# 📚 Banner Health.

# BANNER HEALTH CLINICAL CONNECTIVITY TRAINING GUIDE

Your Physician office has been given access to Banner Health's Clinical Connectivity web portal to access patient information over the internet. The Clinical Connectivity website provides access to the following applications:

- Cerner Millennium: Clinical information for Banner Health facility (lab, imaging reports, dictation, clinical results)
- Fuji PACS Synapse: Radiology Imaging/ Picture Archive Communication System (PACS)
- iECG EKG Mgmt: iECG enables viewing, printing, and searching of the 12-lead ECGs from the PC
- Report2Web: Report2Web notification/alert via a daily email. This email notifies the PCP/Internist/Pediatrician or OBG of an ED visit/Admit/OBG and/or Discharged event.

Note: Access to each application requires an application request to be submitted by the Group Administrator.

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Member Responsibilities	

- Banner Health carefully tracks, logs and reviews patient information accessed by Clinical Connectivity members.
- Each user is accountable for the patient information that they access.
- Each user will only access the patient information needed to perform their responsibilities in providing direct patient care.
- Patient information must be treated with confidentiality and must only be accessed for professional use.
- Banner Health is committed to protecting the privacy of our patients and will take any action warranted to ensure that their health care data is secure.
- Physicians, Group Administrators, and all users are required to comply with the terms under which this system should be used, which are outlined in the agreement signed by your organization. Your organization will have a copy of these terms, and each user should review them.
- All users are required to have their own User ID and password, which is equivalent to their legal signature.
- Sharing User IDs and passwords are not permitted and is a violation of your contractual agreement with Banner Health. Please do not use someone else's User ID.
- Your physician 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.

# **GETTING STARTED**

Your physician 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.

If you are unsure who your Group Administrator is, please email <u>webconnect@bannerhealth.com</u>

### Browser, System and Connection Requirements

- Computer running Microsoft Windows 7, 8.1, 10, or 11 (Windows 7 and 8.1 will be discontinued in 2023) 

   Supported browsers: Microsoft Edge, Google Chrome, Internet Explorer (Explorer will also be discontinued)
- Computer running MAC OSx 10.15 and above Supported browsers: Safari (7.0 and above), Chrome (28.x and later), Mozilla Firefox (22.x and later)
- 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, 8.1, or 7 and will be discontinued in 2023
- Citrix Workspace 22.02 runs on Windows 11, 10, and 8.1

### 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 accoun	Create your account 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	Email Encryption
Email Ad	dress
ine stat	distant Propped con
Password	i
Forgot Pas	sword
Security	What is this?
This	is a public or shared computer
$\bigcirc$ This	is 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>Service Desk does not have the ability to reset these passwords</u>.

≋B	anner Health Login
Log in to Email Encry E-Mail Address	ption fr
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 webconnect@bannerhealth.com

### 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.

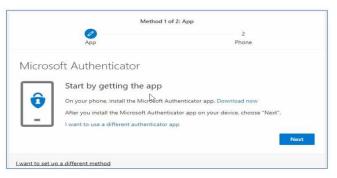
- Alternatively, you can select to enroll via Phone Call Back, which <u>does not</u> require smartphone or software installation. (Click Here for Phone Call Back Instructions).
- If you already have the **Microsoft Authenticator** app downloaded on your mobile device and have a registered Banner account that you can add an existing method. <u>(Click Here for Adding 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.



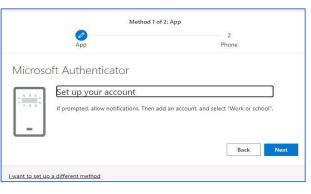
a. You will be prompted for more information, click Next



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



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



c. Select Scan QR code.

<	Add account	
WHA	T KIND OF ACCOUNT ARE YOU ADDING?	
	Personal account	
	Work or school account	
8	Other (Google, Facebook, etc.)	
	Add work or school accou	unt

- 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.

