
Access and Setup Guide

Creating an Account with Duo and Setting up Citrix Workspace/Receiver to Log in to the Interactive Reporting Site

► BCBSM PGIP INTERACTIVE REPORTING

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Introduction

Michigan Data Collaborative (MDC) is a non-profit healthcare data organization at Michigan Medicine. The BCBSM PGIP Interactive Reporting site was created to provide visualizations, reports, and interactive analyses for participants of BCBSM's Physician Group Incentive Program (PGIP), including comparisons between organizations, organizational rankings, measure distributions, and trends for utilization measures.

This guide provides information regarding the steps that you must complete to access the BCBSM PGIP Interactive Reporting site. If you need assistance with any of these steps, you can contact the HITS Service Desk. See the section on [Getting Help](#) for contact information.

- **Creating your Level-1 and Level-2 passwords**

When your account is created, you will be sent an email which includes instructions for creating both your Level-1 and Level-2 passwords. Your Level-1 password will be used to create your Level-2 password, which will be used each time you log in to the Reporting site.

- **Setting up Duo two-factor authentication**

Register a device (typically your smartphone) with the University of Michigan and download the Duo app on the device so you can receive authentication notices when you log in to the Reporting site. [\[Read detailed instructions\]](#)

- **Setting up Citrix Workspace or Citrix Receiver and accessing the Reporting site**

Install and set up the Citrix Workspace/Receiver application on your computer to securely access the Reporting site. You may need to contact your local IT support if you do not have permission to install software on your computer. [\[Read detailed instructions\]](#)

Setting Up Duo for Two-Factor Authentication

When you set up Duo two-factor authentication, you register a device (typically your smart phone) with the University of Michigan and download the Duo app on that device to receive authentication notices.

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.

You will complete the following steps to set up Duo two-factor authentication:

- 1: [Access the computer and the mobile phone, tablet, or landline phone that you will use for login](#)
- 2: [Locate your U-M user account login information](#)
- 3: [Select your Duo authentication method](#)
- 4: [Download the Duo application on your smartphone or tablet \(if needed\)](#)
- 5: [Register your device with the University of Michigan](#)

1: Access Your Computer and Authentication Device

Access the computer you will use to log in to the BCBSM PGIP Interactive Reporting site and the mobile phone, tablet, or land line that you will have with you each time you log in.

2: Locate Your U-M User Account Login Information

- If you have requested access to the BCBSM PGIP Interactive Reporting site, you will receive an email from Identity_Management@med.umich.edu with the following:
 - UMID number
 - U-M username (uniquname)
 - Information on setting your U-M Level-1 and Level-2 passwords
- If you have **NOT** yet received your login information, please contact MDC at MDC-Accounts@med.umich.edu.
- If you have received your login information, but your password has expired or you have other password-related questions, please contact the Health Information Technology and Services (HITS) Service Desk at 734-936-8000.

3: Select Your Duo Authentication Method

Each time you log in to the Reporting site, you will get a Duo 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, unless you modify your selection again using the steps in this guide. The table below provides the authentication methods and brief descriptions.

Method	Description
Duo Mobile push notification	<ul style="list-style-type: none">• Requires that you install the Duo Mobile application on your smartphone or tablet.• Your smartphone or tablet must be connected to the Wi-Fi or to your cellular service. <p>How it works</p> <p>When you log in to the Reporting site, you will receive a notification on your registered smartphone or tablet (via the Duo Mobile app) to accept the login request. You must accept the request to continue the login process.</p>
Phone call to either mobile phone or landline	<p>Select this method if you do not have a smart phone or a data service, or if you do not want to use your personal phone.</p> <p>How it works</p> <p>When you log in to the Reporting site, you will receive a phone call at the phone number you registered. You will accept the request by pressing “1” to continue the login process.</p> <p>Notes:</p> <ul style="list-style-type: none">• If you select this method, you do not need to download the Duo App. Skip to Register Your Device with the University of Michigan in this guide.• If you select this method, you need to call the HITS Service Desk after you register your device (Step 5). For more information, see Important Information for Using Phone Call Authentication.

4: Download the Duo Application

If you are using your smartphone or tablet to receive [Duo Mobile](#) push notifications, complete the steps in this section to download the Duo application.

