Access and Setup Guide

Contents

Introduction

The Michigan Data Collaborative (MDC) is a nonprofit healthcare data organization at Michigan Medicine. MDC produces dashboards to support Collaborative Quality Initiatives (CQIs) aiming to improve patient outcomes across Michigan.

This Access and Setup Guide describes the steps that you must complete to access the MDC dashboard. If you need assistance with any of these steps, see *Getting Help* for support contact information.

Before You Begin

Verify that your web browser meets one of the following requirements to ensure it will be supported by Tableau:

- Chrome on Windows, Mac, and Android
- Microsoft Edge on Windows
- Mozilla Firefox & Firefox ESR on Windows and Mac
- Apple Safari on Mac and iOS 11.3 or later

You may need to contact your local IT support if you do not have permission to install software on your computer.

Overview

I. Obtain a U-M User Account from MDC
II. Select a Duo authentication method based on the device you will use to authenticate
III. Install the Duo Mobile app on your device
IV. Enroll your device and turn on two-factor authentication with the University of Michigan (U-M)
V. Manage U-M Duo Authentication
VI. Access the MDC Dashboard

I. Obtain a U-M User Account from MDC

- Email *mdc-accounts@med.umich.edu* to request access to the MDC dashboard. It takes 3-5 business days to create a new user account and grant access.
- After you been granted access to the MDC dashboard, you will receive an email from *DoNotReply-MiShare@med.umich.edu* with the following:
  - U-M ID number
  - U-M username (uniqname)
  - U-M Level-1 password
- If you have received your login information, but your password has expired or you have other password-related questions, please email *mdc-accounts@med.umich.edu* for assistance.
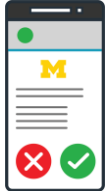
II. Select a Duo Two-Factor Authentication Method

Duo two-factor authentication provides a second layer of security to ensure that your account remains secure and to verify that the person logging in is you. Each time you log in to the MDC dashboard, you will get a notification on a separate device to confirm that it is you who is logging in. The authentication method you select will be used each time you log in.

Access the computer you will use to log in to the MDC dashboard and the mobile phone, tablet, or landline that you will use for Duo two-factor authentication. Review the Duo Two-Factor Authentication Options at-a-Glance below to decide which method is best for you.

If you are unsure which method to use, refer to the U-M Information Technology Services (ITS) *Help page*.

Duo Two-Factor Authentication Options at-a-Glance

	Smartphone or Tablet		Phone	
Duo Option	**App Notification**	**App Passcode**	**Text Passcodes**	**Phone Call**
Description	Duo sends a login request to your device. Press **Approve** to log in.	Generate a passcode with the Duo app.	Get 10 single-use passcodes via text message. Good for 30 days.	Duo calls your phone. Press 1 to log in.
Type of Device	Smartphone or tablet	Smartphone or tablet	Phone with text messaging	All phones
Data Usage	Each notification is only 2KB of data	No connectivity needed	A single text message	A single phone call
Requires Connection?	Yes: cellular data or Wi-Fi	No	Yes: cellular	Yes: cellular or landline

III. Install the Duo App

- Duo Mobile is a free application.
- Duo Mobile requires approximately 32 MB of internal storage on an Android device and 30.8 MB on an iPhone.
- Duo Mobile requires access to send you notifications and to your device's camera. The camera access is only used to scan a code as part of the activation process.

A. Download and install the Duo app to your device from the appropriate store.

B. If you are installing the Duo app on your smartphone, tablet, or Windows phone, complete the steps in this section.

Steps for iPhone or iPad

1. On an iPhone, launch the App Store, or on an iPad, tap iPhone Apps at the top of the screen.

   Note: Your device must be on a *Duo-supported version of iOS*.

2. Search for "Duo Mobile."

3. Tap Get and then Install to download the app.

Steps for Android Smartphone or Tablet

1. On your Android smartphone or tablet, launch the Google Play Store app.

   Notes:

   - Your device must be on a *Duo-supported version of Android*.
   - To launch the Google Play Store app, you need to have a consumer Gmail account associated with your Android device. You cannot use your U-M Google email account with Google Play.
   - If you are prompted to add a credit card, you can dismiss that request.

