

Signing in to the Guiding Care **Auth Portal** using DUO **Internal to CCHP/CW Users**
Chorus Community Health Plans
Effective 3/5/2024
Updated 5/21/2024

If you have trouble logging in to the Guiding Care Provider Auth Portal there are some **self-help tips at the bottom of this guide** or if you are still unable to resolve your issue, please follow up with your leader or CCHP Clinical Services for authorization support at:

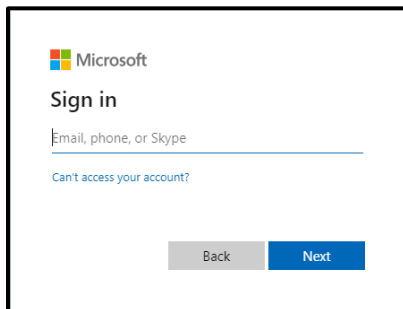
- 1-877-227-1142 Option 2, option 2, option 1
- Or email at CCHP-PortalReg@chorushealthplans.org

Prior to logging into the CCHP Guiding Care Auth Portal for the first time, all users will need Duo Mobile (two factor authentication) credentials. You can do this one of two ways:

1. Using the automated Duo App on your phone (**preferred method**). With this method you will first need to download the Duo Mobile application from your phone's App Store. Go to Step #3.
2. Request and enter a passcode sent to your phone each time you log in to Guiding Care. You will be prompted to "get activation code" after you begin logging in.
3. If you do not have Duo already loaded to your phone, you will need to Download the Duo Mobile application to your phone to provide Two Factor Authentication before getting in to Guiding Care. This is the app logo to download from your App Store:

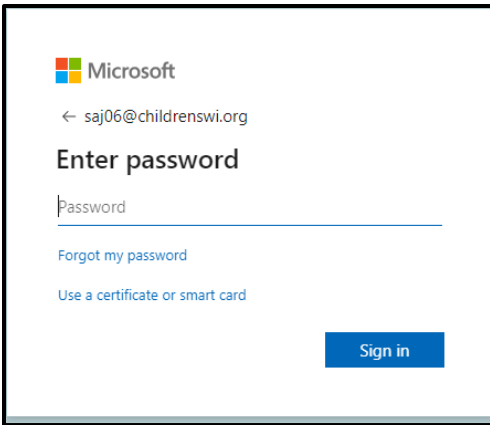


4. **Open the** URL provided on your email invite, and begin to follow the prompts on your computer screen:
(If this hyperlink does not launch, please copy/paste this link into your internet browser)
<https://launcher.myapps.microsoft.com/api/signin/14e38a15-5e1f-4c7e-9897-797e39dc634b?tenantId=3395917d-e8a6-47b7-9846-74223e435e51>
5. You will be directed to log into Microsoft Azure. Sign in using the naming convention provided to you using the exchange: ...@childrenswi.org.
 - For example John Smith may have a Username of JS01@childrenswi.org
 - If you are unsure of your username contact your leader

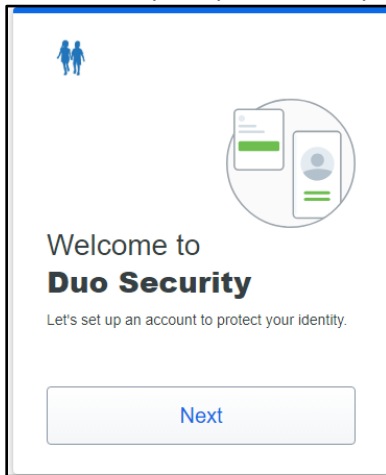


Note: If you have used Microsoft to sign into a different account previously (i.e. MCW, UPMC, Dean, etc...) it may default to the alternate accounts. Make sure you go back and choose the XXX@childrenswi.org account.

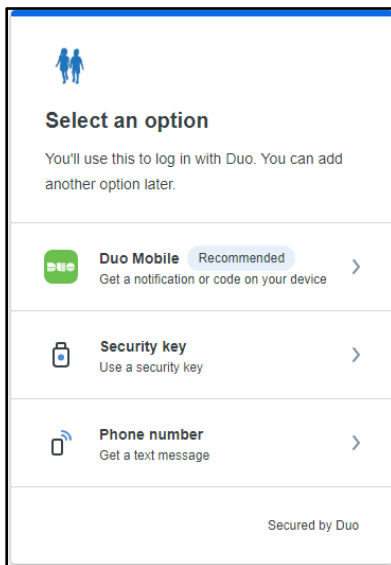
6. Click **Next**
7. **Enter your password.** Use your network password (what you use to log in daily to your computer).
Note: when changing your password every 90 days, you will NOT need to do anything. It will automatically change.