Microsoft Authenticator	4:45 🕫	
	<	Scan QR code
Scan the QR code		
Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.	Your acco	unt provider will display a QR code
After you scan the QR code, choose "Next".		
		Use the Microsoft Authenticator app to scal app with your account.
		After you scan the QR code, choose "Nest".
	-	BARRA .
		Can't scan image?
Can't scan image?		
Back Next		
		Dr enter code manually
vant 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 of	f 2: App		
App		2 Phone	
Microsoft Authenticator			
Approve the notification we're sending t	to your app	Back	Next
I want to set up a different method			

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

4:05 -	al 🗢 🐽		
	+	Method 1 of	
Banner Health	3	App	2 Phone
Approve sign-in? Banner Health Seamerthealth Deny Appro		Microsoft Authenticator	Back Next

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

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

- 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.

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

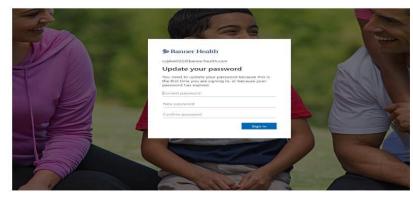
#### 14. Click Next.



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

	Method 2 of 2: Done			
	Арр	Phone		
Suc	cess!			
Great je	b! You have successfully set up your security	info. Choose "Done" to continue signing in		
Defaul	t sign-in method:			
S	Phone +1			
Ô	Microsoft Authenticator			
			Done	

16. Update Your Password, click Sign In when finished



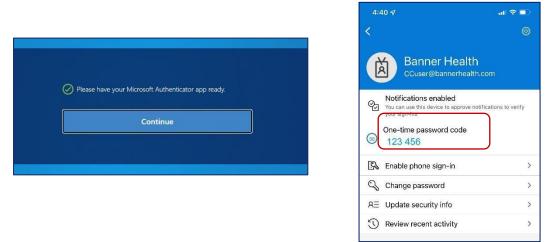
Note: The password you created will be the password used to access the Clinical Connectivity portal.

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

- Open your web browser and type <u>https://portal.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) User name
  - 2) Password
  - 3) Microsoft Verification Code (6-digit passcode)
- 3. Enter your network credentials under User name and Password. Click Log On.

	User name		
<b>A</b> 2	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.



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

Enter V	our Microsoft verification code	
Password		-
	Submit	
	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

#### Step Two

#### CITRIX RECEIVER DOWNLOAD Download Citrix

#### 1. Click Detect Receiver

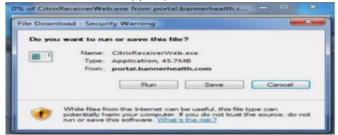


2. Click "Always allow portal.bannerhealth.com to open" Click "Open Citrix Receiver Launcher".

Click I agree with the Citrix License Agreement, then click Download



3. File Download Will Appear, Click Run



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



#### CITRIX RECEIVER INSTALLATION Install Citrix

1. Click Start



2. Click "I Accept the License Agreement" And Click Next



#### 3. Click Install



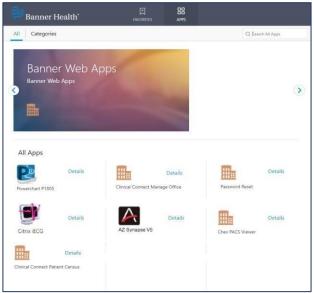
#### 4. When Install Is Complete Click Finish



# HOW TO LOG INTO BANNER ONLINE APPLICATIONS

This section will provide instructions to access the requested applications:

- Cerner Millennium (Powerchart P1805): Clinical information for Banner Health facility (lab, imaging reports, dictation, clinical results)
- PACS Synapse: Radiology Imaging/ Picture Archive Communication System (PACS)
- iECG EKG Mgmt: iECG enables viewing, printing and searching of the 12-lead ECGs from the PC