If you want to receive a phone call for authentication, you do not need to complete these steps. Go to [Register Your Device with the University of Michigan](#).

NOTES:

- Duo Mobile is a free application.
- Duo Mobile requires approximately 32 MB of internal storage on an Android device and less than 10 MB on an iPhone.
- Duo Mobile requires notification access and camera access on your device. The camera access is only used to scan a code as part of the activation process.

STEPS FOR IPHONE OR IPAD

1. On your iPhone or iPad, launch the App Store.
NOTE: Duo is available only for iOS versions 7 and higher.
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:
 - Duo is available only for Android OS versions 4 and higher.
 - If you are prompted to add a credit card number, you can dismiss this 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.

STEPS FOR BLACKBERRY PHONE

1. Search for "Duo Mobile" in BlackBerry World.
2. Tap **Download** to install the app.

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5: Register Your Device with the University of Michigan

Regardless of the authentication method you select, you need to register the device (mobile phone, tablet, or landline) with the University of Michigan to receive your authentication notices. The steps in this section will guide you through the registration process.

From your computer, complete the following steps:

1. Navigate to the following site: <https://password.it.umich.edu/pwm/public/>.
2. Click **Login** in the upper-right corner. The screen will look similar to this:



3. Enter your U-M username and Level-1 password.
4. Select the **Two-Factor (Duo)** tab.

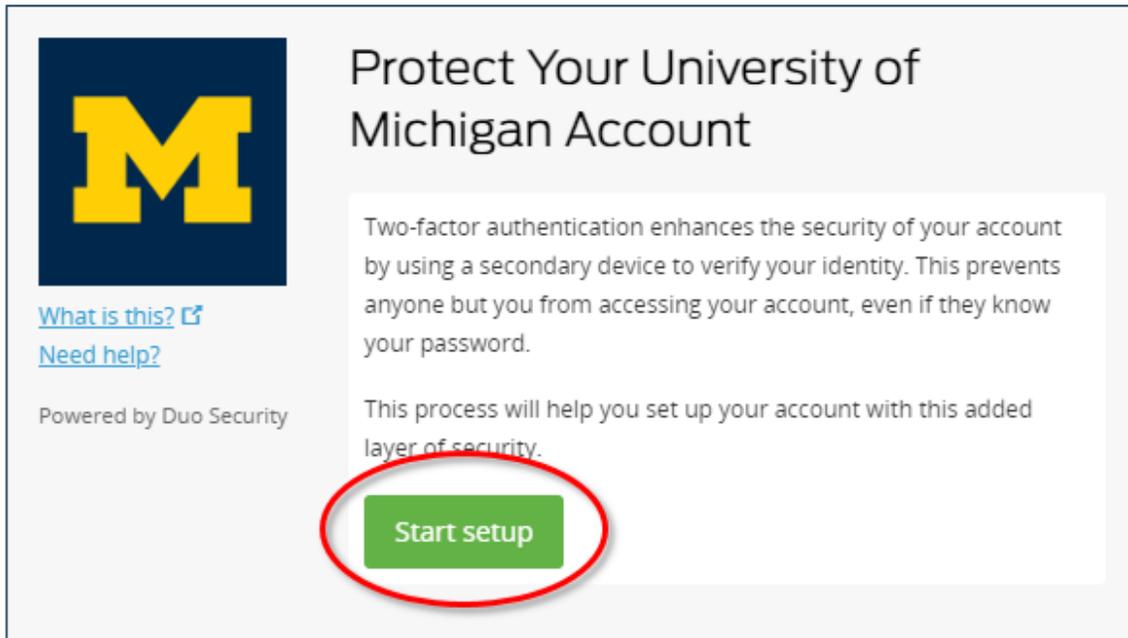


5. Click **Manage Duo Devices**.

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6. Click **+Add another device**.



