

Signing in to the Guiding Care **Provider Auth Portal** using DUO (two factor authentication)

Chorus Community Health Plans

Effective 3/5/2024

Updated 5/8/2024

If you have trouble logging in to the Guiding Care Provider Auth Portal, please contact CCHP Clinical Services for authorization support at:

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

You should have received an email from CCHP-PortalReg@chorushealthplans.org with instructions for access. If you do not have, check your junk or spam folder.

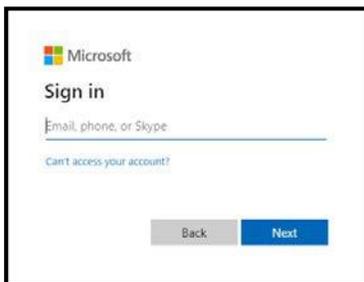
1. **Open the** URL provided on your email invite, and begin to follow the prompts on your computer screen:

(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>

2. You will be directed to log into Microsoft Azure. **Sign in** using a unique Username with a *cloud*exchange:

- The unique naming convention will be Firstname.LastName@childrenswi.cloud (provided in email)
- Example: Dr. John Smith would be John.Smith@childrenswi.cloud for the username



If you have used Microsoft to sign into a different account previously, you will need to add the account for @childrenswi.cloud. You will see the screen below and need to select the plus sign next to “Use Another Account”.

If you attempt to sign into the Auth portal with a login other than the @childrenswi.cloud you will receive an error message.



Some organizations automatically use the current Microsoft account to log in and do not allow the option to add an account. If this is the case use a different web browser or use incognito mode to set up your @childrenswi.cloud account in Microsoft.

3. Click **Next**

4. To enter your password information Click **Forgot Password**/Can't access your account

- Enter your @childrenswi.cloud account in the Email or Username field and type the letters you see in the field beneath.
- Click Next

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or username *

Example: user@contoso.onmicrosoft.com or user@contoso.com



Help?  

Enter the characters in the picture or the words in the audio. *

5. Select **Email My Alternate Email** to the email address where you can access the verification code

Microsoft

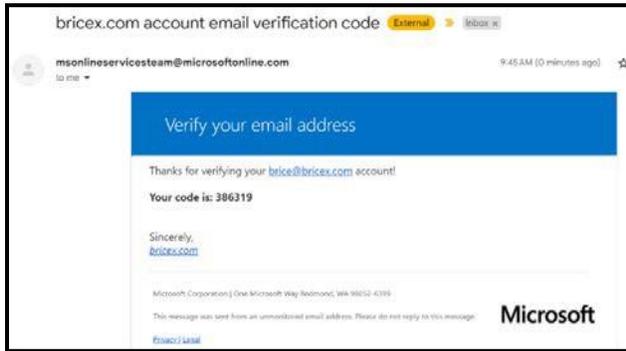
Get back into your account

verification step 1 > choose a new password

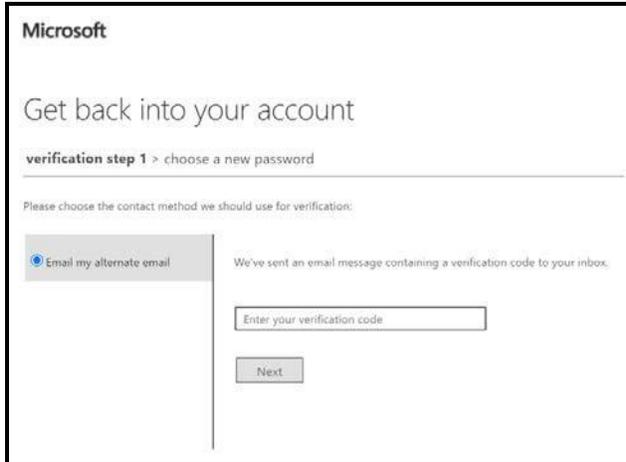
Please choose the contact method we should use for verification:

<input checked="" type="radio"/> Email my alternate email	You will receive an email containing a verification code at your alternate email address (e*****@gmail.com).
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6. Go to your alternate email and retrieve code



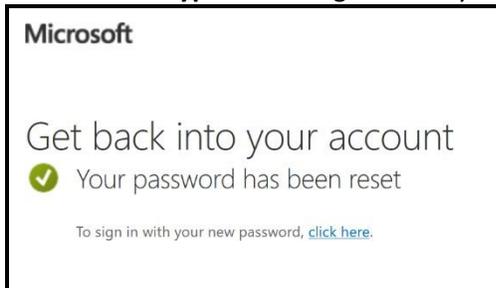
7. Enter code received from your email



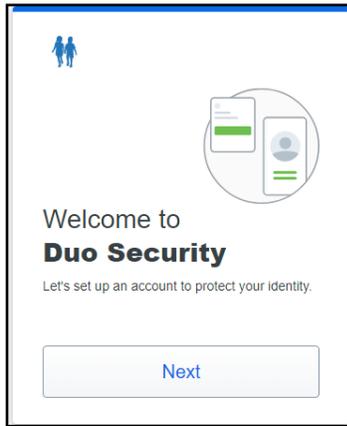
8. Choose and enter a New Password and click Finish



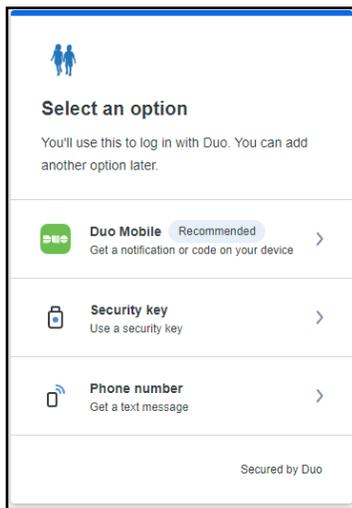
9. Select Click Here hyperlink to sign in with your new password.