2. Search for "Duo Mobile."

3. Tap Install to install the app.

Steps for Windows Phone

1. Search for "Duo Mobile" in the Windows Store.

2. Tap Install to install the app.
   - Note: Your device must be on a *Duo-supported version of Windows Phone.*

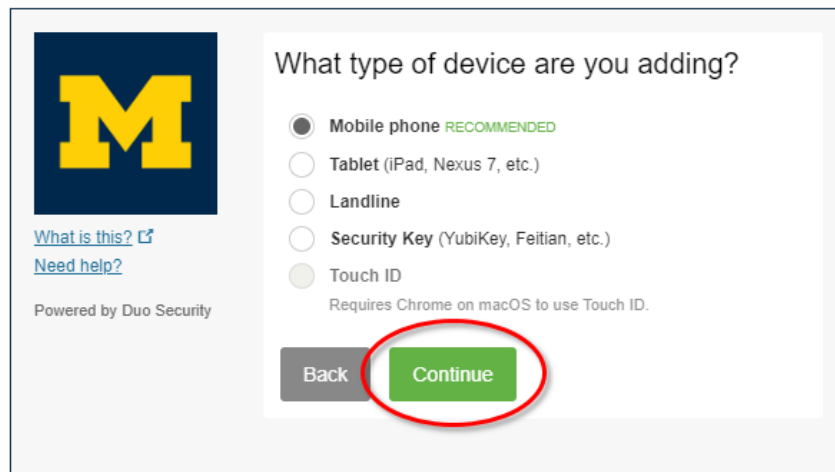## IV. Enroll in Duo and Select an Authentication Option

Enroll in Duo Using a Smartphone or Tablet

Complete these steps to enroll your device and turn on Duo two-factor authentication.

1. From a desktop or laptop computer, go to *UMICH Account Management*.

2. Log in with your U-M uniqname and Level-1 password.

3. Click **Manage Two-Factor for Weblogin** to enroll your first device, or to enroll an additional device, click **Manage Duo Devices**.

4. If this is the first time you are enrolling, click **Start setup**. Or to add an additional device, click **Add a phone or tablet**.
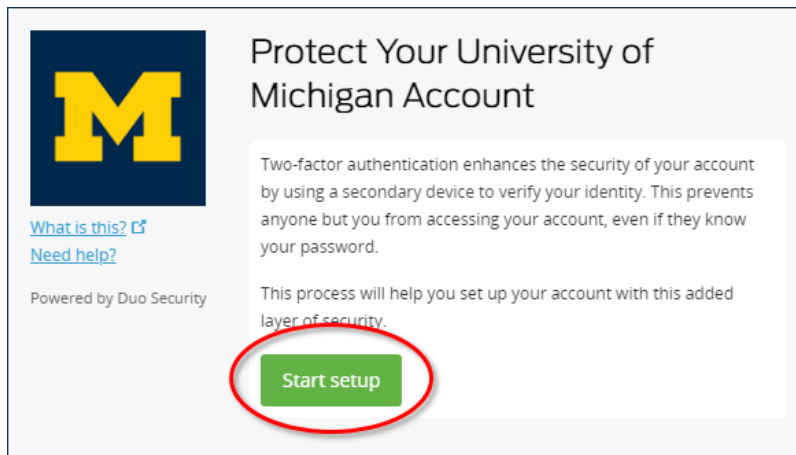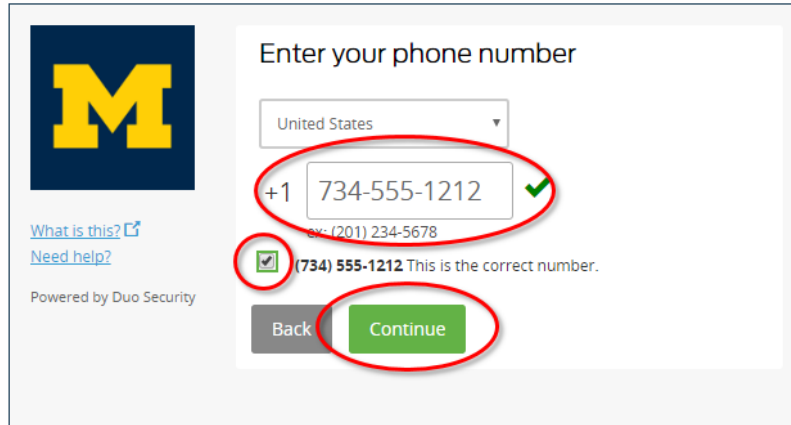
5. To enroll a smartphone, select **Mobile phone**, or, to enroll a tablet, select **Tablet**, and then click **Continue**.
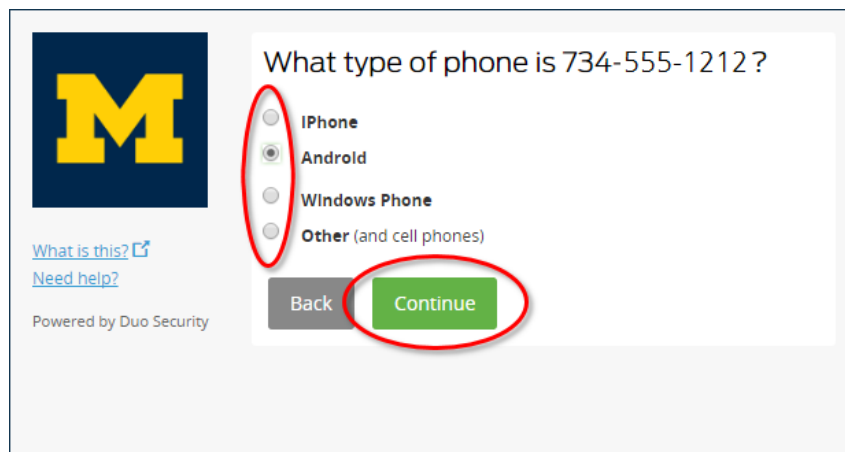
6. If you are enrolling a smartphone:
   a. Enter your device's phone number (tablet users will skip this step automatically).
   b. Click the checkbox to verify it's the correct number.
   c. Click Continue.

