

SYNCRONYS HIE CLINICAL PORTAL TRAINING

LOGIN WITH MFA FOR CURRENT
CLINICAL PORTAL USERS - JUNE 2026**SYNCRONYS**

BETTER DATA. BETTER HEALTH.

NEW MEXICO'S HEALTH INFORMATION EXCHANGE

2

PURPOSE: TO ASSIST CURRENT SYNCRONYS PORTAL USERS TO SET UP MULTIFACTOR AUTHENTICATION (MFA).

- This learning module will help current users log into their SYNCRONYS clinical portal account and enable Multifactor authentication (MFA).
- It will also alert users to the requirements for identity verification when seeking assistance with account access.

**SYNCRONYS**
BETTER DATA. BETTER HEALTH.

3

WHY IS SYNCRONYS ENABLING MULTIFACTOR AUTHENTICATION (MFA)?

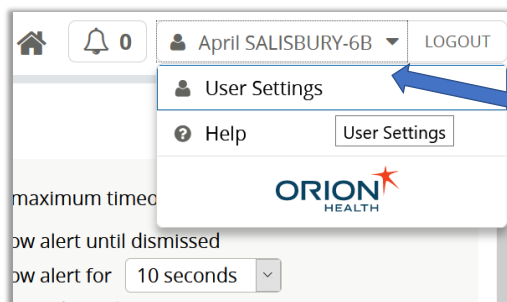
- MFA provides greater protection of patient data.
- It is industry best practice to mitigate risk.
- Aligns SYNCRONYS with HITRUST requirements.
- Provides current data sharing organizations added security and assurance.
- Removes a barrier for data sharing organizations that want to move forward with SYNCRONYS.



SYNCRONYS
BETTER DATA. BETTER HEALTH.

4

VERIFY YOUR USER ACCOUNT HAS REQUIRED INFORMATION



- **User Settings** must be **UPDATED** for SYNCRONYS assisted password resets.
- To add the required information, go to User Settings, located under your name next to the LOGOUT button.



SYNCRONYS
BETTER DATA. BETTER HEALTH.

5

NOW REQUIRED FOR SYNCRONYS ASSISTANCE TO ACCESS ACCOUNTS

Tenant_NMHC	
Mobile Phone Number	<input type="text"/>
Office Phone Number	<input type="text"/>
Secret Words	<input type="text"/>
User Attributes	
Job Title	<input type="text"/>

- 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.



SYNCRONYS
BETTER DATA. BETTER HEALTH.

6

★ <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



SYNCRONYS
BETTER DATA. BETTER HEALTH.

7

LOGIN SCREEN

TECHNICAL ASSISTANCE* & PORTAL ISSUES:
 Login assistance: see * below
 E-Mail: help@syncronys.org
 Call: 505-938-9999 (fastest response)

GENERAL INFORMATION:
 Visit: www.syncronys.org
 E-Mail: info@syncronys.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.

Please enter your user ID and password

Username

Password

Remember me

[Forgot your password?](#)

You may be prompted to setup and be challenged by MFA

Amadeus Production Environment

POWERED BY ORION HEALTH

- Enter username in **User ID** field
- Enter current password in **Password** field
- Click **Login**



8

ENABLE MULTIFACTOR AUTHENTICATION

When your organization's users are migrated to MFA, 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**

Mobile Authenticator Setup

You need to set up Mobile Authenticator to activate your account.

1. Install one of the following applications on your mobile:

FreeOTP
 Google Authenticator
 Microsoft Authenticator

2. Open the application and scan the barcode:

[Unable to scan?](#)

3. Enter the one-time code provided by the application and click Submit to finish the setup.

Provide a Device Name to help you manage your OTP devices.

One-time code #

Device Name

Sign out from other devices

POWERED BY ORION HEALTH

(MFA)

*MFA setup is only required once.

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

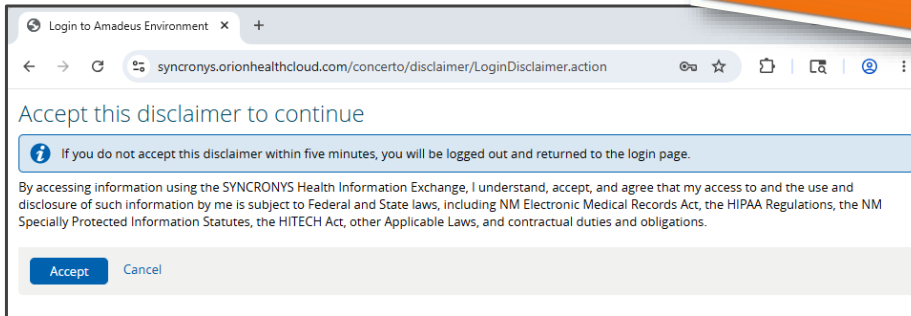


9

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



10

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 health information exchange, please contact us 8 AM to 8 PM daily at:

help@SYNCRONYS.org

or **(505) 938-9999** for fastest service.



11

TO REPORT PORTAL OR DATA PROBLEMS



- E-Mail or call us with a brief description of the problem or complaint: 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
- 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.



12



Thank you for taking these few minutes to update the contact information and secret word in your account and to enable MFA on your device. This ensures that you can continue having access to the SYNCRONYS clinical portal and its integrated solutions.



13

END OF MULTIFACTOR (MFA) ENABLEMENT FOR CURRENT PORTAL USERS

FOR OTHER TRAINING MODULES, VISIT
<https://www.synchronys.org/resources/#training>