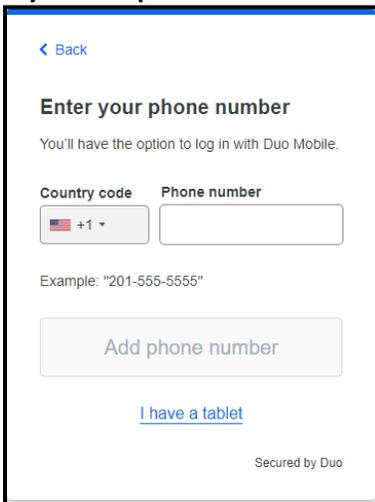
10. You will now be prompted to setup your Duo account. Click **Next**



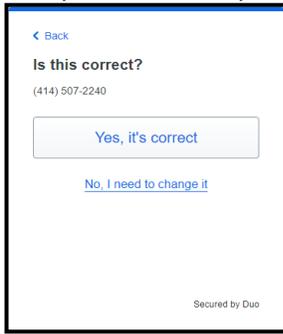
11. Pick **Duo Mobile (Recommended)** or you may choose the phone number option. Do NOT use the Security Key option



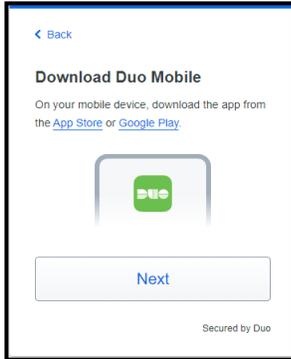
12. Enter your cell phone number and then click **Add phone number**:



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

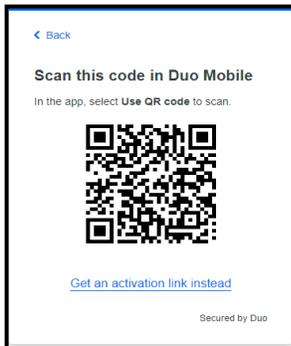


14. You may be instructed to download the Duo app (if you did not load it earlier) click **Next**:

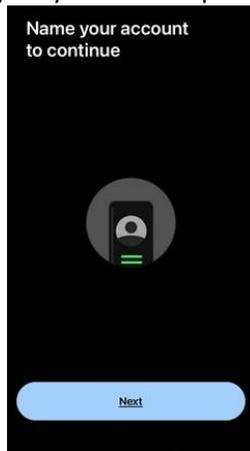


15. On the next screen you will be presented with a QR Code. On your phone, **open Duo Mobile**

- 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.



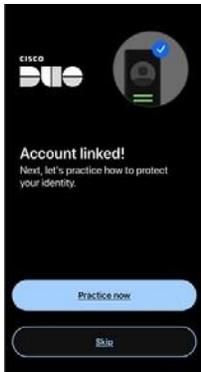
16. Stay on your mobile phone and continue to next step to name your account and click **Next**



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

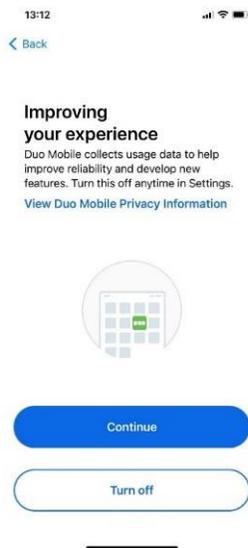


18. Your account is now linked. Click **Skip** and follow next prompts to **enable Push Notifications**



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

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

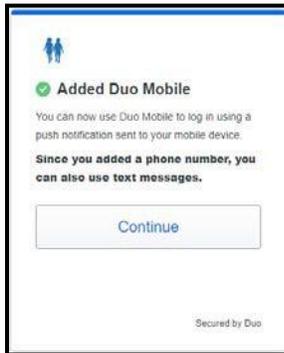


21. Click **Ok** on the Almost there screen.

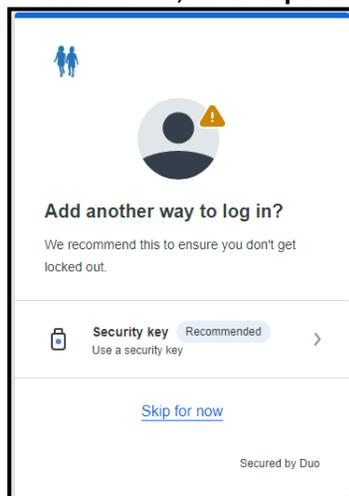
22. You should now see the following screen on your mobile device indicating that Duo Mobile setup is complete.



