Password field. Click **Submit**.

CITRIX APPLICATIONS DOWNLOAD & INSTALLATION

*Citrix application requires Citrix Receiver software installation. If you do not have administrative rights on your computer, please contact your practice admin or IT resource.

Step One

CITRIX RECEIVER DOWNI OAD **Download Citrix**



4. Security Warning Will Be Presented, Click Run. This Will Launch the Installation

While files from the internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the rule?



CITRIX RECEIVER INSTALLATION

Step Two

dmpr Receiver	Citris Receiver installs software that allows access to virtual applications that your organization provides, including software that allows access to the applications that use your browser. - Allow applications access to your webcam and microphone. - or an exploration of the your location - - or an exploration of the provide the provided of the - organization of of - organizati
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2. Click "I Accept the License Agreement" And Click Next

You must accept the	license agreement below to proceed.	
CITRIX RECEIVE	R LICENSE AGREEMENT	•
This is a legal a Licensed User, International G Your location o "RECEIVER") de applicable enti	greement ("AGREEMENT") between you, the and Citrix Systems, Inc., Citrix Systems mbH, or Citrix Systems Asia Pacific Pty Ltd. If receipt of this component (hereinafter termines the licensing entity hereunder (the ty is hereinafter referred to as "CITRIX").	
I accept the licen	se agreement	

×



4. When Install Is Complete Click Finish

Receiver	
Installation successful	
Click on Finish to begin using Citrix Receiver	
	Fundation

ADDITIONAL INFORMATION

Azure MFA (Microsoft Authenticator) Phone Call Back Enrollment

These instructions will guide you through setting up the authenticator call back from your office desk or mobile phone option (**no software or smart phone required**) and enrolling in Azure Multifactor Authentication (MFA). For help with the Azure MFA enrollment process please contact the Banner Service Desk at **602-747-4444**.

1. Go to https://mysignins.microsoft.com/security-info on your computer.



- Sign in using your @bannerhealth.com account and password. Your @bannerhealth.com account name is required for this process. This is not a Banner email address.
 Note: Sign in using your Clinical Connectivity portal username and adding @bannerhealth.com to the end of it. Example: ccTUser@bannerhealth.com. The password will be the same password as for your Clinical Connectivity portal login.
- 3. You will be prompted for more information, click Next.

🕏 Banner Health			
@bannerhealth.co	om		
More information red	More information required		
Your organization needs more info your account secure	ormation to keep		
Use a different account	45		
Learn more	Next		

4. Click "I want to setup a different method"

	Metho	d 1 of 2: App
	App	2 Phone
Micros	oft Authenticator Start by getting the ap On your phone, install the Microsof After you install the Microsoft Aut I want to use a different authentic	p off Authenticator app. Download now henticator app on your device, choose "Next". ator app
Lwant to set u	ip a different method	

5. Choose Phone in the drop-down list and click **Confirm**.

Choose	a different ı	method $ imes$
Which meth	od would you li	ke to use?
Phone		\sim
	Canc	Confirm
	Canc	Confirm

- 6. Enter your office desk or mobile phone number and select Call me. Note: Phones requiring an extension or international number dialing cannot be used for callback at this time.
- 7. Click **Next** to initiate the validation call and enter the phone number when prompted.

Method 1 of 2: Phone		
	2	
Phone	Арр	
Phone		
You can prove who you are by answering a call on you	r phone or texting a code to your phone.	
What phone number would you like to use?		
United States (+1)	Enter phone number	
O Text me a code		
Call me		
Message and data rates may apply. Choosing Next mea and cookies statement.	ans that you agree to the Terms of service and Privacy	
	Next	

8. Once the call is verified, click Next to setup a backup method using your email address

Met	od 1 of 2: Phone
Phone	2 Арр
Phone	
Call answered. Your phone was registered su	iccessfully.
	Next

9. Click "I want to setup a different method."

	Method 2	of 2: App	
	Phone	Арр	
Micros	oft Authenticator		
	Start by getting the app		
	On your phone, install the Microsoft A	uthenticator app. Download now	
	After you install the Microsoft Authent	ticator app on your device, choose "Next	".
	I want to use a different authenticator	арр	
			Next
I want to set up	o a different method		

10. Select **Email** in the drop-down list and click **Confirm**.

Important: Email can only be used as a backup method to change authenticator settings (such as adding and removing authenticator types at https://mysignins.microsoft.com/security-info). Email cannot be used as an alternative MFA method.

Choose a different method $~ imes$		
Which method would you like to use?		
	Cancel	Confirm

- 11. Enter your email address in the **Email** field and click **Next** to have a 6-digit verification code sent to that email.
- 12. You will receive an email from "Microsoft on behalf of Banner Health." You may need to check your 'Junk' email folder if this is the first time you've received an email from Microsoft. Mark this type of email as 'Safe' to prevent login delays.



13. Enter the 6-digit code into the confirmation window and click Next.

Method 2 of 2: Email	
Phone	Email
Email We just sent a code to 297572	
Resend code	Next

14. You will now see both authenticator methods setup, click **Done** to finish.

Method 2 of 2: Done		
Phone	Email	
Success!		
Great job! You have successfully set up your security inf	o. Choose "Done" to continue signing in.	
Default sign-in method:		
S Phone		
Email		
	Done	

15. Update Your Password, click **Sign In** when finished



Note: The password you created will be the password used to access the Clinical Connectivity portal

16. Note: When you log in, you will receive a call back to your office desk or mobile phone. You will need to answer the call and press **#** at the prompt to verify your access.

Add Method to Existing Enrollment

If you already have the Microsoft Authenticator app downloaded on your mobile device and have a registered Banner account that you can access the Security Info with:

- 1. Go to https://mysignins.microsoft.com/security-info.
- 2. Sign in using your @bannerhealth.com account and password.
- 3. Select + Add method.

Banner Health	My Sign-Ins
A Overview	Security info
𝒫 Security info	These are the methods you use to sign into your account or reset your password.
Organizations	+ Add method
므 Devices	No items to display.
A Privacy	Lost device? Sign out everywhere

4. Select Authenticator App from the drop-down menu



5. Press **Next** on your computer screen.



- 6. Open the Microsoft Authenticator app.
- 7. Select your registered Banner account that ends in @bannerhealth.com



8. Select Set up 2-step verification



- 9. On your computer screen you will see the QR code unique to your registration.
- 10. Using your device's camera, place the QR image in the view finder to allow the app to scan the code.



11. After you scan the QR code, click Next on your computer.



12. A test notification will be sent to your mobile device. Press **Approve** on your device to acknowledge the authentication test request.



- 13. Click **Next** on your computer screen to complete the registration process.
- 14. The new Authenticator method has been added and you can close the app.