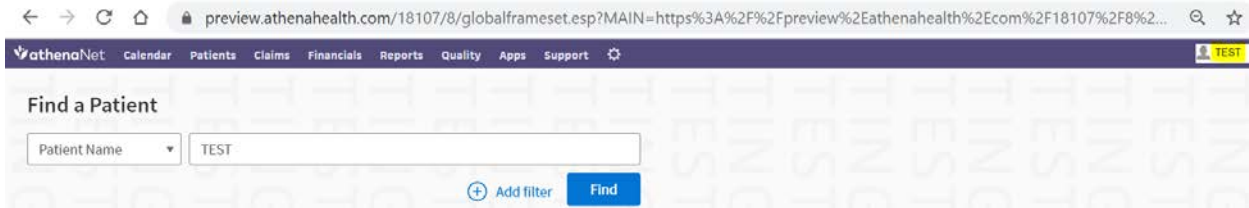
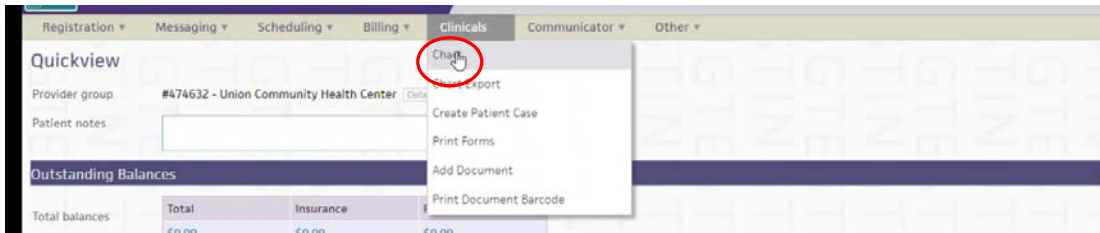


How to access the Bronx RHIO through the EMR:

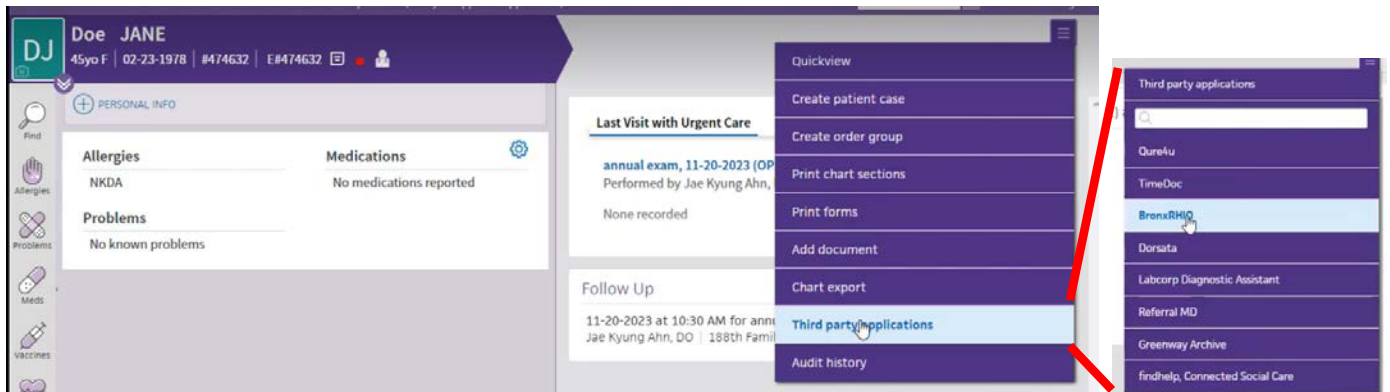
1. Search for patient name in the athenanet searchbox