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

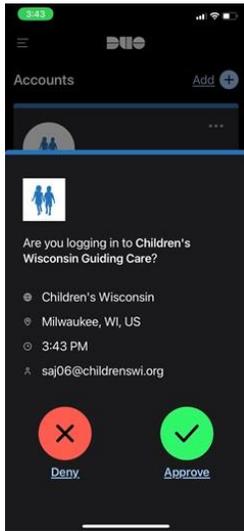


24. On the next screen, click **Skip for now**

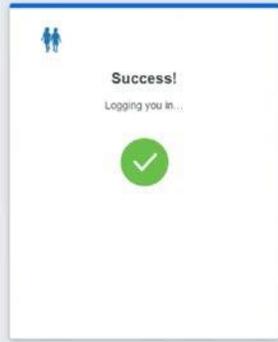


25. Finally, you will get a push notification to your Duo Mobile app. Click **Approve**

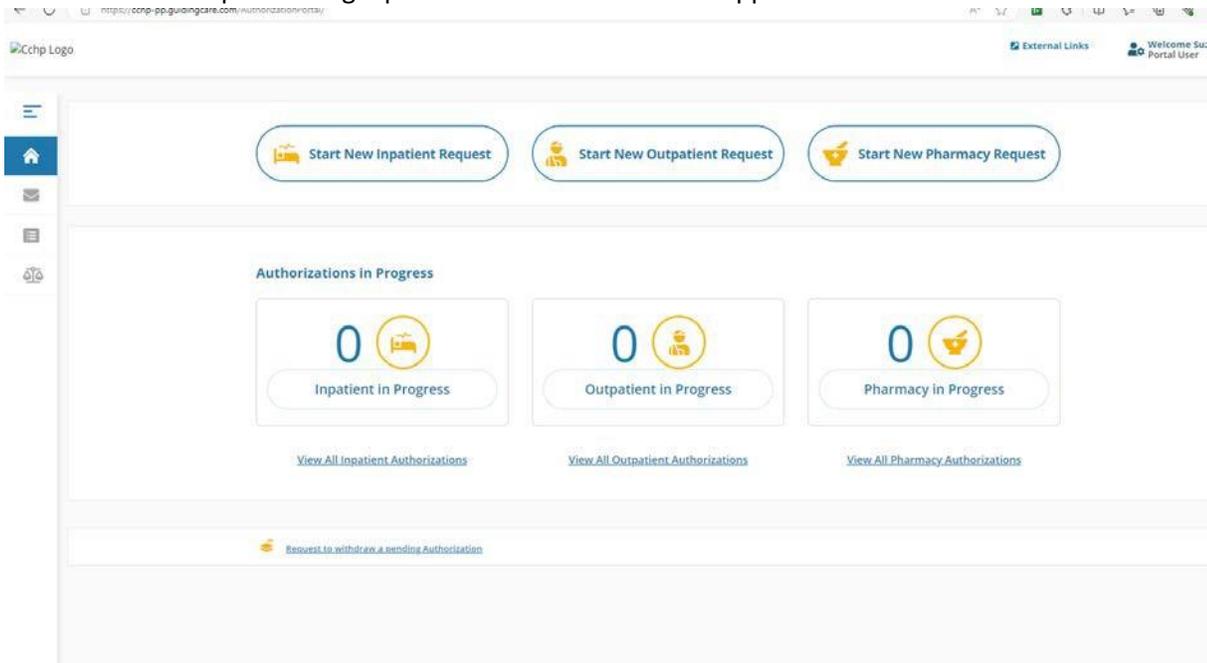
Note: Now that you are all set up, this Approve screen is all you should get when logging in to Guiding Care in the future



26. You are successfully logged into Guiding Care.



27. 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:



28. 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.

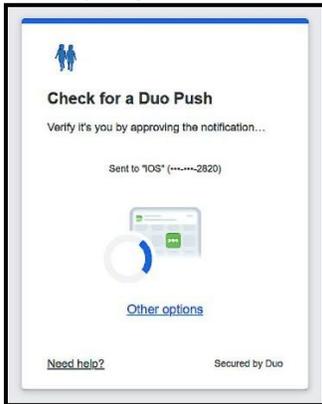
29. If you have any issues logging in, please reach out for assistance

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

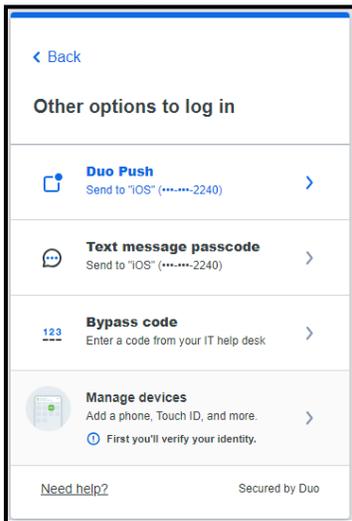
30. **New Phone**

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.