   Note: If you are enrolling a shared phone, you may need to complete an extra verification step. Follow the onscreen prompts to do so.
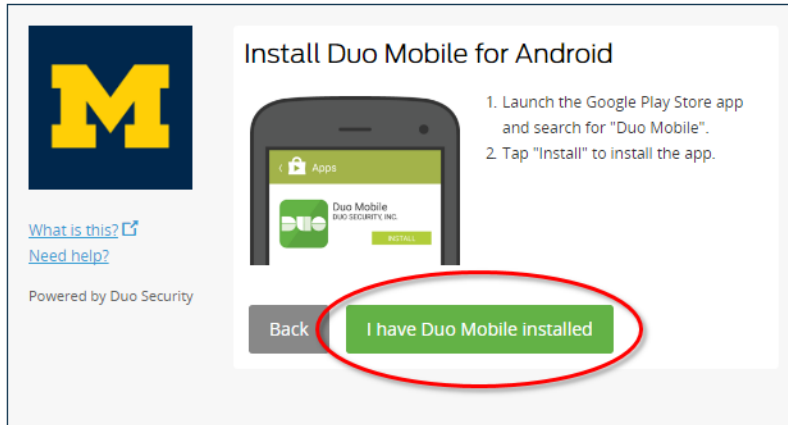
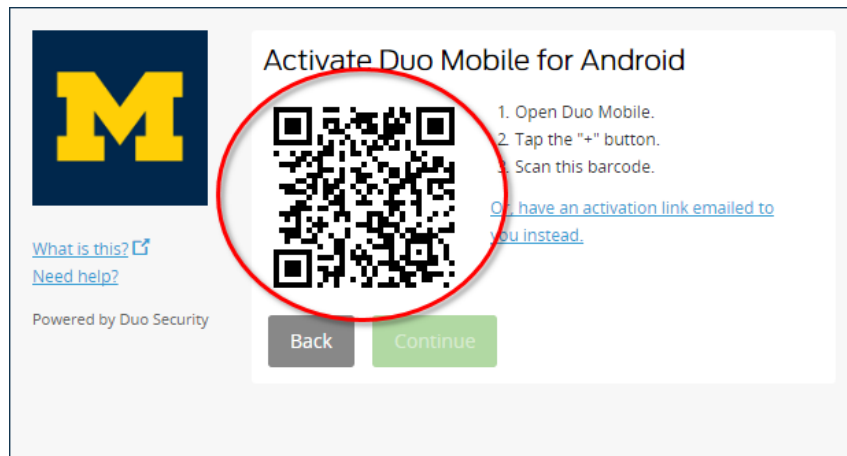7. Choose your device's operating system, and then click **Continue**.
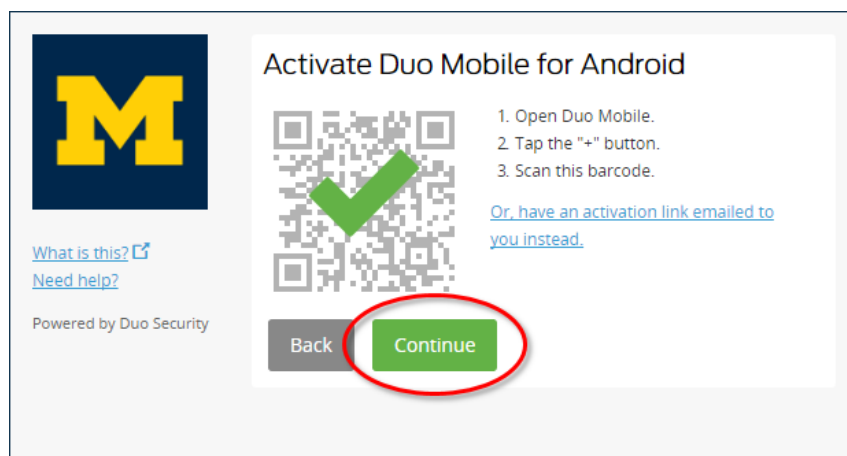