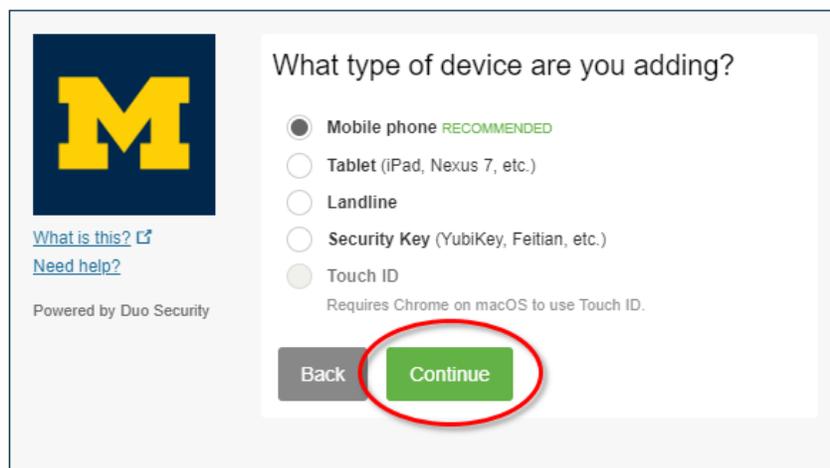
7. If you want to send a push notification to your mobile phone or tablet, go to [Adding a Mobile Phone or Tablet](#).

If you want to receive a phone call on your landline or mobile phone, go to [Adding a Phone Call](#).

ADDING A MOBILE PHONE OR TABLET

Complete these steps if you want to receive a Duo push notification on your mobile phone or tablet.

1. Select one of the following options to enroll your device, and then click **Continue**.
 - Mobile phone
 - Tablet



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2. Enter your device's phone number.
NOTE: The phone number steps will automatically skip for tablet users.
3. Click the checkbox to verify the number, and then click **Continue**.

Enter your phone number

United States

+1 734-555-1212 ✓

(734) 555-1212 This is the correct number.

Back Continue

4. Select your device's operating system, and then click **Continue**.

What type of phone is 734-555-1212?

iPhone

Android

Windows Phone

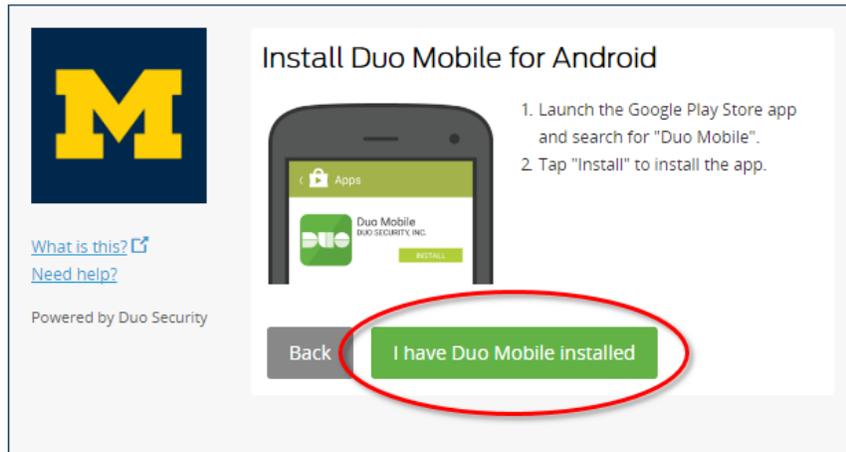
Other (and cell phones)

Back Continue

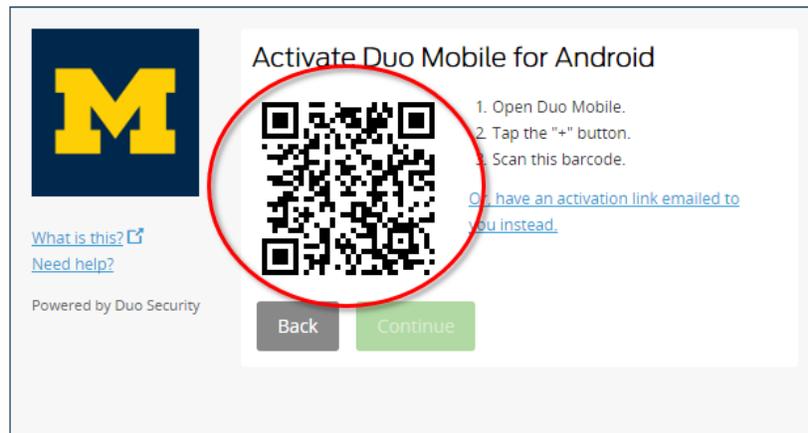
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5. Click **I have Duo Mobile installed.**



