



# IASIS CLOUD INSTRUCTIONS

## STEP-BY-STEP ONBOARDING AND USE GUIDE

Every new professional user (healthcare provider) of the IASIS MCN 7.0 service must go through an onboarding process to be prepared for using the service.

### Prerequisites

The following items must be prepared for the onboarding process:

1. A personal computer matching the following minimum system requirements:
  - a. CPU: Pentium Core 2 Duo, 2.0 GHz (or equivalent)
  - b. RAM: 4 Gb
  - c. Free hard disk space: 5 Gb
  - d. Video: 1024 x 768 resolution, 32-bit color
  - e. USB ports: at least one
  - f. Windows OS: 10 or 11
  
2. The Google Authenticator app installed on an Android phone or iPhone for doing Two-Factor authentication.

Follow these steps to install the Google Authenticator app:

1. Open the Camera app in your phone.
2. Point the camera to the respective QR code below:

**Android**



**iPhone**



3. The camera will recognize a link to the Google Authenticator page in Google Play or App Store respectively.

4. Follow the on-screen instruction to open the respective page in the store.
5. Follow the standard procedure to download and install the Google Authenticator app on your phone.

## Onboarding Process

The provider onboarding process consists of the following steps:

1. Register on the **IASIS MCN Cloud Portal** as a provider.
2. Install the **IASIS MCN 7.0** application on your dedicated Windows PC.
3. Launch the **IASIS MCN 7.0** software for the first time.

## Provider Registration

As a new provider, you must first register with the **IASIS MCN Cloud Portal** to create your new account following these steps:

1. Use the <https://mcn.iasistech.com> link to open your web browser (or open your web browser and enter this web link in the address bar) and go to the IASIS MCN Cloud Portal.
2. Select the [Videos & Manuals](#) menu item to open the **IASIS MCN Training Videos & Manuals** page.
3. Watch the [IASIS MCN provider registration](#) video to learn about provider registration procedure.
4. Follow the steps shown in the video to register a new provider's account with the **IASIS MCN Cloud Portal**.

**STEP 1:** Click on this link [mcn.iasistech.com](https://mcn.iasistech.com) to open the **IASIS MCN Portal** home page in your web browser.



**STEP 2:** Once the Portal home page opens, click on **Videos & Manuals** in the top menu.



**STEP 3:** Watch the **IASIS MCN provider registration** video on the Video page to learn how to register.



**STEP 4:** Click **Register** on the top menu to open a registration form.



**STEP 5:** Complete the registration form and click **Register** to get a registration confirmation page.



**STEP 6:** Check your email to get a registration confirmation message. Check your spam folder if the email does not appear within minutes.



**STEP 7:** Click on a web link in the email message to confirm that your registered email is real and get a confirmation web page open in the web browser.



**STEP 8:** Wait for your new account approval by the IASIS MCN. It may take up to 24 hours to get it approved.



**STEP 9:** You will receive a confirmation email from the IASIS MCN service once your new account is approved. Click on a web link in the email to open the IASIS MCN Portal home page in the web browser.

## IASIS MCN application installation

You need to install a special desktop application on your dedicated computer running Windows 10 or Windows 11 to be able to operate the **IASIS MCN 7.0** system.

The software must be downloaded from the **IASIS MCN Cloud Portal** first.

Follow these steps to download and install the software:

1. Use the <https://mcn.iasistech.com> link to open your web browser (or open your web browser and enter this web link in the address bar) and go to the IASIS MCN Cloud Portal.
2. Select the [Videos & Manuals](#) menu item to open the **IASIS MCN Training Videos & Manuals** page.
3. Watch the [IASIS MCN first login and software installation](#) video to learn about software installation.
4. Follow the steps shown in the video to download and install the software on your dedicated Windows PC.

**STEP 1:** Click on this link [mcn.iasistech.com](https://mcn.iasistech.com) to open the **IASIS MCN Portal** home page in your web browser.



**STEP 2:** Once the Portal home page opens, click on **Videos & Manuals** in the top menu.



**STEP 3:** Watch the **IASIS MCN first login and software installation** video on the Video page to learn how to install the IASIS MCN software.



**STEP 4:** Click **Login** on the top menu to open a user login form. Fill out the form and click **Log in**. A **Two-factor Authentication** page will open.



**STEP 5:** Click **Setup two-factor authentication**. A web page with a QR code will open.



**STEP 6:** Open the **Google Authenticator** app on your phone. Add a new authenticator record in it. Scan the QR code on the web page when prompted.



**STEP 7:** Once a new IASIS MCN record appears in the Google Authenticator, read its **6-digit code**. Enter this code in **Verification Code** on the web page and click **Verify**. You are set with two-factor authentication!