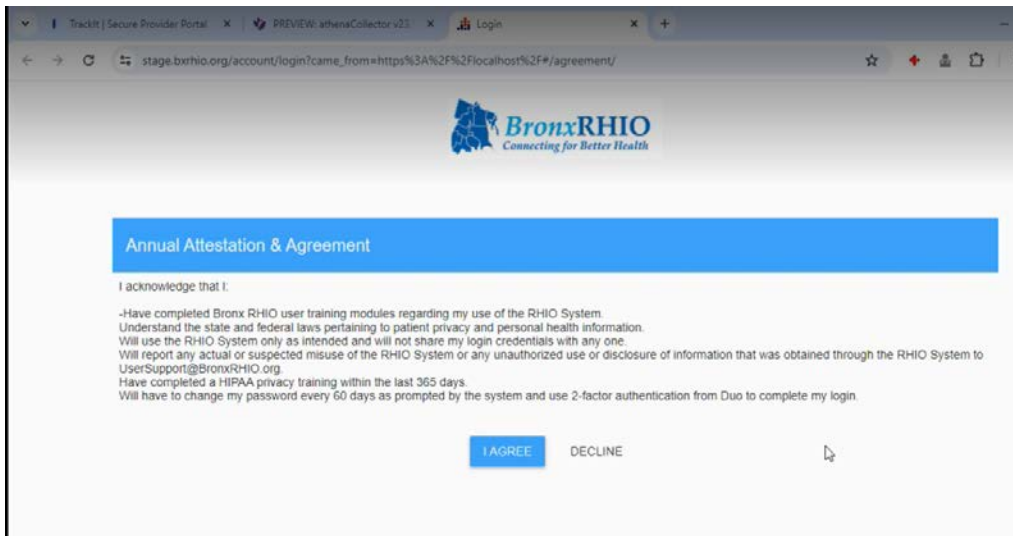
2. Click on Chart



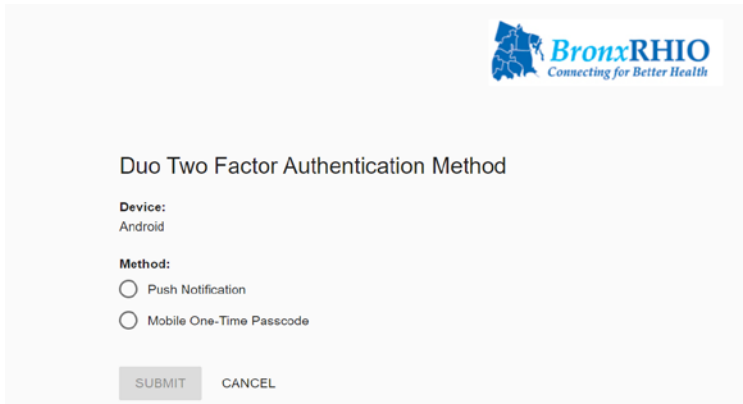
3. Click on the Menu and select Third Party Applications and then BronxRHIO



4. You will get the following attestation:



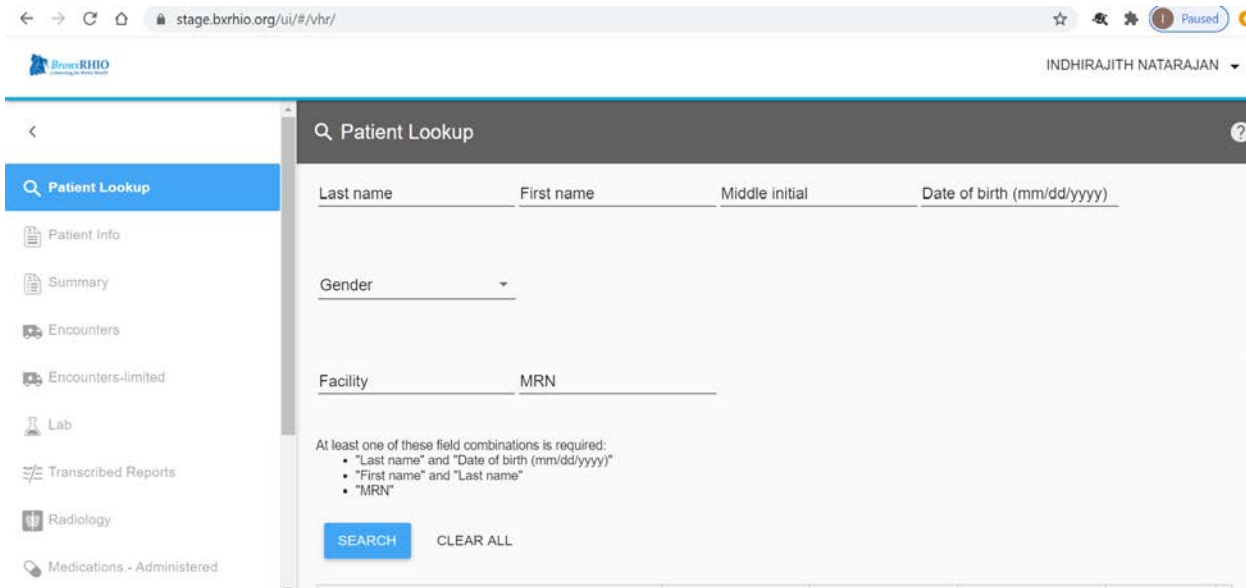
5. If new to the RHIO, you will then be prompted to add DUO (follow steps on Page 4). Otherwise, you will be taken to the below page for two factor authentication using mobile app. This has to be performed once per day(First time login).



