Xerox®
Healthcare MFP
Solution

Quick Start Guide

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Preface

This guide is for those who want to use the Xerox® Healthcare MFP Solution.

The Xerox® Healthcare MFP Solution is comprised of three elements: a compatible Xerox MFP, the Share Patient Information App and the Kno2 Interoperability as a Service™ cloud service. This guide explains how to set up and configure these three components to provide a fully functioning Xerox Healthcare MFP.

The Xerox® Healthcare MFP and the Share Patient Information App work with Kno2's Interoperability as a Service to enable your practice to intelligently share patient information with millions of other healthcare professionals, including the ability to scan and store patient information directly to your EHR, depending on the capabilities of your system. Using the latest healthcare standards for communication, the Share Patient Information App transforms any compatible Xerox ConnectKey® Technology-enabled device into a HIPAA-compliant, interoperable Healthcare MFP.

For more information on the Xerox Healthcare MFP solution, (including a list of compatible products), please visit www.xerox.com/healthcaremfp.

The Xerox Share Patient Information App is available as a free download from the Xerox App Gallery. Functionality is enabled via a license key which may be purchased from your Xerox sales agent or representative (PN 320S01058).

The Xerox Share Patient Information App is for use with Xerox ConnectKey Technology enabled Multifunction Printers, AltaLink®, and VersaLink® devices.

Contents

1. Xerox® Healthcare MFP Solution V2

Device Configuration Requirements

Throughout this guide, the word "device" is used synonymously and interchangeably with Multifunction Printer and Printer.

Update your device to the latest firmware level. To do this navigate to www.xerox.com, select "Customer Support" then "All Support and Drivers." Search for your device by name. Once found, select "Drivers and Downloads." From here you will be able to obtain the latest firmware release for your device. Follow the instructions to install it.

Navigate to your device's Xerox® Centreware® Internet Services (CWIS) page by opening a browser, entering your device IP address and selecting enter to navigate to the page. Once there, login as Admin and verify the following:

- Xerox Extensible Interface Platform® (EIP) must be enabled to allow the App to be installed.

  - On ConnectKey and Xerox® AltaLink® devices: Properties -> General Setup -> Extensible Service Setup -> Extensible Service Registration -> Edit

  - On VersaLink device: Apps -> EIP Settings -> EIP Web Services

- Security Installation Policy (Weblet Management) must be enabled to allow installation of the App. To enable this setting, navigate to the following location in CWIS:

  - On AltaLink devices: Properties -> Apps -> Custom Apps -> Weblet Management

  - On VersaLink device: Apps -> EIP Settings -> Allow ConnectKey App Installation

  - On ConnectKey i-Series WorkCentre devices: Properties -> Services -> Custom Services

Security Note: The following configuration items are related to ensuring the security of the device and the information that it processes while on your network. Xerox recommends these as a basic starting point. Please consult with your IT services provider to confirm that the device is properly configured to meet your unique information security needs and requirements.

- Enable Security Certificates. To enable this, navigate to the following location in CWIS:

  - On AltaLink and ConnectKey i-Series devices: Properties -> General Setup -> Extensible Services Setup -> Select "Verify Server Certificates" button or box and click on Apply.

  - On VersaLink devices: Apps -> EIP Settings -> Select "Verify Server Certificates".

- Enable Immediate Image Overwrite. To enable this, navigate to the following location in CWIS:

- On AltaLink and ConnectKey i-Series devices: Properties -> Security -> Image Overwrite Security -> Immediate Job Overwrite –> Select the "Enabled" button or box and click on Apply.

- On VersaLink devices: System-> Security-> Disk Overwrite -> Select "Data Overwrite after Job Completion" and click on OK. Note: if you do not see a "Disk Overwrite" option, it means that your VersaLink does not have a hard disk and this setting is not applicable for your device.

– Turn on the Audit Log. To do this, navigate to the following location in CWIS:

- On AltaLink and ConnectKey i-Series devices: Properties -> Security -> Logs -> Audit Logs –> Select the "Enabled" button or box and click on Apply.

- On VersaLink devices: System-> Logs-> Audit Logs -> Select "Enable" and click on OK.

– Turn on the McAfee Embedded Control (AltaLink and ConnectKey i-Series devices only): To do this, navigate to the following location in CWIS: Properties -> Security -> McAfee Embedded Control -> If the feature is disabled, select Edit and then Enhanced Security and Audit Log, then Save.

– Enable User Data Encryption. (AltaLink and ConnectKey i-Series devices only; Xerox® VersaLink® devices have user data encryption permanently enabled): To do this, navigate to the following location in CWIS: Properties -> Security -> Encryption -> User Data Encryption -> If the feature is disabled, select Enabled and then click on Apply.

For more information on the settings above, refer to the Xerox App Gallery Online Support at http://www.support.xerox.com/support/xerox-app-gallery.

For more information on configuring your device for security, navigate to www.xerox.com/security search for your particular product family and device on the list on that page and refer to the "Secure Installation and Operation Guide" for your device.

Installing the Share Patient Information App

The following procedure assumes you have created a Xerox App Gallery account. If you do not have access to a Xerox App Gallery account refer to the Xerox App Gallery Quick Start Guide for instructions on create an account.