8. You will now be prompted to setup your Duo account. Click **Next**



9. Pick **Duo Mobile (Recommended)** or you may choose the phone number option. Do NOT use the Security Key option



10. Enter your cell phone number and then click **Add phone number**:

< Back

Enter your phone number

You'll have the option to log in with Duo Mobile.

Country code Phone number

+1

Example: "201-555-5555"

Add phone number

[I have a tablet](#)

Secured by Duo

11. Confirm your number by clicking **Yes, it's correct**

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Is this correct?

(414) 507-2240

Yes, it's correct

[No, I need to change it](#)


Secured by Duo

12. You may be instructed to download the Duo app (if you did not load it earlier) click **Next**

< Back

Download Duo Mobile

On your mobile device, download the app from the [App Store](#) or [Google Play](#).

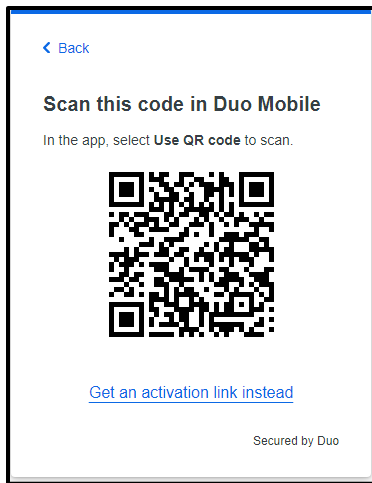


Next

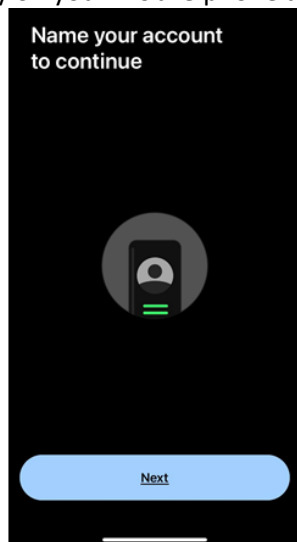
Secured by Duo

13. On the next screen you will be presented with a QR Code. On your phone, **open Duo Mobile**.

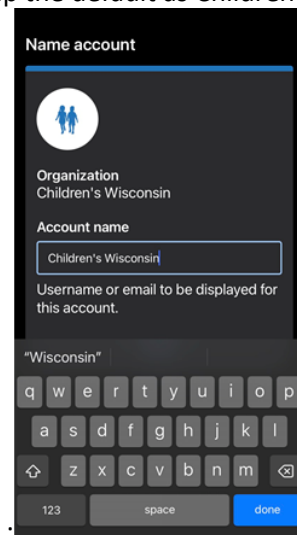
- Click use **QR Code** and **scan QR code** using your mobile phone camera.
- If this does not work, click **Get an activation link instead** and then go to your email on your mobile device and click the link that is sent to you.



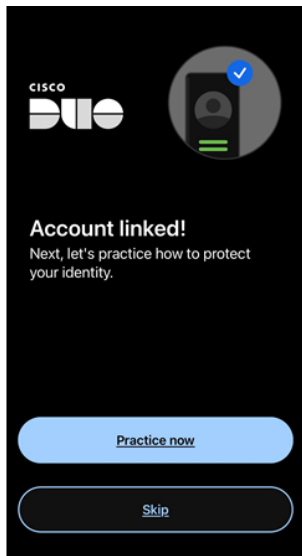
14. Stay on your mobile phone and continue to next step to name your account and click **Next**



15. Keep the default as Children's Wisconsin and click **Done** and **Next**

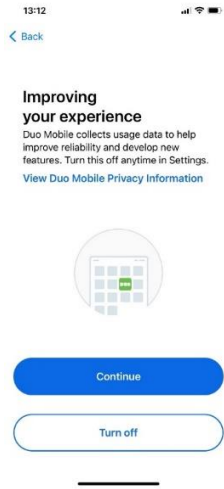


16. Your account is now linked. Click **Skip** and follow next prompts to **enable Push Notifications**



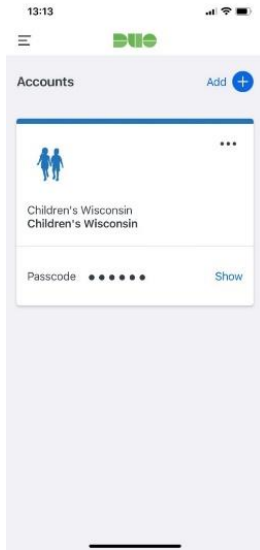
17. Once your account is linked, you can **Skip** the practice now and allow notifications screens.