8. Click **I have Duo Mobile installed.**
   Note: If you have not yet installed the Duo Mobile app, refer to *III. Install the Duo App* .

9. Open the Duo Mobile app on your device.

10. Use the Duo Mobile app's built-in barcode scanner on your smartphone or tablet to scan the barcode on screen.


11. Click **Continue**.

12. If desired, select a different option in the **When I log in** drop-down list.

    Important! The default is **Ask me to choose an authentication method**, which means you will need to initiate an authentication prompt when you log in (e.g., click **Send me a Push** or **Call Me**). The other options are **Automatically send this device a Duo Push** or **Automatically call this device**.

13. Click **Continue to Login**.
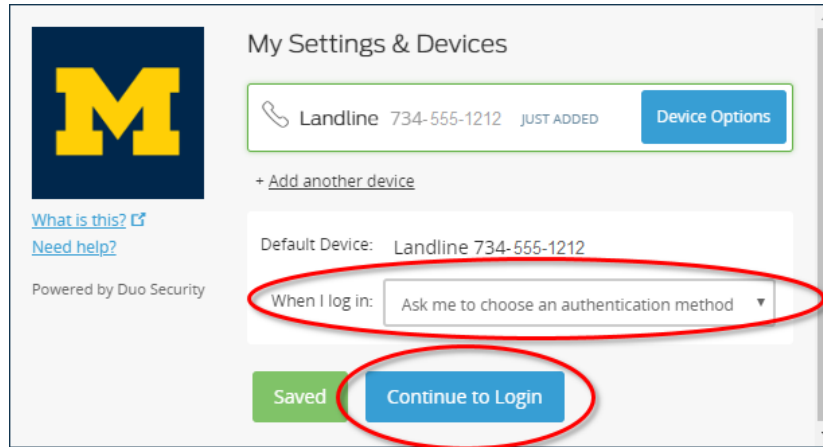
14. On the next screen, the following message will appear: Enrollment successful! This is the Duo login prompt that you'll normally see when logging in.

15. Screenshot: QR code successfully scanned to activate Duo for Android. Choose a two-factor authentication method (**Send Me a Push**, **Call Me**, or **Enter a Passcode**).
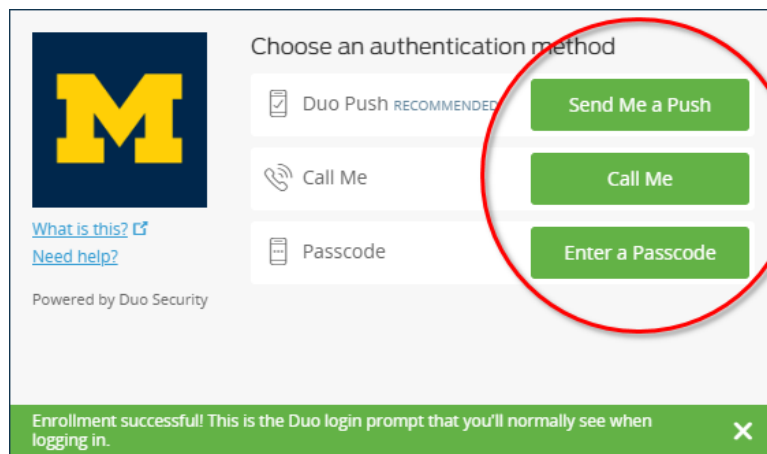
Enroll in Duo using a Landline, Non-Smart Cell Phone, or Softphone

Using your computer, complete these steps if you want to receive a phone call or passcode notification on your landline, non-smart phone, or softphone (software that allows the user to make telephone calls over the internet via a computer).

