

SYNCRONYS HIE CLINICAL PORTAL TRAINING

OVERVIEW AND FIRST TIME LOGIN WITH MFA  
ALL HIE CLINICAL PORTAL USERS

NEW MEXICO'S HEALTH INFORMATION EXCHANGE



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## WHAT IS SYNCRONYS?



- The nonprofit, statewide, health information network for New Mexico.
- SYNCRONYS enables the electronic exchange of patient health information among different and unrelated healthcare organizations to provide timely access to a patient's information in one centralized record.
- Its objective is to exchange essential patient information between New Mexico's hospitals, tribal/IHS hospitals/clinics, skilled nursing facilities, long term care, home health and hospice, independent clinics, and behavioral health clinicians.



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ENHANCING THE HIE HAS BROUGHT  
TOGETHER INNOVATORS . . .



. . . TO TRANSFORM LIVES & DELIVER HIGH QUALITY  
SOLUTIONS FOR HEALTHCARE IN NEW MEXICO



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## WHAT IS SYNCRONYS?



Visit our website for descriptions  
of the many solutions we offer!

[www.syncronys.org](http://www.syncronys.org)



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SYNCRONYS HIE CLINICAL PORTAL TRAINING

ALL CLINICAL PORTAL USERS



FIRST TIME LOG IN USING MULTIFACTOR AUTHENTICATION



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## WHAT YOU'LL LEARN IN THIS MODULE



- Where and how to log in
- Password and multifactor authentication (MFA) requirements
- Important user account set up steps
- How to report problems or request assistance
- Where to find additional training materials



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## USER ID / USERNAME

- You can only log into the SYNCRONYS HIE if you have been given an authorized user account.
- Your organization's Privacy Officer will determine the appropriate access level for your job.
- Your username has a 3 or 4-character prefix that identifies your organization, e.g., "ABC-Jjones"
- If you don't have a user ID and temporary password, ask your supervisor to request one, just as they would for access to your other secure systems.



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★ <https://synchronys.orionhealthcloud.com>



# SYNCRONYS

BETTER DATA. BETTER HEALTH.

Please enter your user ID and password

User ID

Password

[? Forgot your password?](#)

Login



Amadeus Production Environment

Planned Maintenance - 11-2-22 from 7pm MST to 11pm MST

POWERED BY ORION HEALTH

Automatically redirects you to:  
*identity.ohsp.orionhealthcloud.com*

**NOTE: If the URL/address in your browser's address bar has the letters 'TKG' in the path name, it is incorrect.**



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



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## LOGIN SCREEN



- Enter your username in **User ID** field
- Enter original / temporary **Password**
- Click **Login**

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## ENABLE MULTIFACTOR AUTHENTICATION

(MFA)

**At your first login, multifactor/ mobile authenticator setup is required\***

1. Using your cell phone, open an MFA application, e.g., Google Auth., Microsoft Auth., or Duo Mobile
2. Using your chosen app, scan the QR code on the screen. (Cell cameras do not reliably add MFA) "SYNCRONYS" will appear in the application's list.
3. Enter the MFA's one-time code into field on the screen. The **Device Name** field can be left BLANK
4. Click **Submit**

\*MFA setup is only required once.

Subsequent logins ask for MFA-derived One-time code.



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## RESETTING PASSWORD

1. After successfully adding MFA, the last step is to reset your password.
2. Passwords are required to be 15-characters in length, and include:

(1) Uppercase	(1) Special Character
(1) Lowercase	(1) Number

3. Enter the password into **New password** and **Confirm password** fields.
4. Click **Submit**

Passwords require 15-characters and are changed every 180 days

identity.ohsp.orionhealthcloud.com/auth/realms/synchronys/login-actions/required-action?execu...

**TECHNICAL ASSISTANCE\* & PORTAL ISSUES:**  
Login Assistance: web: 1-800-899-9999  
Email: support@synchronys.org  
Call: 505-938-9999 (detailed response)

**GENERAL INFORMATION:**  
Web: www.synchronys.org  
Email: info@synchronys.org  
Call: 505-938-9900

**SYNCRONYS**  
BETTER DATA. BETTER HEALTH.

\* Before contacting the SYNCRONYS service desk for log-in assistance, please first contact your organization's designated end user administrator or internal service desk, if applicable.