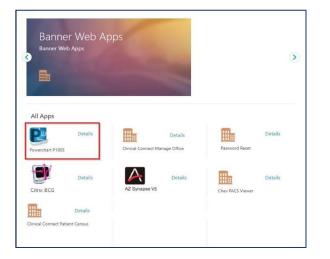


# HOW TO LOG INTO CERNER MILLENNIUM

- 1. Log into Banner Workspace using instructions: HOW TO LOG INTO BANNER PORTAL
- 2. On the Banner Health Workspace Page, Click APPS



3. Click Powerchart P1803 icon



# Training Video - Navigating Cerner for Clinical Connectivity <u>https://www.youtube.com/watch?v=GrT0-T41Ylw</u>

# Navigating Cerner View Only

Welcome to Cerner View Only for Clinical Connectivity

When you first log in you will get an announcement pop-up that is a communication tool for inside our facilities. This information is typically not pertinent to you.

You can click on the box next to "Don't show again until new information has been posted" and click Close. You may still get a pop-up from time to time, but you will not get the pop-up every time you log in.

P Announcements	0
Critical Drug shortages	
<ul> <li>Spinal bupivacaine - restricted to L&amp;D areas</li> </ul>	
· Diltiazem IV - use alternatives, such as IV verapamil, whenever possible	
<ul> <li>Morphine IV, hydromorphone IV, and fentanyl IV - use oral pain medicat between vials, ampules, and syringes based on availability. Hydromorpho</li> </ul>	ions when possible. Pharmacy may stock different strengths and interchan ne IV not stocked in ED Pyxis machines.
· Lorazepam IV and diazepam IV - use oral dosage forms whenever possib	le
Amino acids - restrictions in place for adult and pediatric patient popula	ations
[5/30/2016 2 30pm slk]	
The active patient chart may change unexpectedly from one patient t	o another when multiple patient charts are open at the same time
Before completing any action within a patient chart, review the demo	graphics bar closely to ensure the intended patient is displayed.

### When You First Log In

### Finding Your Patients - Cerner Millennium

Finding your patients demonstration. Locate the main toolbar at the top of your screen.

- Click on Patient in the upper left-hand corner of the primary toolbar and then click Search
- In the Name Field, type in the patient's last name, comma, space, first name and click Search
- After you have verified that you have the correct patient, single click on your patient
- In the bottom of the pop-up, select the encounter that you wish to view and double-click to open that encounter.

NOTE: You may or may not get a list of encounters depending on how many times the patient has been seen

Contraction of the second s	
Task Edit View Patient Ch	sart Links PabentList Help
A Patient List	
🗱 Suspend 🗐 Exit 📋 Calculato	e 🔓 Communicate 🔹 🦉 Parlient Education 🔥 Patient Pharmacy 🗰 Pedication Administration 🖕
i unia 🛫	
Patient List	
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### **Chart View Orientation**

- Once in the patient's chart your screen will default to Chart summary
- The blue banner is the patient's demographic bar
- You can double-click on the patient's name to open more demographics if needed.
- The gray tabs to the left are your various parts of the chart. Most of these tabs and what information is found in them are self-explanatory.