1. For best results, from a desktop or laptop computer, go to *UMICH Account Management*.

2. Log in with your U-M uniqname and Level-1 password.

3. Click **Manage Two-Factor for Weblogin** to enroll your first device, or to enroll an additional device, click **Manage Duo Devices**.

4. If this is the first time you are enrolling, click **Start setup**. Or to add an additional device, click **Add a phone or tablet**.
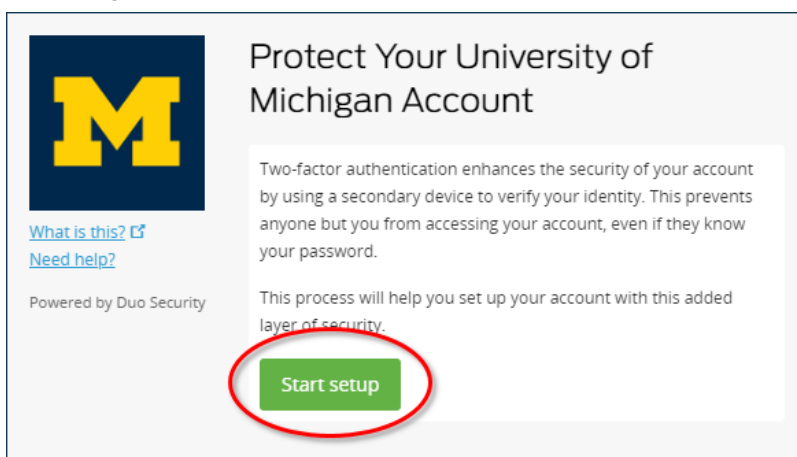
5. To enroll a non-smart cell phone, select **Mobile phone.** Or to enroll a landline phone, select **Landline**, then click **Continue**.
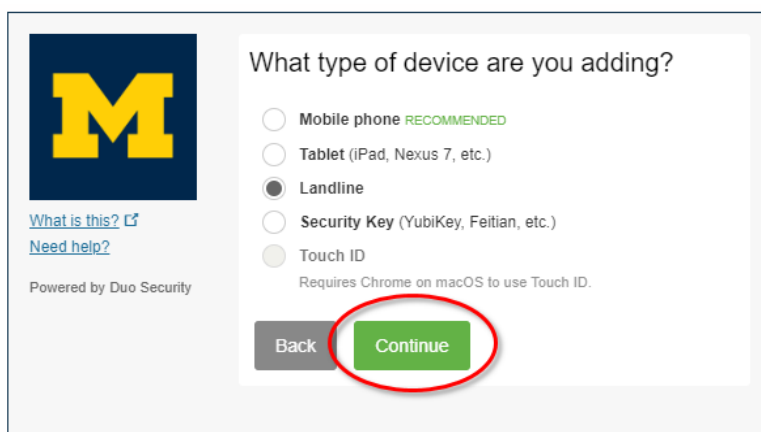
6. On the **Enter your phone number** screen:
   a. Enter your phone number.
   b. If you selected **Landline** on the previous screen, you will have the option to enter an extension.

  c. Click the checkbox to verify that it's the correct number.

  d. Click **Continue**.

7. If you are enrolling a shared landline and are not the first person to enroll it, you need to be at the phone to complete the following verification: click **Call Me**, enter the 6-digit verification code, click **Verify**, and then click **Continue**.