18. Click the **Turn Off** button for an improved privacy experience.

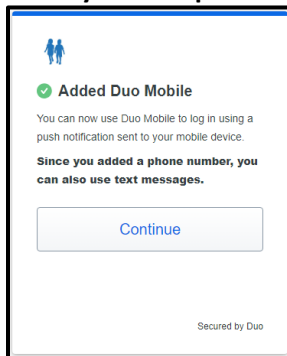


19. Click **Ok** on the Almost there screen.

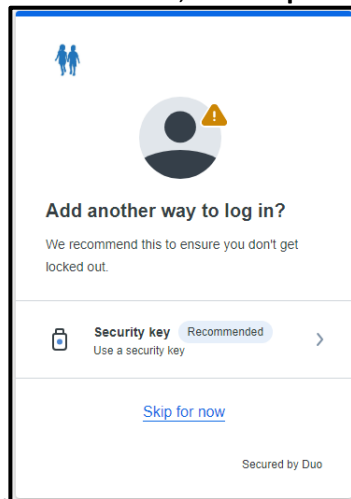
20. You should now see the following screen on your mobile device indicating that Duo Mobile setup is complete



21. Return to your computer and you should see that Duo Mobile can now be used. Click **Continue**:

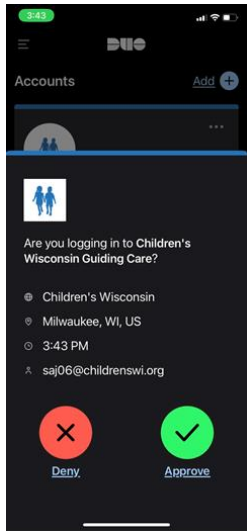


22. On the next screen, click **Skip for now** if using the security key, follow the prompt

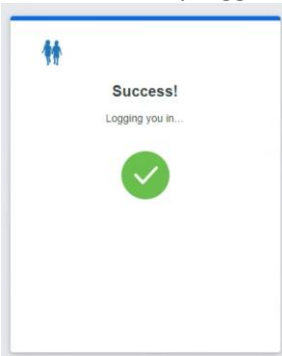


23. Finally, you will get a push notification to your Duo Mobile app. Click **Approve**

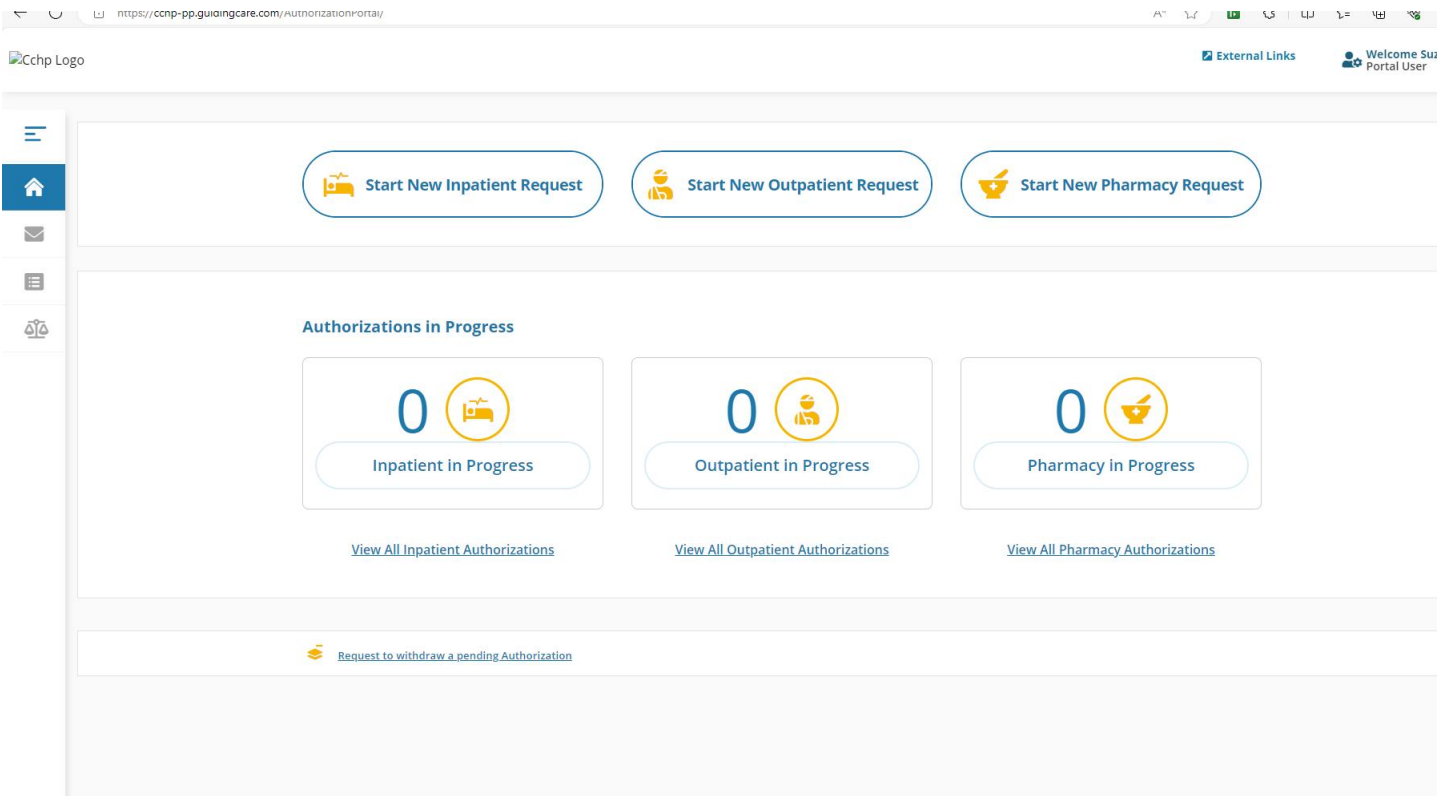
Note: Now that you are all set up, this Approve screen is all you should get when logging in to Guiding Care in the future