6. Open the Duo Mobile app on your device.
7. Verify your device's phone number if prompted by the Duo Mobile app.
8. Use the Duo Mobile app's built-in barcode scanner to scan the barcode on screen, and then click **Continue.**

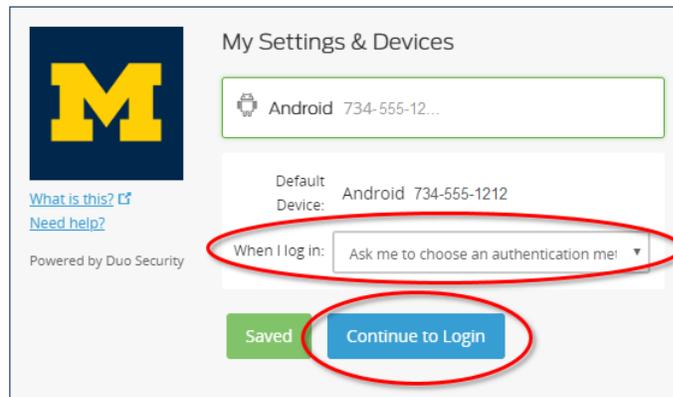


NOTE: If you have a Blackberry OS smartphone, you will not use a barcode scanner. Instead, enter your email address as prompted on the screen and click **Send Email**. On your phone, open the email message and click the activation link.

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9. In the **When I log in** field, click the dropdown arrow and select **Automatically send this device a Duo Push**.



10. Complete a two-factor authentication method (**Send Me a Push, Call Me, or Enter a Passcode**) MDC recommends selecting **Send Me a Push** for ease of use.

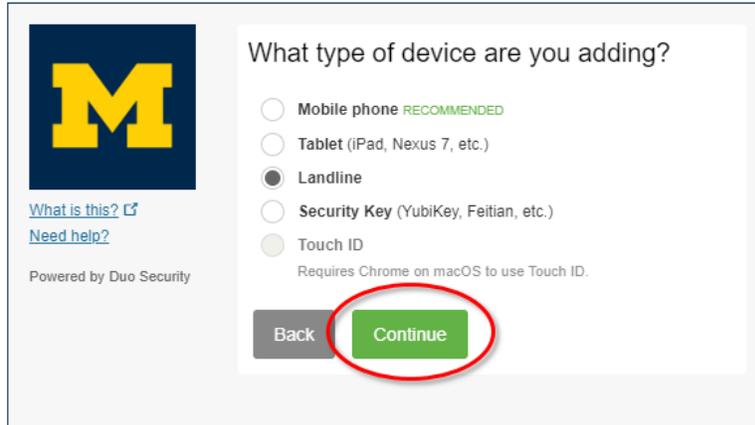
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ADDING A PHONE CALL

Complete these steps if you want to receive a phone call notification on your landline or mobile phone.

1. For **What type of device are you adding?**, select **Landline**, and then click **Continue**.



What type of device are you adding?

Mobile phone **RECOMMENDED**

Tablet (iPad, Nexus 7, etc.)

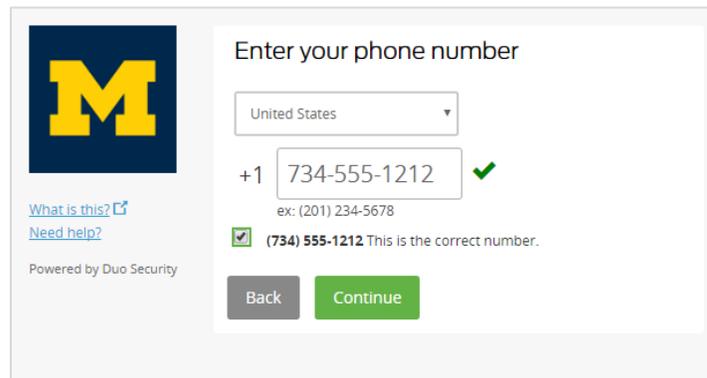
Landline

Security Key (YubiKey, Feitian, etc.)

Touch ID
Requires Chrome on macOS to use Touch ID.

Back Continue

2. Enter your phone number.
3. If you selected **Landline** you will have the option to enter an extension.
4. Click the checkbox to verify the number, and then click **Continue**.



