

You will need to go through the URMC guest account process to obtain the necessary securities to access the Provider Engagement Report (PER).

REQUIREMENTS:

- Individual user accounts and passwords shall not be shared
 - User identity shall be verified before performing password resets
 - Any device used to connect to the network shall use full-disk encryption and anti-virus software to protect the confidentiality of information on computers and mobile devices.
 - Reports and files containing patient PHI shall be handled appropriately and comply with HIPAA requirements
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WHY DO I NEED A URMC ACCOUNT TO ACCESS MY PROVIDER ENGAGEMENT REPORT?

- AHP contracts with URMC Information Systems Division to provide analytics and technology services. The URMC login account is necessary to access the server with the dashboard.
 - AHP has strict confidentiality agreements that restricts access to the PER and data about your patients to you, your authorized practice staff and AHP.
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WHO IS THE AHP SPONSOR FOR THE GUEST ACCOUNT?

Sharee Turpin, Provider Data & Communications
Coordinator, Accountable Health Partners
sharee_turpin@urmc.rochester.edu
585-690-0851

WHAT IF I ALREADY HAVE A URMC USER ACCOUNT?

Share that you have a URMC user account with the AHP Sponsor or your Provider Relations Representative, and include your username and/or @urmc.rochester.edu email address. The AHP Sponsor will initiate a guest account request on your behalf. The PER security template will be added to your existing user account once you complete your steps. You will be notified when the change is complete and you can login to PER with your current username and password.

HOW DO I GET MY NEW USER ACCOUNT?

1. The AHP sponsor will submit your first name, middle initial, last name and email address for a guest account. You will receive a confirmation email that your account request has been initiated.
 2. Within 24 hours of the confirmation email, you will receive an email from 'University of Rochester Identity Management System' (idsm-noreply@ur.rochester.edu) to complete the account setup. Remember to check your spam or junk email.
 3. You have 48 hours to follow the instructions in the email to complete the account request. You must supply your birth date and last four digits to your SSN which will be used to confirm your identity when you request a password reset.
 4. After the account request is processed:
 - a. **If you need to setup a password for your account and Duo registration:** I will send you an email with a link and instructions for how to set your password and register for Duo.
 - b. **If your account already has an associated password and Duo registration:** You do not have any further steps to complete.
 5. You will receive an email from the AHP Sponsor indicating you are ready to logon to the PER.
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WHAT IS DUO AND WHY DO I NEED IT?

Duo is the University's two-factor authentication solution that increases security, protecting your confidentiality and patients' information. Two-factor authentication requires two separate types (factor) of authentication

- 1: Something you know (username and password)
- 2: Something you have (DUO mobile app on your smartphone or a direct phone number)

WHAT IF I DON'T WANT THE DUO MOBILE APP?

If you do not install the DUO Mobile app on your smart phone, you will receive phone calls on your direct number to confirm your identity each time you login to the Provider Engagement Report.