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Interactive View and 1 & O	Pertinent Information	=• @	Notification Record 🕂	=• e
Ferm Brawser	Code Status		Significant Clinical Information (2)	E- 41
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Histories	Navigation Tabs		Follow through encology program	
Immunization Schedule	Add Admitting Diagnosis		Oncology/Hematology	
MAR Summary	None			24 Hours 🛩 Encounter 🛩
Medication List	Active Cinical Diagnosis		Fall and Mobility	
mbages	3-Vessel CAD		Fall Risk Score 19/Obs Adult	2
Oncelegy View	Acute Angina		Mobility Level	Mobility Level 4
Ordes	Acute Hypowemic Respiratory Failure		Patient Education (5)	
Patient Information	Correct Abrasion Hypertension, Accelerated		Selected yest	
Patient Schedule	Preumoria		Understanding Restraints	85/33/38
Growth Chart			Billary Catheter, Discharge Instructions	11/28/17
Disproses and Problems	Patient Summary (0)	<b>≡•</b> <i></i>	PROCEDURAL SEDATION, d/c (Child)	11/28/17
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CincelNetes	Vital Signs	=• 9		
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Continuum of Care			Lines/Tubes/Drains (2)	8.0
and the second se	Medications	E• •	Linear rubes/ brains (2)	
Activities and Interventions	Labs	a. o	11	a
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	Cultural Needs (0)	=• •	Sector Contraction of the Contra	
	10103000000000000000000000000000000000		Notes/Reminders (2)	E* ~
e)			Result Range: All w	

### Locating and Printing Face Sheets

- In our gray navigation tabs, click on mPages. Click on the Case Management link.
- You will see a hyperlink for Patient Face Sheet at the bottom of the page. Click on the link and it will open to another window.
- You may then click on File and then click Print to print the page.

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Betware	Code Status	-					
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#### Results

- Results are found in Results Review which should be at the bottom of your gray tabs on the lefthand side
- To open a result and get more detail, double-click on the exact result

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- Imaging results can also be found and opened the same way as other results
- If you want to see the actual image, you will need to go to Clinical Notes in your gray tabs and open the Medical Imaging folder, which we will cover in the next section

#### Notes

- Notes are found in the Clinical Notes section of your gray tabs.
- You may see multiple folders with various names
  - o Double-click on Clinical Documentation to find the specific note type
  - Click again to open the folder with the note type you want to review, and you will see the notes with the author's name and time/date stamp
  - o Double-click on the note you want to open

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Pages	Nova Contra Degrada				
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	Oint [C]		Materia (Materia)		
	Activity (1)				

# HOW TO LOG INTO FUJI PACS SYNAPSE

- 1. Log into Banner Health Workspace using instructions: HOW TO LOG INTO BANNER PORTAL
- 2. On the Banner Health Workspace Page, Click APPS



3. In the Search Box, type Synapse

Banner Health	Гл номе	OO OO APPS	DESKTOPS	Q Synapse	◎ \$1
Search Results: 'Synapse' (4)					

4. Choose either Rad - AZ Synapse (Arizona Region) or Rad - WR Synapse (Western Region)

Banner He	alth*	ГД НОМЕ	APPS	Q. Synapse	<del>ه</del> .
Search Results: 'S	Synapse' (4)				
Rad - AZ Synapse	Rad - WR Synapse				
~					

5. Log into Synapse by using the "Log in with Windows instead" link referenced below.

SYNAPSE	Username
5.7.230US	Password
Licensed to:	Password
BANNERHEALTH Radiology 1441 N 12TH ST Phoenix, AZ US	Log in with Windows Instead

### Finding Your Patients - PACS Synapse

1. Type in the patient's name (last name, first name) in the Patient Name field and birth date (mm/dd/yyyy) in the Birth Date field. Then hit Enter.



2. Double click on the exam to view the images and the powerjacket which contains the report for the exam

# HOW TO LOG INTO iECG EKG Mgmt

1. Log into Banner Health Workspace using instructions: <u>HOW TO LOG INTO BANNER PORTAL</u> 2. On the Banner Health Workspace Page, Click APPS



3. Click the Citrix iSECG B02 icon



Citrix iSECG B02

4. Type in your Clinical Connectivity username and password. Then click Login.

#### 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 are having clinical application issues.
  - **O** Press '2' for the Technical Service Desk if you are 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 webconnect@bannerhealth.com

# Additional Information

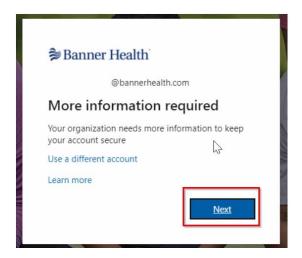
### Azure MFA (Microsoft Authenticator) Phone Call Back Enrollment

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.