Note: For detailed instructions on adding a device, and adding or installing apps to your Xerox App Gallery account, see the documentation links at the Support section of this guide.

1. Go to the Xerox App Gallery URL: https://appgallery.services.xerox.com
2. Select Log in.
3. Enter a valid Email and Password.
4. On the devices tab, add a Multifunction Printer or Printer, if necessary.
5. On the All Apps tab, select the desired app.
6. Select Install.
7. Accept the App End User License Agreement (EULA).

Note: You will need the License Key located in your Welcome Letter to complete the steps below to begin using the app.

Creating your Kno2 account

The Share Patient Information App works with the Kno2 cloud service. Follow the simple steps below to sign up for Kno2 and activate your service.

a. Visit https://kno2.com/register/healthcaremfp to register your primary user and confirm your Kno2 account.
b. Set a password and complete identification and security questions to allow your office to exchange patient information online with other providers. You will receive an email confirmation within 24-48 hours notifying you that your account is active.

Note: During the account creation process, you will be given the opportunity initiate fax service through Kno2. If you choose to do so, you may either acquire a new fax number or transition your existing fax number(s) into your Kno2 account. Doing this will allow you to receive fax documents in a way that can easily be saved to your patient charts.

c. Login to your Kno2 portal account and enter the device license key provided in the HealthCare MFP Welcome Letter. To do this:

   1. Log in to your Kno2 account.
   2. Select the gear icon in the upper right corner; select Add-Ons.
   3. Select the Licenses tab, the select Enter Additional Licenses.
   4. Enter the connector license key located in the Xerox Healthcare MFP Welcome Letter and select Save Changes.

d. If you have not already had a training session with Kno2 on using Interoperability as a Service, we recommend contacting support@kno2.com to schedule a one-hour training session, which is included in your account subscription.

Associate your Device to your Kno2 Account

From the device, select the Share Patient Information App.

a. Login to Kno2. (Two-factor Authentication will be required if it is enabled in your Kno2 account.)
b. If your Kno2 account is associated with more than one organization, select the organization that will be associated with the device.

A message displays saying: "Almost Done. Once your license is assigned to this device,…"

Next, using your desktop browser, log in to your Kno2 portal account.

a. Select the gear icon in the upper right corner and select **Add-Ons**.
b. Select the **Devices** tab and locate the unlicensed device.
c. Select the Attach to License button and choose the license key from the drop-down menu, and select **Save Changes**.

This completes basic setup of the Healthcare MFP and the Share Patient Information App.

2. Optional: Configuring the Share Patient Information App for Single Sign-On (SSO)

Important: Xerox® Workplace Suite administrators should perform the following procedures.

If you do not have Xerox® Workplace Suite administrator permissions, contact the appropriate administrator to perform the following Admin Configuration steps.

App is listed in Xerox® Workplace Suite

1. Launch Xerox® Workplace Suite
2. Click Settings.
3. Select Single Sign-On.
4. If your newly purchased app displays in the list, click it and select Exchange Keys.
5. This will send an email request to Xerox SSO Apps.
6. The administrator of the SSO Apps will then email the Xerox® Workplace Suite Administrator the required key.
7. The Xerox® Workplace Suite Administrator will enter the public key for the app.

SSO is enabled for the app. Users may now opt to use Single Sign-On at their first log in attempt.

App is Not listed in Xerox® Workplace Suite

1. Launch Xerox® Workplace Suite
2. Click Settings.
3. Select Single Sign-On.
4. If your newly purchased app does not display in the list, click Action -> New.
5. Fill in the Description, Publisher and Publisher Email address, App ID and Redirect URL.

This information should be part of the description on the App Details screen in the App Gallery. If this information is not available, contact the App creator.

6. Select Save.
7. Click on the app and select Exchange Keys.
8. This will send an email request to Xerox SSO Apps.
9. The administrator of the SSO Apps will then email the Xerox® Workplace Suite Administrator the required key.
10. The Xerox® Workplace Suite Administrator will enter the public key for the app.

SSO is enabled for the app. Users may now opt to use Single Sign-On at their first log in attempt.

3. Support and Reference

For help with your Healthcare MFP Solution please follow the same Xerox support process that you would use for your Xerox® MFP.

Xerox App Gallery Knowledge base http://www.support.xerox.com/support/xerox-app-gallery/support/enus.html

Xerox App Gallery documentation http://www.support.xerox.com/support/xerox-appgallery/documentation/enus.html

Xerox Information Security information

 www.xerox.com/security

Xerox® Healthcare MFP Solution Landing Page

www.xerox.com/xeroxhealthcaremfp

Xerox® Healthcare MFP Solution support

Navigate to www.xerox.com, select "Customer Support" then "All Support and Drivers." Search for "Xerox Healthcare MFP Solution" Or, navigate to: https://www.support.xerox.com/support/xerox-medical-printing-solution/documentation/enus.html

Customer Support Forum

http://forum.support.xerox.com/

Supported Multifunction Printers (MFPs) and Printers

The list of supported Multifunction Printers and Printers can be found at the Xerox® Healthcare MFP Solution Landing Page – www.xerox.com/xeroxhealthcaremfp, then under the "Compatible Products" link.