Enter your phone number

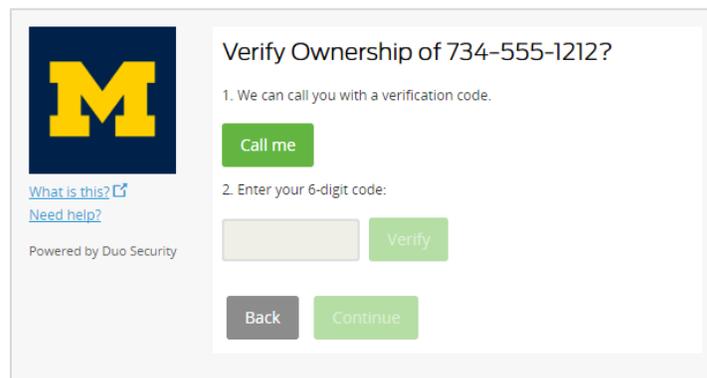
United States

+1 734-555-1212 ✓
ex: (201) 234-5678

(734) 555-1212 This is the correct number.

Back Continue

5. To verify ownership, click **Call Me**.



Verify Ownership of 734-555-1212?

1. We can call you with a verification code.

Call me

2. Enter your 6-digit code:

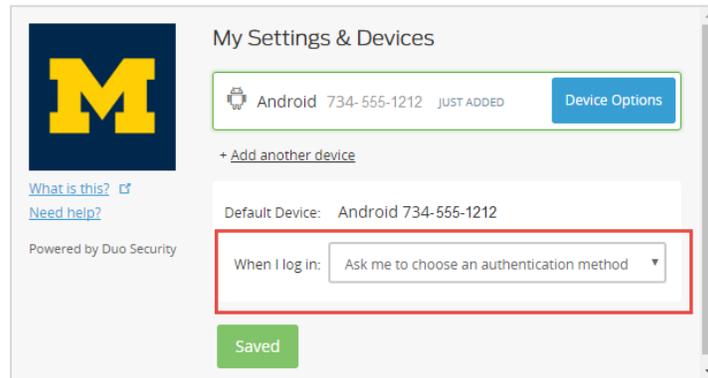
Verify

Back Continue

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6. Duo will automatically call the number and provide a 6-digit code.
7. Enter the 6-digit code, and then click Continue.
8. If you selected the **Mobile phone** option, select **Other (and cell phones)** then click Continue.
9. In the **When I log in** field, click the dropdown arrow and select **Automatically call this device**.



IMPORTANT INFORMATION FOR USING PHONE CALL AUTHENTICATION

If you are using the phone call authentication method, you need to call the HITS Service Desk for assistance with changing your Michigan Medicine Global Default Override. To do so, complete the following steps:

1. Call the HITS Service Desk at 734-936-8000.
2. Inform them of the following:
 - You are a non-Michigan Medicine employee who has an account sponsored by Michigan Data Collaborative and need to access hosted applications from outside the Michigan Medicine network.
 - You are signed up for Duo and using phone-call authentication.
 - You are locked out of your Profile page and need help changing your Michigan Medicine Global Default Override.
3. The help desk support person will walk you through the rest of the process and help you verify that your Duo authentication is functional.

Setting Up Citrix Workspace/Citrix Receiver

You need to set up the [Citrix Workspace or Citrix Receiver](#) application on the computer you will use to access the Reporting site. This application enables remote users to securely access the Reporting site through Michigan Medicine Virtual Places.

Before You Begin

- Verify that your computer meets the following minimum system requirements.
 - **Supported Operating Systems.** One of the following is required:
 - Windows 7 (Service Pack 1), 8 Pro, 8 Ent, 8.1, or 10
 - Windows Server 2008 R2, 2012 R2, or 2016
 - Mac OS X 10.8 or later
- Access your U-M username and Level-2 password.

If you need help with your account information, see the instructions for [locating your U-M user account login information](#) included in this guide.
- Verify that you have downloaded the Duo app and registered your device with the University of Michigan. If you have not already done so, see the instructions in the [Setting Up Duo Two-Factor Authentication](#) section.
- You may need to contact your local IT support if you do not have permission to install software on your computer.