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

	Method 1	of 2: App
	2 App	2 Phone
Micros	oft Authenticator	
<b>0</b> -	Start by getting the app On your phone, install the Microsoft / After you install the Microsoft Auther I want to use a different authenticator	ticator app on your device, choose "Next".
I want to set u	p a different method	

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

nethod $ imes$
e to use?
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		
Ø	2	
Phone	Арр	
Phone		
You can prove who you are by answering a	call on your phone or texting a code to your phone.	
What phone number would you like to use	8	
United States (+1)	Enter phone number	
○ Text me a code		
Call me		
Message and data rates may apply. Choosir and cookies statement.	ng Next means 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

Method 1 of	2: Phone
Phone	2 Арр
Phone	
Call answered. Your phone was registered successful	y.
	Next

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

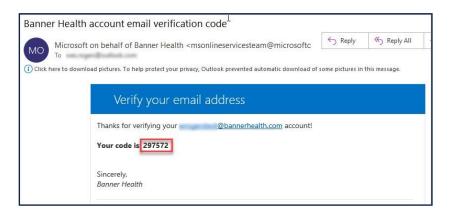
	Method 2 of 2: App
	Phone App
Micros	oft Authenticator
	Start by getting the app
	On your phone, install the Microsoft Authenticator app. Download now
	After you install the Microsoft Authenticator app on your device, choose "Next".
	I want to use a different authenticator app
	Next
I want to set u	<u>p a different method</u>

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	Choose a different method $~ imes$		
Which meth Email	od would you li	ike 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 have 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	
Resend code	Next
l want to set up a different method	

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

Method 2 of	2: Done
Phone	✓ Email
Success!	
Great job! You have successfully set up your security info.	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
- 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:

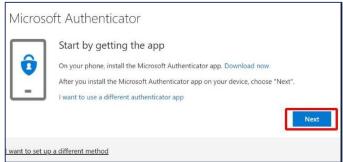
- 1. Go to https://mysignins.microsoft.com/security-info.
- 2. Sign in using your @bannerhealth.com account and password.
- 3. Select + Add method.

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

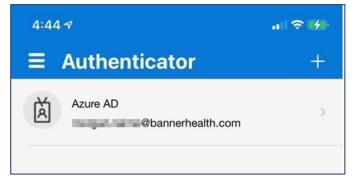
4. Select Authenticator App from the drop-down menu

/hich method would you like to add?		
Choose a method		$\sim$
Authenticator app		
Phone	Authenticator app	
Alternate phone		
Office phone		

5. Press Next on your computer screen.



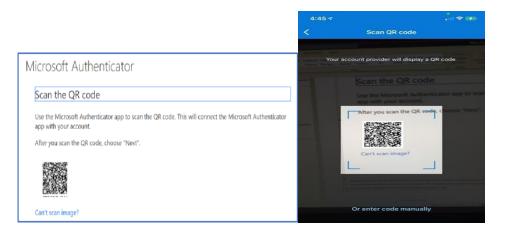
- 6. Open the Microsoft Authenticator app.
- 7. Select your registered Banner account that ends in @bannerhealth.com



8. Select Set up 2-step verification



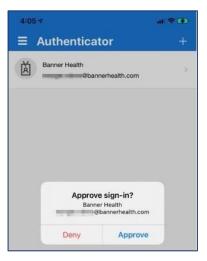
- 9. On your computer screen you will see the QR code unique to your registration.
- 10. Using your device's camera, place the QR image in the view finder to allow the app to scan the code.



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

Microsoft Authenticator	
Scan the QR code	
Use the Microsoft Authenticator app to scan the QR code. This will con app with your account.	nect the Microsoft Authenticator
After you scan the QR code, choose "Next".	
Can't scan image?	
	Back Next

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.