24. You are successfully logged into Guiding Care


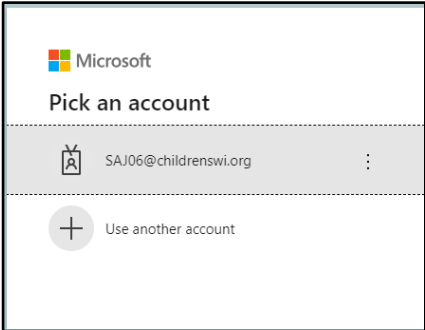


25. You should briefly see the dialog above in your browser to indicate you successfully passed the multi-factor authentication step of the login process. Your screen should appear similar to this:



26. You should now be fully logged into Guiding Care. Next time you log in you should be able to either get the “approve” push notification or enter the text code to your phone. No further setup will be required.

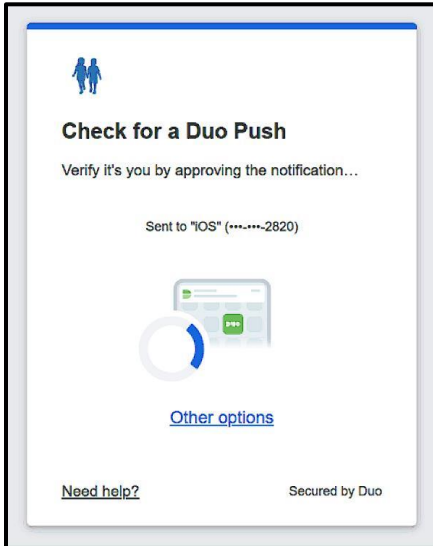
27. If you get an Error, here are some self-help tips for resolution

Example of Error	Type of Error	Resolution
	Screen Lock Required	For security purposes, you need to enable your phone settings to lock screen using a pin or password.
	QR Code Not Valid	<p>Use an alternate option, “get activation link instead” and proceed through instructions.</p> <p>Or, try using a different browser (chrome or edge)</p>
	Redirected to another site that you previously accessed using Duo	<p>At the initial sign on you need to create Use Another Account and follow the prompts and then go back to Step # 5</p> 
	Any other error not noted above	<p>Contact Clinical Services for Authorization Support at:</p> <ul style="list-style-type: none"> • 1-877-227-1142 Option 2, option 2, option 1 • Or email at CCHP-PortalReg@chorushealthplans.org

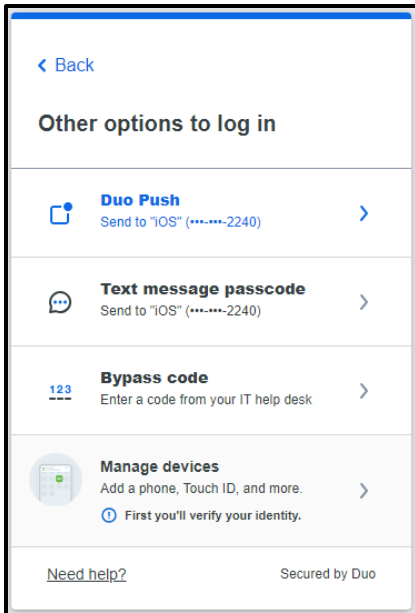
28. New Phone

If you get a new phone and have issues syncing it up with Duo, please use the Self Service portal below:

- Access the URL for Guiding Care and login.
- When you get to this screen to Check for a Duo push, click **Other Options**



- Click **Manage devices**



- Select **I have a new phone** or **Add a device** if you'd like to add an additional device.

