
Access and Setup Guide

Contents

Introduction	2
Before You Begin	2
Overview	2
I. Obtain a U-M User Account from MDC.....	3
II. Select a Duo Two-Factor Authentication Method.....	3
Overall Recommendations.....	3
III. Install the Duo App.....	4
IV. Enroll in Duo and Select an Authentication Option.....	4
Enroll in Duo Using a Smartphone or Tablet.....	4
V. Manage Duo Authentication through U-M Weblogin	5
VI. Using the Duo Mobile App	6
VII. Access the MDC Dashboard	7
VIII. Getting Help	7
General Account Information	7
Password Help	7
Duo or Password Help.....	7

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

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 Two-Factor Authentication Method](#)
- III. [Install the Duo Mobile App](#)
- IV. [Enroll in Duo and Select an Authentication Method](#)
- V. [Manage Duo Authentication through U-M Weblogin](#)
- VI. [Using the Duo Mobile App](#)
- VII. [Access the MDC Dashboard](#)
- VIII. [Getting Help](#)

I. Obtain a U-M User Account from MDC

- Email mdc-accounts@med.umich.edu to request access to the MDC dashboard. It takes 5 business days to create a new user account and grant access.
- In the next 5 days, you can expect the following communications from us:
 - For new users, we will send emails to each individual containing login credentials and login instructions.
 - The first email message will come from it.accounts@umich.edu with the subject line "Your U-M username and password". It will include your username (U-M username) and the instructions on initial password setup.
 - The second email message will come from mdc-accounts@med.umich.edu with the subject line: "New User Account: Access Granted to MCT2D Interactive Reporting Site".
 - For existing users, your existing login credentials will remain the same. We will let you know when the change in access is processed.
- If you have any questions in the meantime, please contact the MDC account team at mdc-accounts@med.umich.edu.

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.

If you are unsure of which method to use, visit the U-M Information Technology Services (ITS) help page [Options for Two-Factor Authentication](#).

Overall Recommendations

- It is important to **enroll in a primary option plus at least one backup option**. This ensures you will be able to log in even if you do not have your primary option.
- We recommend choosing the **Duo Mobile App as either your primary or backup option** because it offers multiple login-approval methods that are very secure and work with or without a Wi-Fi or cellular connection.
- *Note: This guide provides instructions for the Duo Mobile App only.*
- For guidance on your two-factor authentication options see: [Options for Two-Factor Authentication](#).

III. Install the Duo Mobile 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 or tablet, complete the steps in the next section.

IV. Enroll in Duo and Select an Authentication Method

Enroll in Duo Using a Smartphone or Tablet

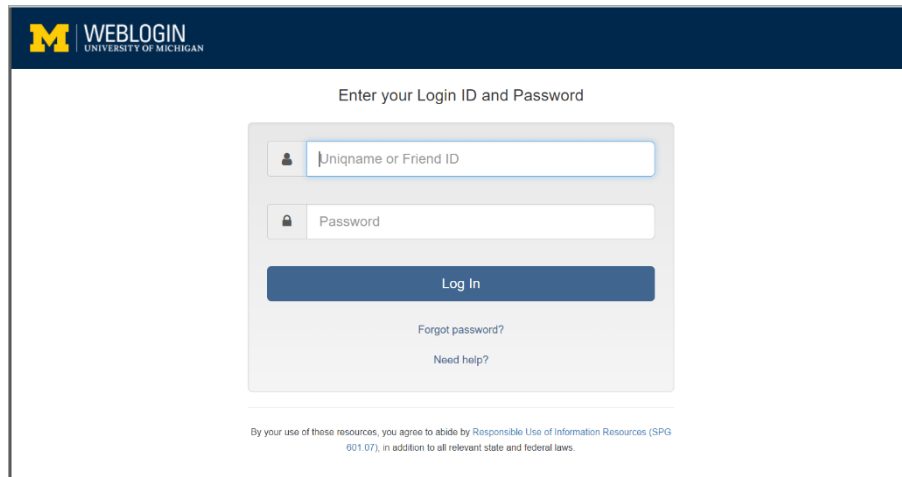
For instructions on enrolling your device (smartphone or tablet) or a phone number in Duo so you can use it for two-factor authentication at U-M, go to [Enroll a Device or Phone Number in Duo](#).