8. If you selected the **Mobile phone** option in Step 5 above, select **Other (and cell phones)**, then click **Continue**.
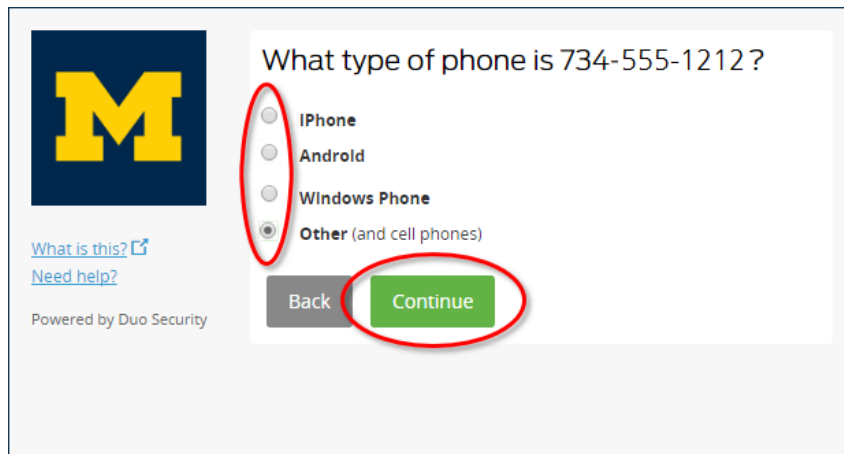
9. If desired, select a different option in the **When I log in** drop-down list.

   Important! The default is **Ask me to choose an authentication method**, which means you will need to initiate an authentication prompt when you log in (e.g., click **Send me a Push or Call Me**). The other options are **Automatically send this device a Duo Push** or **Automatically call this device**.

10. Click **Continue** to Login.
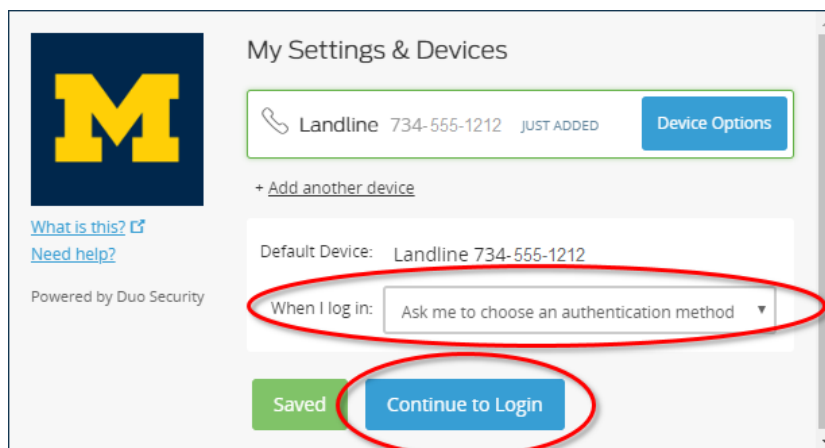
11. Complete a two-factor authentication method (**Call Me** or **Enter a Passcode**).
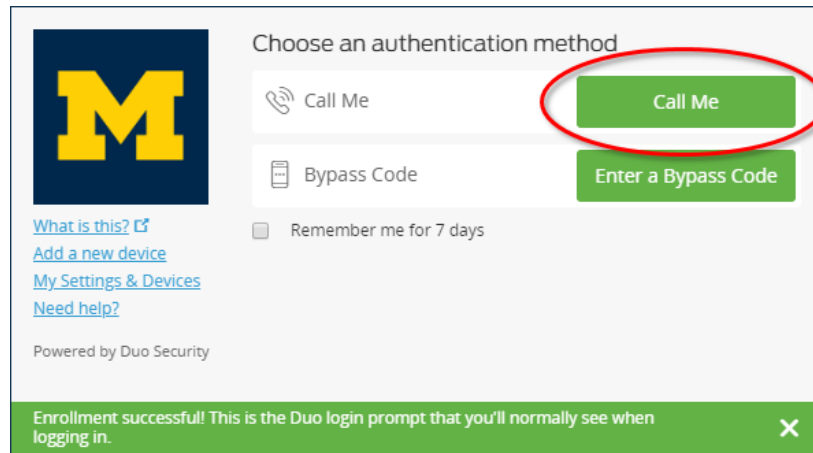
V. Manage U-M Duo Authentication

Regardless of the Duo authentication method you select for your device, you will need to (a) install the Duo Mobile app, and (b) enroll your device and turn on two-factor authentication with the University of Michigan.

