



Now, if you have not been given a username and temporary password, you will want to skip this section. If you are in a live training class, we will assist you now. Let us know if you want to have both privacy officer and end user administrator rights, otherwise you will be given Level 6b privacy officer only.

USER ID / USERNAME

- Users can only log into the SYNCRONYS HIE if they have been given a user account authorized by you.
- You can delegate user set up by role for job titles as part of your new hire onboarding process.
- Your username has a 3 or 4-character prefix that identifies your organization, e.g., “ABC-Jjones”
- Let us know if you need to have both privacy officer and end user administrator rights, otherwise you will be given Level 6b privacy officer only.



Users can only log into the SYNCRONYS HIE if they have been given a user account authorized by you.

Privacy officers typically delegate user set up by role for job titles as part of the new hire onboarding process, but you will be asked to authorize other administrators or unusual requests.

Your username has a 3 or 4-character prefix that identifies your organization, e.g., “ABC-Jjones”

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PASSWORD REQUIREMENTS



- Use at least 10 characters
- Include upper- and lower-case letters
- Include numbers
- Include special characters
- Do not re-use passwords
- Do not use passwords from another site or something too obvious such as your user ID, first or last name

Tip: Do not use copy/paste to enter your temporary password.



The password you choose today is good for the next 90 days, unless you decide to change it sooner. Multi-factor authentication is coming soon to make the SYNCRONYS HIE even more secure, but for now your username and a strong password that you change every 3 months are what is required.

Your temporary password will expire immediately when you use it the first time. You will be asked to enter it again as your “Old Password” when you select a new one. If you have been given a complex temporary password, type it in carefully, rather than using a copy and paste operation that can include an extra blank character at the end.

Use at least 10 characters, and include upper- and lower-case letters, numbers, and special characters for a strong password.

To ensure your account is secure, do not re-use old passwords, or use the same password you have for other systems. Refrain from using words, years, or passwords that others might easily guess.

LOG IN SCREEN –
<https://synchronys.orionhealthcloud.com>



Please enter your user ID and password

User ID

Password

[Forgot your password?](#)

 **Amadeus Production Environment**

Planned Maintenance - 11-0-22 from 7pm MST to 11pm MST

POWERED BY 



Tip: Create a shortcut or bookmark the site as a favorite



The SYNCRONYS clinical portal is cloud based, so unless your organization has configured entry from your electronic medical record system you can access the portal from virtually anywhere using your favorite browser and this URL to find the login screen. You'll notice that there is a forgotten password link on this screen, and any major maintenance announcements will be displayed here. Locate the login screen and create a shortcut to make it easy to find the next time you log in.

<https://synchronys.orionhealthcloud.com>

DISCLAIMER

Accept this disclaimer to continue

 If you do not accept this disclaimer within five minutes, you will be logged out and returned to the login page.

By accessing information using the SYNCRONYS Health Information Exchange, I understand, accept, and agree that my access to and the use and disclosure of such information by me is subject to Federal and State laws and contractual duties and obligations.

Accept

Cancel



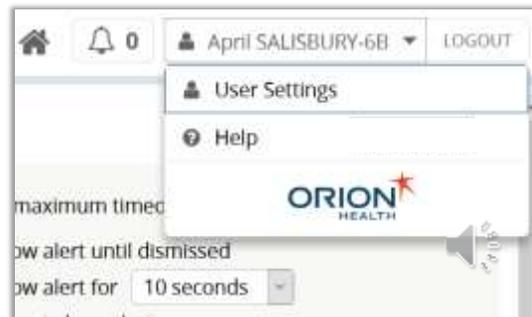
Each time you log in, you will see this disclaimer. The disclaimer reminds all users to take seriously the responsibility of keeping patient information private. Unless you have a HIPAA compliant reason to view the patient's record, that is, Treatment, Payment, or Healthcare Operations, you should not use this tool to view that patient's information. Privacy Officers can audit the use of the HIE by their employees.



HOME SCREEN



- All home screens have a Home icon, Portal Message indicator, a dropdown menu with Help and User Settings, and a Logout button.
- Your home screen configuration depends upon the role the user account has been assigned.
- Privacy Officers and Clinical users will have patient search tools.
- End User Administrators will be able to search for users.



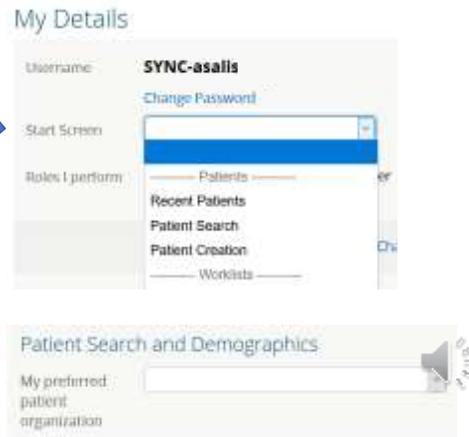
Depending on the access role you have been assigned, your home screen will look different from that seen by another type of user. If you are a clinical user or have another role that involves patient information, you will have patient search tools. If you are an end user administrator, usually help desk staff member, you will be able to search for users instead of patients.

However, all home screens have some things in common. You have a house-shaped icon to take you to your home screen. **You have access to portal mail, and therefore have a portal mail indicator,** which is shaped like a bell,. All users will see their name with a drop-down menu to User Settings, or preferences screen, and context sensitive help resources. And of course, everyone has a Logout button.

SET UP PREFERENCES



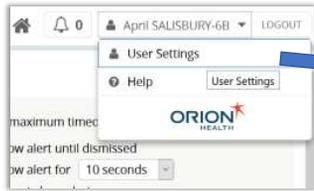
- If you don't care for the default home screen, you can choose another.
- If you frequently search for patients by medical record number, select your preferred patient organization to save time when searching.



There are some other configurable items on the preferences screen that you can set if you like. You can choose a different home screen if you don't like the default home screen.

Although privacy officers don't often need to find patient names, you may need it to run an audit log by patient name. If you frequently search for patients by medical record number, you can select the preferred patient organization to save time when searching by that health system's medical record number.

COMPLETE YOUR USER ACCOUNT SETUP

A screenshot of the 'Provider Homepage' user settings form. The form is titled 'Provider Homepage' and has a search icon for 'Worklist to show on My Homepage'. Below this, there is a section for 'Tenant_NMHIC' with a dropdown menu. Underneath, there are input fields for 'Mobile Phone Number' and 'Office Phone Number'. A 'Secret Word' field is also present. At the bottom, there is a section for 'User Attributes' with a 'Job Title' input field.

The first time you log in, please visit your [User Settings \(My Details\)](#) screen:

- Users who can search for patients may choose a worklist to display on their home screen.
- Fill in or verify your phone numbers and job title.
- Enter a “Secret Word” that will help verify your identity in the event you need to call the SYNCRONYS help desk.



Once you have logged in, chosen a strong password, set up a security challenge question, there are a couple more steps to finish setting up your account. Please go to the User Settings screen and scroll down to the Tenant_NMHIC section. Make sure that there are two valid phone numbers from which you might contact our help desk. These would be used to help verify your identity. Also, please type in a “secret word” that would confirm your identity if there were any question about who was asking for assistance with your account. Once we have implanted multifactor authentication, this process will change, and our training materials will be updated.