Update password

**You need to change your password to activate your account.**

Minimum password requirements are 15 characters, 1 uppercase, 1 lowercase, 1 number and 1 special character

New password:

Confirm password:

Sign out from other devices

**Submit**



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## CLINICAL PORTAL ACKNOWLEDGMENT

- After login, read and acknowledge the disclaimer to continue
- The remainder of how you use Clinical Portal remains unchanged
- Please refer to our other training modules for help navigating the Portal!

• Treatment  
• Payment  
• Operations

Login to Amadeus Environment x +

synchronys.orionhealthcloud.com/concerto/disclaimer/LoginDisclaimer.action

Accept this disclaimer to continue

**i** 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, including NM Electronic Medical Records Act, the HIPAA Regulations, the NM Specially Protected Information Statutes, the HITECH Act, other Applicable Laws, and contractual duties and obligations.

**Accept** **Cancel**



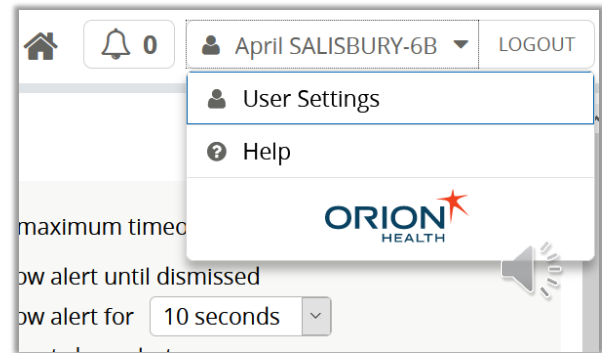
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## HOME SCREEN

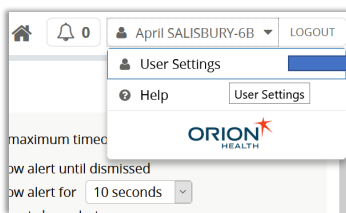


- All home screens have a Home icon, Portal Message indicator, a dropdown menu with Help and User Settings, and a Logout button.
- Your home screen configuration depends upon the role the user account has been assigned.
- Demographic-only users, Privacy Officers, and Clinical users will have patient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



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## COMPLETE YOUR USER ACCOUNT SETUP



Provider Homepage

Worklist to show on My Homepage

Tenant\_NMHC

Mobile Phone Number  Office Phone Number

Secret Words

User Attributes

Job Title

- **User Settings** must be **UPDATED** for SYNCRONYS assisted password resets.
- If your account does not contain these details SYNCRONYS will have to engage your Privacy Officer and/or End User Admin for support.
- To add the required information, go to User Settings, located under your name next to the LOGOUT button.



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## COMPLETE YOUR USER ACCOUNT SETUP

Tenant\_NMHC

Mobile Phone Number  Office Phone Number

Secret Words

- Provide **TWO Phone Numbers and ONE or more Secret Words in this section** to help verify your identity in the event you call the SYNCRONYS Helpdesk.



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## SET PREFERENCES – MY DETAILS

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

### My Details

Username **SYNC-asalis**

[Change Password](#)

Start Screen

Roles I perform

- Patients -----
- Recent Patients
- Patient Search
- Patient Creation
- Worklists -----

Patient Search and Demographics

My preferred patient organization



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## FOR ACCOUNT ACCESS ASSISTANCE



If you have an internal help desk in your organization, please contact them about account access issues, using your normal service request process.

However, if SYNCRONYS provides your support services for the clinical portal, please contact us 8 AM to 8 PM daily at: [help@SYNCRONYS.org](mailto:help@SYNCRONYS.org) or **(505) 938-9999** for fastest service.