Setting Up Citrix Workspace/Receiver

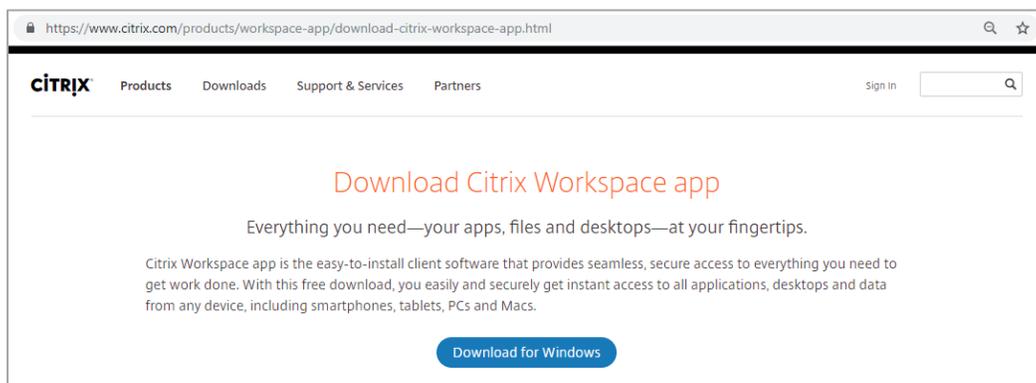
Before you log in to the BCBSM PGIP Interactive Reporting site, you will need to download [Citrix Workspace or Citrix Receiver](#) on your computer. We recommend using Citrix Workspace, although your IT support may prefer that you use Citrix Receiver. Both applications will provide a secure connection to access the Reporting site, from which you can view and download visualizations and the underlying data.

NOTE: If you already have Citrix Workspace/Receiver installed, you can skip to the [Logging In If You Have Citrix Workspace/Receiver Installed](#) section.

DOWNLOAD CITRIX WORKSPACE OR CITRIX RECEIVER

1. Open your preferred web browser on your PC or Mac.
2. Go to <https://www.citrix.com/products/workspace-app/download-citrix-workspace-app.html>

The Citrix Download automatically detects the operating system you're using in order to download the correct version.



3. Click **Download**.
4. Use one of the following methods to start the installation:
 - A. For Windows devices, right-click on the saved file and choose **Run as Administrator** from the menu choices.
 - B. For non-Windows devices, start the installation by selecting either **Run** or **Install** on your device or PC.

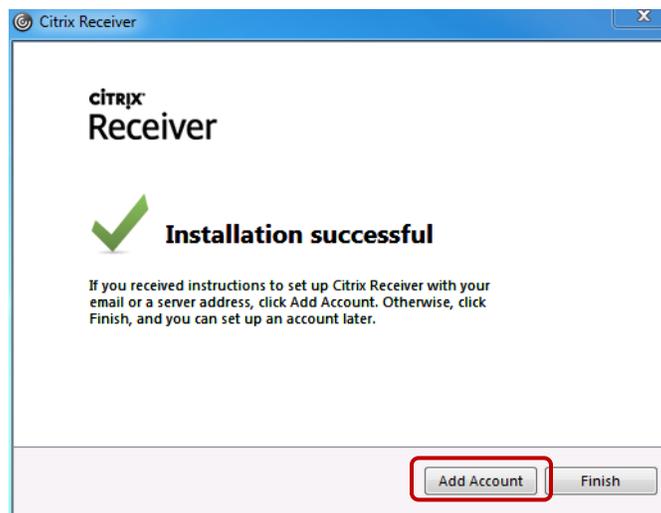
If your Internet browser only gives you a **Save** option, save the file and then run it from the location where you saved it.

NOTE: Running installers with elevated Administrative privileges is a best practice for Windows devices. You may need to contact your IT support to complete the installation as an administrator.