6. You will be logged into the below page. Please click on VHR icon



7. The link will then be re-directed to the patient lookup page where the patient needs to be searched to open the respective patient records.



****Please see below for instructions to set up DUO Two Factor Authentication on your device or landline.****

DUO Two Factor Authentication - Set Up for New Users

If this is the first time you access the portal you will be prompted to authenticate your account with DUO Two Factor Authentication (2FA). You cannot log in to the BxRHIO without enrolling in Duo 2FA. You can either use an app, available on all smart phones, or a phone line (landline or cell).

If utilizing the app: Search “DUO Mobile” in the App Store or Google Play and download. Follow instructions in the next section.

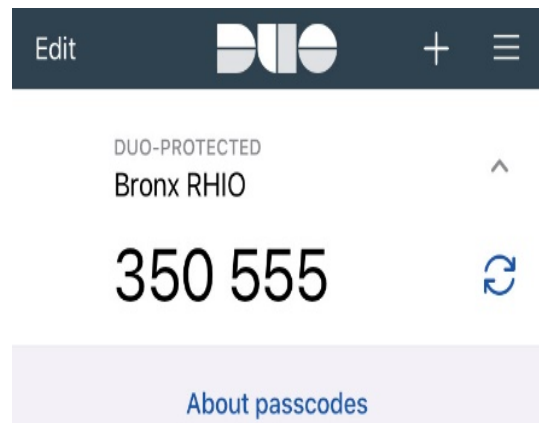
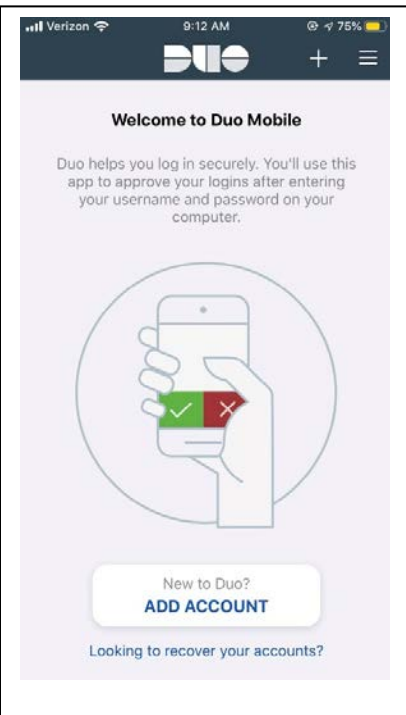
If utilizing a phone line, please click on the link(indicated) on the on-screen Instructions and follow the instructions on page 3.



If utilizing the smartphone app:

1. When opening the app, you will see a welcome screen. Click on “Add Account” to open your phone’s camera and scan the QR code presented on the page.

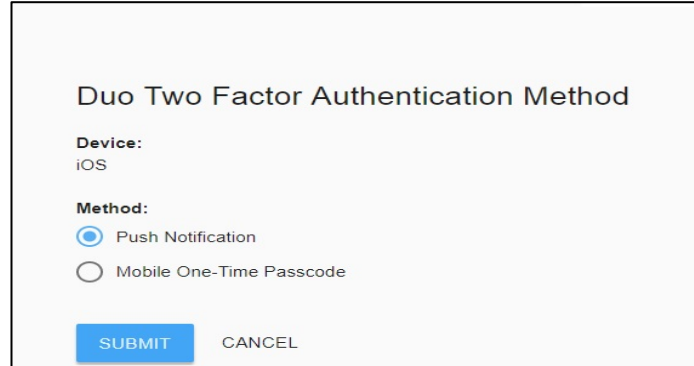
2. Once you have scanned the QR code in the DUO Mobile app, you will see a line that reads “Bronx RHIO” with a 6-digit passcode underneath. Click Submit on your desktop underneath the QR code.



