

CRISP DC Portal Registration Guide

To improve user experience, security, and stability, CRISP DC has upgraded our Unified Landing Page platform to the CRISP DC Portal.

Step 1: Complete DC Portal Registration

- Staff at your organization with CRISP access will receive an email from donotreply@hmetrix.com with the subject line CRISP-DC - "Account Activate"
- Check your junk/spam inbox
- The email will include a link to register, which will remain active for 72 hours
- After registering, users will receive an email with the subject line "CRISP-DC-Account-Activated"
- To facilitate multiple registration opportunities, emails will be sent from donotreply@hmetrix.com on a weekly basis

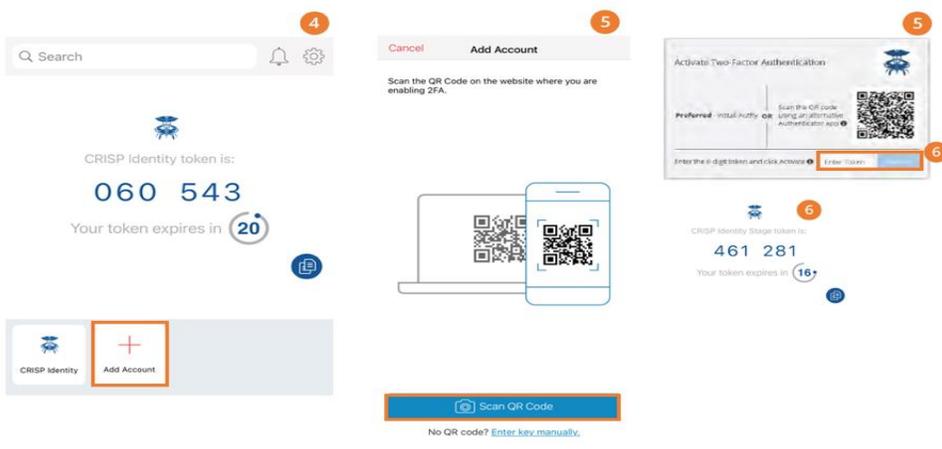
Any users who are unable to register for the DC portal within the 72-hour period should contact support@crisphealth.org or call 833.580.4646 to request a new email registration.

Step 2: Accessing the DC Portal - Download the Authy App or your preferred authenticator app

As CRISP DC continues expanding our services, it is imperative that we ensure patient data is kept private and secure. A second factor for authentication (2FA) is now required for login to the CRISP DC Portal to improve security via the Authy App.

To Log In:

1. Go to <https://portal.crispdc.org> and enter your username + password.
2. Enter your phone number to receive an activation text message (first time only).
3. Download the Authy app in the App Store or Google Play Store
4. Set up back up code and add new account
5. Scan the QR code on the website when you are enabling 2FA (screenshot)
6. Receive token from the Authy app and enter token to approve log in.



You can also use an alternative authenticator app, such as Google Authenticator or Microsoft Authenticator. If you are using an alternative authenticator app, the QR code on page 7 of the Two-Factor Authentication User Guide must be scanned according to the instructions on the authenticator app you are using. Additionally, it can be found on our website at <https://crispdc.org/resources/>.

Step 3: DC Portal Training and Resources

Our CRISP DC Portal training and support resources are available at crispdc.org to help you make the transition. Contact us at dcoutreach@crisphealth.org for more information about upcoming training webinars. If you need additional training, our outreach team is here to assist!