From your computer, complete the following steps:

1. Navigate to the following site: *https://password.it.umich.edu/*.
2. Enter your U-M username (uniqname) and Level-1 password.
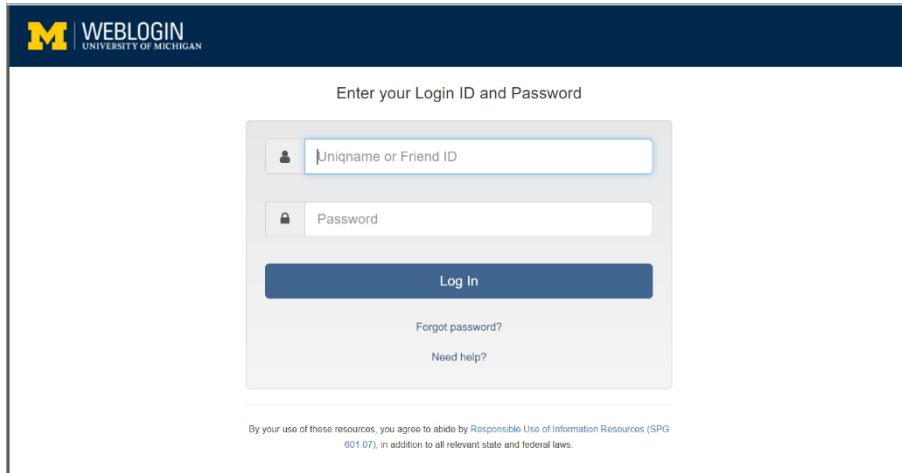
3. To enroll your device:
   a. Click **Manage Two-Factor for Weblogin** for your first device.
   b. Click **Manage Duo Devices** to enroll an additional device.
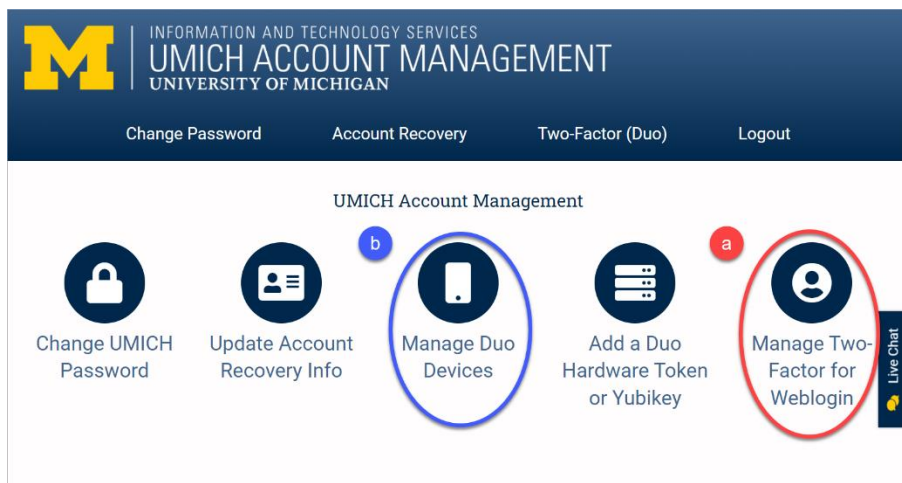
VI. Access the MDC Dashboard

To access the MDC Dashboard, navigate to the *[Michigan Data Collaborative](#)* website and click *[Login](#)*.

To view the User Guide for a specific project, navigate to the Support page for that project on the MDC website and select the User Guide link.

Getting Help

If you need additional help with any steps in this guide, access the resources below.

General Account Information

If you have questions about how to access the MDC dashboard, contact MDC at *MichiganDataCollaborative@med.umich.edu*.

Password Help

If you have forgotten your password, email *mdc-accounts@med.umich.edu* to get instructions on resetting your password.

Duo or Password Help

For Duo or additional password help, contact the U-M ITS Service Center.

Phone: 734-764-4357

Email: *4HELP@umich.edu*

> **Service Center Hours**
>
> Mon–Thurs: 7 am–7 pm; Fri: 7 am–6 pm; Sat: Closed; Sun: 2–7 pm

Chat Support: *https://chatsupport.it.umich.edu/*

> **Open for Chat:**
>
> Mon–Fri: 8 am–5 pm; Sat–Sun: Closed

Notes: When you contact ITS, be prepared to provide the following information, as applicable:

- If possible, access your U-M ID, U-M username (uniqname), and Level-1 password.
- Inform the service desk employee that you are a user of the Michigan Data Collaborative's User Portal. You are not a U-M employee; however, you have an MDC Sponsored Account with a U-M ID and uniqname to access the MDC dashboard.