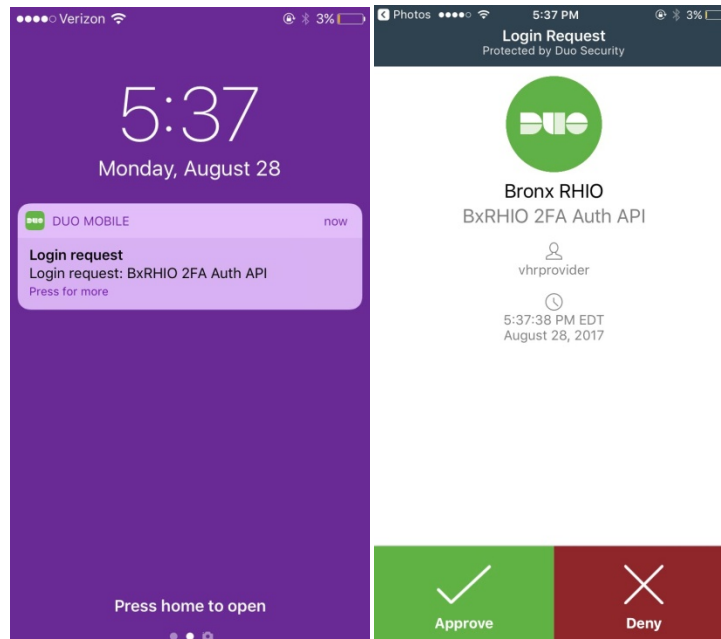
3. Choose Push Notification to receive a notification to your phone. You will be asked to approve this notification, which is displayed in step 5.

Choosing Mobile One Time Passcode will prompt you to enter the 6 digit code in the app.

4. After clicking “Submit,” you will see a loading screen on your computer that is waiting for you to approve the notification on our device.

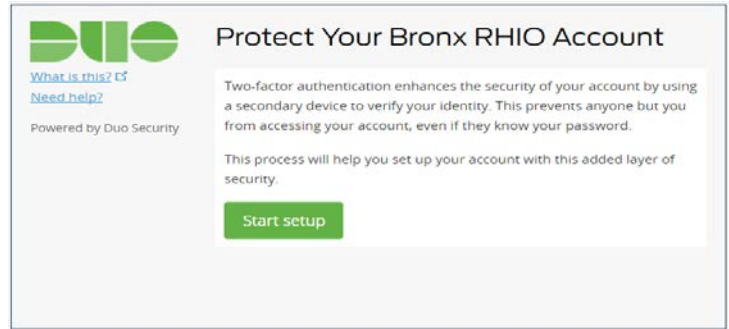


5. You will receive the push notification on your smart phone, which you must open by clicking on it or swiping. Depending on whether your phone is locked, you may need to swipe into the notification before hitting the “Approve” button as seen below:

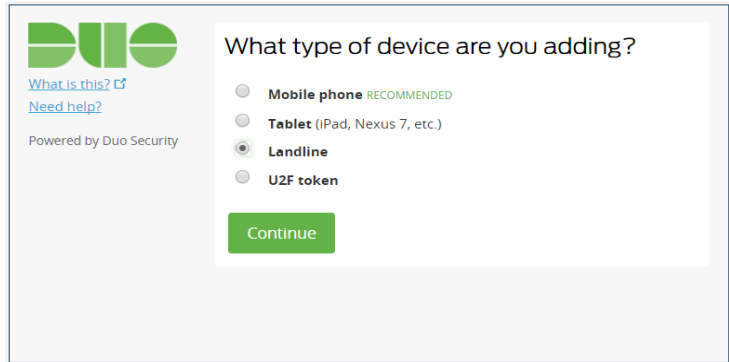


If utilizing a phone line:

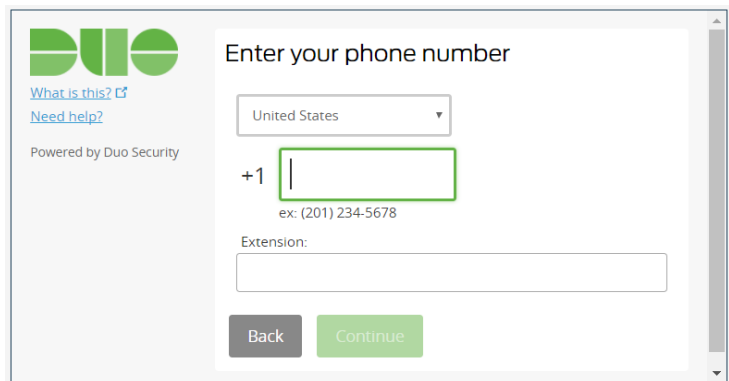
1. After clicking the link to enroll your phone you will be brought to a new screen on your computer to begin your phone line enrollment with DUO mobile.



2. Select the radio button respective of the device you are using to authenticate your account.



3. Enter your landline or cell number in the highlighted field.



4. DUO will confirm you have entered a valid phone number. Make sure to select the checkbox confirming the number you entered is correct.

DUO
[What is this?](#) [Need help?](#)
Powered by Duo Security

Enter your phone number

United States

+1 9148279200 ✓
ex: (201) 234-5678

Extension:

(914) 827-9200 This is the correct number.

Back Continue

5. Click "Finish Enrollment".

DUO
[What is this?](#) [Need help?](#)
Powered by Duo Security

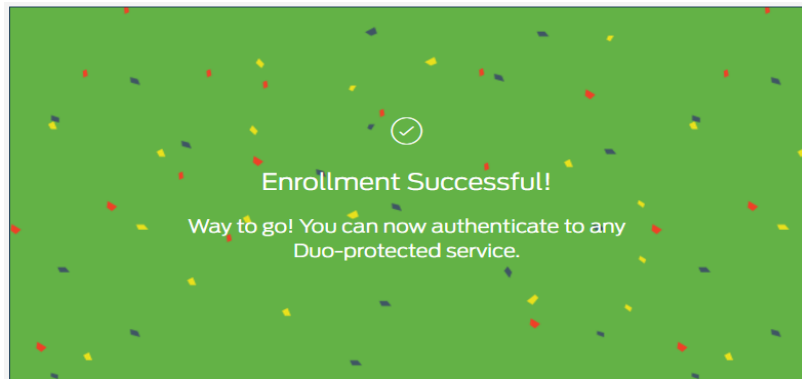
My Settings & Devices

Landline 914-827-9200 JUST ADDED

Default Device: Landline 914-827-9200

Saved Finish Enrollment

6. Your enrollment was successful. Please return to the BxRHIO webpage and proceed with your login.



7. Click “Submit”.

It will bring you back to the login page where you can re-enter your username and password.


8. Once entered, you’ll be prompted to select your two-factor authentication method.

9. Click “Submit” and you can expect a phone call to the number you registered with DUO.

10. Answer the call and press any key on your phone to finish your login to the BxRHIO.

Enroll in Duo Two Factor Authentication

QR Code: You will not be able to log in until after enrolling in Duo Two Factor Authentication



Instructions:
The Bronx RHIO requires 2 Factor Authentication to access the system.
You must complete this 1 time enrollment in Duo Two Factor Authentication (2FA) prior to getting access.
If you'd like to leverage your cell phone, please download the DuoMobile application. Once downloaded you can open the app and scan the QR code to quickly enroll in Duo 2FA.
If you have downloaded the application but cannot scan the QR code, you can add a new "Duo Security" account by using the activation code.

If you'd like to enroll with a phone number, visit [this page](#) to enroll your phone number (cell or direct land-line) with DUO.

Activation Code:
acyWt2hNZC4AmrcGAC-HYKSpUJESMrVhNmC8LnRtp3NYS/yqR5UmNvQ

Duo Two Factor Authentication Method

Device:
Landline (XXX-XXX-9200)

Method:
 Phone Call