**STEP 8:** Fill out the login form again and click **Log in**. A **Two-factor Authentication** page will open.



**STEP 9:** Read your current **6-digit code** in the Google Authenticator. Enter it in the **Authenticator code** field and click **Log in**. Your account home page will open.



**STEP 10:** Click **Download IASIS MCN app**. Select the location to download the app installer. You may be prompted to keep the downloaded file. Do that.



**STEP 11:** Once downloading is finished, click **Logout**, and close the web browser.



**STEP 12:** Open the location of the downloaded **iasis-App-Installer** file and double-click to start installation. Follow the on-screen instructions to complete installation. The IASIS MCN shortcut icon will appear on Windows desktop.

## IASIS MCN application first launch

Once the IASIS MCN 7.0 application software is installed, it is ready to go. Its operation is closely linked with your account at the IASIS MCN Cloud Portal. Therefore, every time you need to run the software, you must log into your account first.

Follow these steps to learn how to launch the IASIS MCN application:

1. Double-click the **IASIS MCN** shortcut icon appeared on your Windows desktop screen after installation.
2. The **IASIS MCN Cloud Portal** page will open in the default browser.
3. Select the [Videos & Manuals](#) menu item to open the **IASIS MCN Training Videos & Manuals** page.
4. Watch the [IASIS MCN app launch](#) video to learn how to launch the IASIS MCN app.
5. Follow the steps shown in the video to launch the IASIS MCN app.

**STEP 1:** Double-click the **IASIS MCN** shortcut icon on the desktop screen. It will open the **IASIS MCN Cloud Portal** home page in the web browser.



**STEP 2:** Once the Portal home page opens, click on **Videos & Manuals** in the top menu.



**STEP 3:** Watch the **IASIS MCN app launch** video on the Video page to learn how to launch the IASIS MCN app.



**STEP 4:** Click **Login** on the top menu to open a user login form. Fill out the form and click **Log in**. A **Two-factor Authentication** page will open.



**STEP 5:** Read your current **6-digit code** in the Google Authenticator. Enter it in the **Authenticator code** field and click **Log in**. Your account home page will open.



**STEP 6:** Click **Start IASIS MCN app**. Click **Open IASIS MCN Application** in the popup window if prompted.



**STEP 7:** Once the **IASIS MCN** app starts, click **Logout** on the Portal page, and close the web browser. You are ready to go.

## Using IASIS MCN Application Without the Cloud Portal

Sometimes the Internet connection may be lost for a while. The IASIS MCN app may be used without the Internet. It will store all new session data locally and upload it to the portal automatically when the Internet connection becomes available.

You need to configure your cloud account to stay logged in to be able to use the IASIS MCN app locally without logging in to the portal every time you need to use the app. A special 4-digit PIN code must be created in the account to be able to access the app locally.

Follow the steps below to configure your account at the IASIS MCN Cloud Portal for using the app locally:

**STEP 1:** Double-click the **IASIS MCN** shortcut icon on the desktop screen. It will open the **IASIS MCN Cloud Portal** home page in the web browser.



**STEP 2:** Click **Login** on the top menu to open a user login form. Fill out the form and click **Log in**. A **Two-factor Authentication** page will open.



**STEP 3:** Read your current **6-digit code** in the Google Authenticator. Enter it in the **Authenticator code** field and click **Log in**. Your account home page will open.



**STEP 4:** Click **Profile** on the top menu to open your user profile page. Make sure the **Personal Data** tab is selected on the left panel.



**STEP 5:** Enter a **4-digit PIN code** under the **PIN**. Re-enter the same code under **Confirm PIN**. Click **Save**.



**STEP 6:** Click **Home** on the top menu to open your account home page.



**STEP 7:** Set a checkmark to **Stay logged in** below the **Start IASIS MCN** app link.



**STEP 8:** Click **Logout** and close the browser.

Now follow the steps below every time you need to start the IASIS MCN application.

**STEP 1:** Double-click the **IASIS MCN** shortcut icon on the desktop screen. It will open the **IASIS MCN** login window.



**STEP 2:** Enter your PIN code and click **Login** to launch the application.

You may operate with the IASIS MCN in the local mode regardless of the presence of the Internet. If the Internet is available, the app will show the type of data storage on the bottom status bar as “**Cloud**”. Otherwise, it will display “**Local**”.

If the app stored new session data in the local storage, it will use the first opportunity to transfer the data to the cloud storage by doing data synchronization.

If you operate with the app in the local mode and leave it unattended for more than 15 minutes, the app will lock you out. It will prompt you to enter your PIN code again to unlock when you attempt to use the app again.

## IASIS Cloud Trouble Tickets

Should you have any questions, concerns, or comments, please contact us at:

[support@iasistech.zendesk.com](mailto:support@iasistech.zendesk.com)