V. Manage Duo Authentication through U-M Weblogin

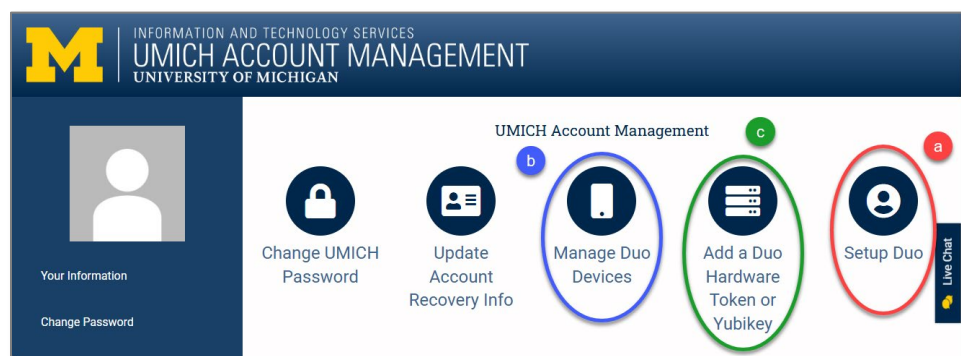
Regardless of the Duo authentication method you select for your device, you will need to enroll your device and turn on two-factor authentication with the University of Michigan.

From your computer, complete the following steps:

1. Navigate to the following site: <https://password.it.umich.edu/>.
1. Enter your U-M username (uniquname) and Level-1 password.

The image shows the U-M Weblogin page. At the top is a dark blue header with the University of Michigan 'M' logo and the text 'WEBLOGIN UNIVERSITY OF MICHIGAN'. Below the header, the text 'Enter your Login ID and Password' is centered. There are two input fields: 'Uniquname or Friend ID' and 'Password'. Below these fields is a blue 'Log In' button. Under the button are links for 'Forgot password?' and 'Need help?'. At the bottom, there is a small disclaimer: 'By your use of these resources, you agree to abide by Responsible Use of Information Resources (SPG 601.07), in addition to all relevant state and federal laws.'

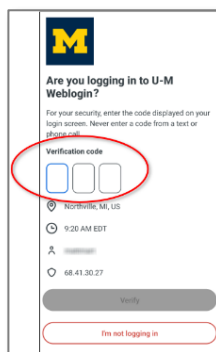
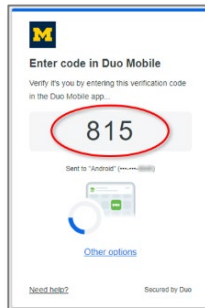
2. To enroll and manage your device(s), select from the following options:
 - a. **Setup Duo** for your primary device.
 - b. **Manage Duo Devices** to add a device choose a backup option.
 - c. **Add a Duo Hardware Token or Yubikey**.



VI. Using the Duo Mobile App

The Duo Mobile app on a smartphone, tablet, or smartwatch gives you the best combination of flexibility and security when you need to authenticate with Duo two-factor. Options include:

Verified Push Notification: Duo sends a notification to your device, where you enter a three-digit verification code from the authentication screen and tap **Verify** within 60 seconds.



Mobile App Passcode: Enter a six-digit passcode within 60 seconds to authenticate (works with or without a WiFi or cellular connection).



VII. 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.

VIII. 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–Thurs: 8 am–7 pm; Fri 8 am–6 pm; Sat: Closed; Sun: 2–7 pm

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

- If possible, access your U-M ID, U-M username (username), 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 username to access the MDC dashboard.