

# IntelPACS MFA Set-up Guide

## Prerequisites

Make sure you have the following before beginning setup

- |                           |                                                                                                                                                                                                                                                             |                                                                                                              |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| 1. A smartphone or tablet | 2. An authenticator app installed <ul style="list-style-type: none"><li>- <a href="#">Microsoft Authenticator</a>, or</li><li>- <a href="#">Google Authenticator</a>, or</li><li>- <a href="#">Authy</a>, or</li><li>- <a href="#">Duo Mobile</a></li></ul> | 3. Your IntelPACS account activated for MFA<br><br>Contact us first if you want to set up before 1 September |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|

## Setting up MFA

### 1. Install your authenticator app

Open the App Store (iPhone/iPad) or Google Play Store (Android) and search for your preferred authenticator app. Download and open it.

If you already have one installed, move to step 2.

### 2. Log in to IntelPACS as usual

Open **IntelViewer** or **IntelConnect** and log in with your username and password. When MFA has been enabled on your account, IntelPACS will display a pop-up window with a QR code.

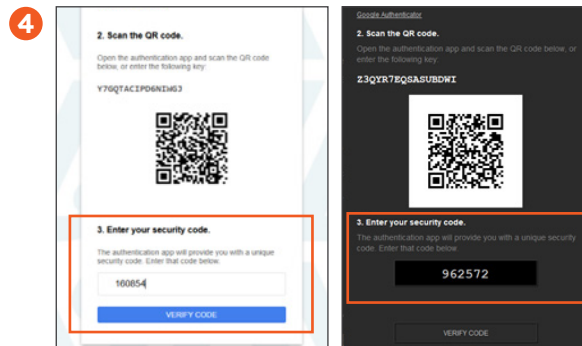
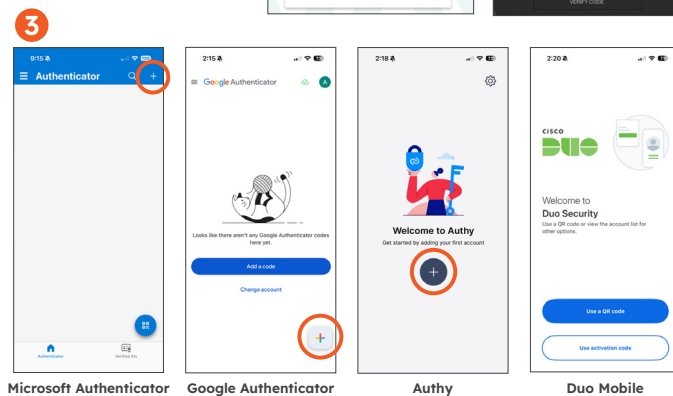
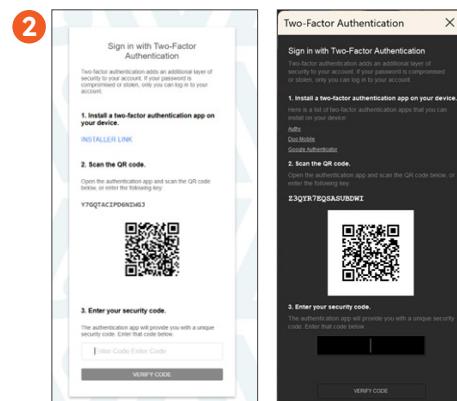
### 3. Add a new account in your authenticator app

In your authenticator app, choose to add a new account. Look for **Add Account** or the **+** icon.

Then scan the QR code displayed on your IntelPACS screen.

### 4. Enter your 6-digit code

After scanning, your authenticator app will show a 6-digit code. Codes refresh every 30 seconds - a countdown timer shows how long the current code is valid. Enter this into the IntelPACS verification screen and press **Verify Code**.



## Future logins

Log in with your username and password as normal. When prompted (once every 24 hours per device), open your authenticator app and enter the current 6-digit code. You won't need to scan the QR code again.

## FAQ

### What is MFA and why are we doing this?

MFA (Multi-Factor Authentication) adds a second verification step when logging in - in addition to a username and password, users enter a 6-digit code from an authenticator app on their phone. We are introducing this to protect patient imaging data and meet healthcare cybersecurity standards. Most major radiology providers are moving to this requirement.

### How long does setup take?

Around 2 minutes. The user downloads a free authenticator app onto their smartphone or device, scans a QR code when they log in to IntelViewer/IntelConnect, and enters a 6-digit code.

### Will users need to use MFA every time they log in?

**No.** Once MFA has been entered, the user's session on a given device and location stays active for 24 hours. They will only be prompted again the next day, or if they switch to a different computer or location.

### Does the Allevia Radiology MFA affect other systems?

**No.** The MFA code is specific to the Allevia Radiology | MSK | North MRI | Affinity | Reform IntelViewer and IntelConnect systems. It does not affect any other platforms, PMS systems, or login credentials from other providers.

### Which authenticator apps are supported?

Microsoft Authenticator, Google Authenticator, Authy, and Duo Mobile are all supported. All are free to download from the App Store or Google Play.

### What does the authenticator app do?

The authenticator app generates a secure one-time code on your device. This code updates every 30 seconds. It does not track your location, access your personal data or activity, or send any information to us. And it doesn't need the internet to generate a code.

### What if a user shares a login with a colleague?

MFA can only be linked to one person's device and shared accounts pose a security risk. If two or more people share a login, they will each need their own individual accounts before the cutover date. Apply for an additional account [here](#).

### What if a user doesn't have a smartphone?

MFA requires a smartphone or smart device to install an authenticator app. If you run into issues please contact us and we will be happy to help.

### What if a user can't log in after the cutover?

Please contact us on the numbers below and we will be happy to help.

## Check your contact details

To make sure you receive further updates and support materials, please log in to IntelPACS and check that your email address and phone number are up to date in your profile settings.

### New account applications

<https://pacs.alleviaradiology.co.nz/Portal/app#/terms-of-service/accept?type=accept>

## Get in touch

Our team is happy to walk you through setup, help with account issues, or answer any questions about the MFA rollout.

#### Allevia Radiology

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