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## TO REPORT PORTAL OR DATA PROBLEMS

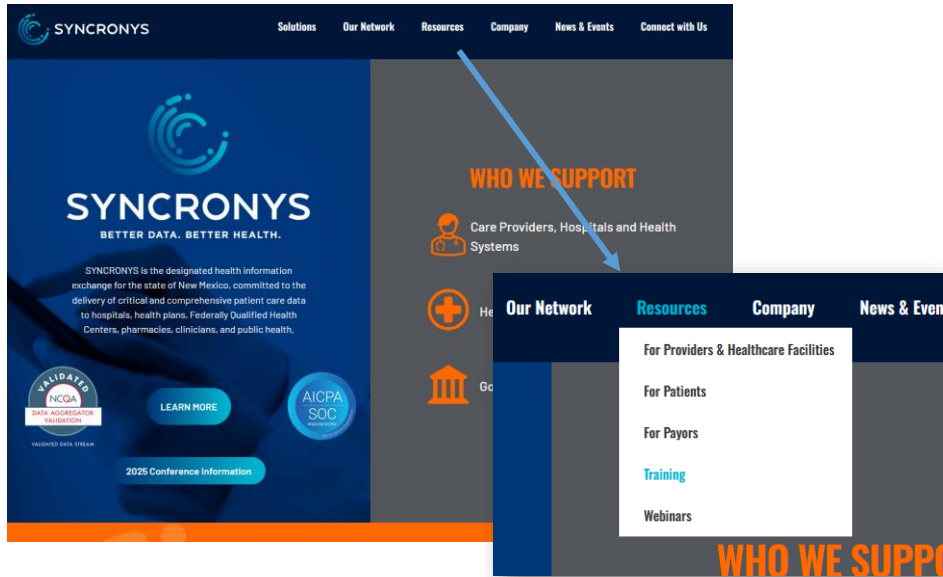


- E-Mail or call us with a brief description of the problem or complaint: [help@SYNCRONYS.org](mailto:help@SYNCRONYS.org) | (505) 938-9999
- **Do not** send patient identifiable information (protected health information/PHI) in unencrypted e-mail.
- Direct Secure Messaging (DSM) is the preferred method for sending PHI to the help desk. If you have DSM, you can safely send to our direct address after speaking with our staff. [Synchronys.HelpDesk@direct.hco.synchronys.net](mailto:Synchronys.HelpDesk@direct.hco.synchronys.net)
- Portal Messaging in the HIE clinical portal may also be an option for sharing examples, once you have connected with our staff.
- Simply calling and sharing the example over the phone is helpful.



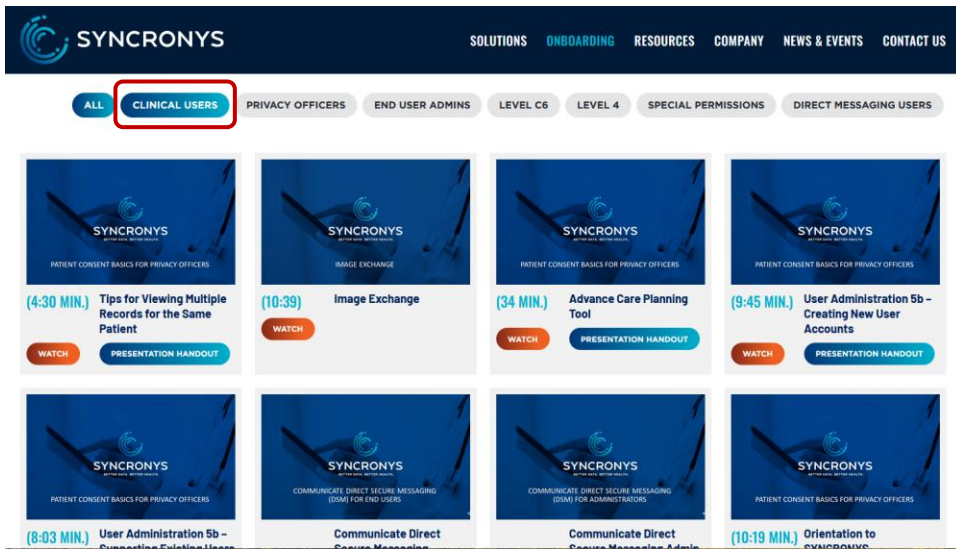
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# RESOURCES AT WWW.SYNCRONYS.ORG



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# RESOURCES – WWW.SYNCRONYS.ORG



# TRAINING LIBRARY



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