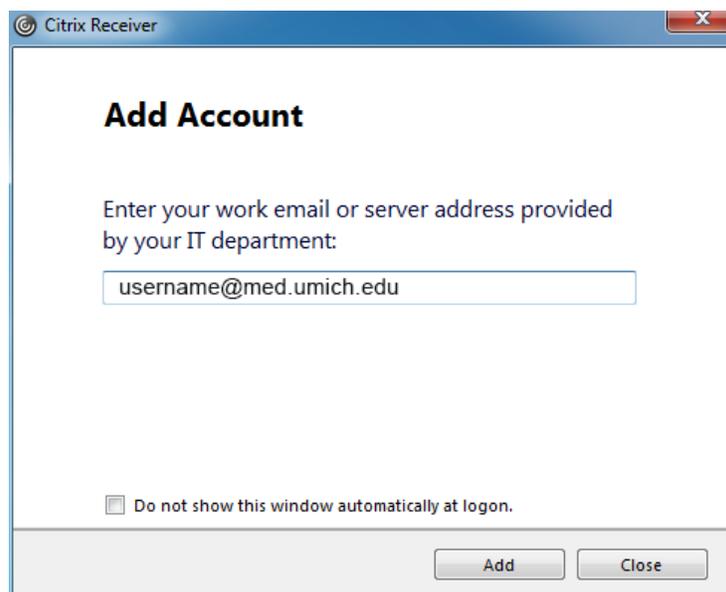
5. Complete the installation, accepting the license terms and choosing default options as prompted.

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6. When the installation is complete, click **Add Account**.

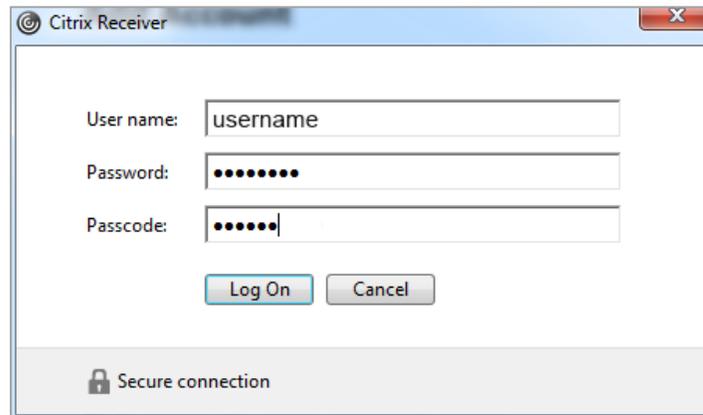


7. In the *Add Account (or New Account)* window, type in your username with the Michigan Medicine domain, similar to entering an email address (i.e., username@med.umich.edu).



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8. Click **Add** to display fields for logging into your Citrix Workspace/Receiver account:



9. In the *Citrix Workspace/Receiver* window, type in the following information to satisfy the requirements for logging in with Duo two-factor authentication:

- **Username:** Type in your username.
- **Password:** Type in your Michigan Medicine Level-2 password.
- **Passcode:** You have three options for what you can type into this field:
 - Type the word **PUSH** if you'd like Duo to send a notification alert to the Duo Mobile application on your smartphone or tablet that you previously registered when you set up Duo. Subsequently, confirm the alert that is pushed to your Duo-registered device.
 - Type **PHONE** if you'd like Duo to call you on a phone you previously registered when you set up Duo (for example, to your personal cell phone). Subsequently, answer the phone call and follow the instructions you are given to confirm the phone alert.
 - You have the option of typing in a Duo passcode into this **Passcode** field. To do this, open the Duo application on your smartphone or other device, click on the Duo key icon to view the actual passcode number, then type that number into the **Passcode** field.

10. Click **Log On** to complete the account set up.

A message displays when you have successfully added your account.

Getting Help

Use the resources listed here if you need assistance with your BCBSM PGIP Interactive Reporting site setup steps.

Duo, Password, or Citrix Help

If you need Duo two-factor authentication assistance, password assistance, or Citrix assistance, contact the Health Information Technology and Services (HITS) Service Desk.

Phone: 734-936-8000

NOTES:

When you call the HITS Service Desk, please give them the following information, as applicable:

- If possible, access your U-M ID, U-M username, and your Level-1 and Level-2 passwords
- 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 a U-M ID and username (also known as a nickname) in order to access the BCBSM PGIP Interactive Reporting site.

General Account Information

- If you have any general questions about accessing the BCBSM PGIP Interactive Reporting site, contact MDC at MichiganDataCollaborative@med.umich.edu.

Additional Documentation

- [User Guide - BCBSM PGIP Interactive Reporting](#)
- [Duo Two-Factor Authentication](#)