

Xerox[®] Healthcare MFP Solution

Quick Start Guide

Congratulations! You are minutes away from turning your Xerox[®] Healthcare MFP into a streamlined tool for securely sharing patient information. Included with your device is more than just traditional print, copy, fax and scan functionality...your new healthcare multifunction printer (MFP) enables you to *share* patient information in a secure and efficient manner by installing and activating the *Share Patient Information App*.



You will need the Kno2[™] Connector License Key located in your Welcome Letter to complete the steps below to begin using your Xerox[®] Healthcare MFP.

Creating your Kno2 Account

The Xerox[®] Healthcare MFP Solution and the *Share Patient Information App* work with the Kno2 cloud service to connect the community of care. Follow the simple steps outlined below to sign up for Kno2 and activate your free, 1-year subscription.

Create a Kno2 Account

1

Create Account and Confirm Plan

Visit <https://kno2.com/register/healthcaremfp> to register your primary user and confirm your Kno2 account under the Stay Connected plan¹.

2

Verify Identity and Activate Your Account

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.

3

Add the License Key Included with Your Xerox[®] Healthcare MFP

Log in to your Kno2 portal account and enter the device license key located in the Xerox[®] Healthcare MFP Welcome Letter.

- a. Select the gear icon in the upper right corner; select **Add-Ons**.
- b. Select the **Licenses** tab, then select **Enter Additional Licenses**.
- c. Enter the connector license key located in the Xerox[®] Healthcare MFP Welcome Letter and select **Save Changes**.



Once the connector license key has been saved, you will receive an email confirming your Kno2 account has been upgraded to a FREE 1-year subscription for up to three users.

¹ Your Kno2 account will be automatically upgraded from Stay Connected to the full-year, three-user Step Into Interoperability plan when you add your first Xerox[®] Healthcare MFP license.

Installing the Xerox® Healthcare MFP App on your device

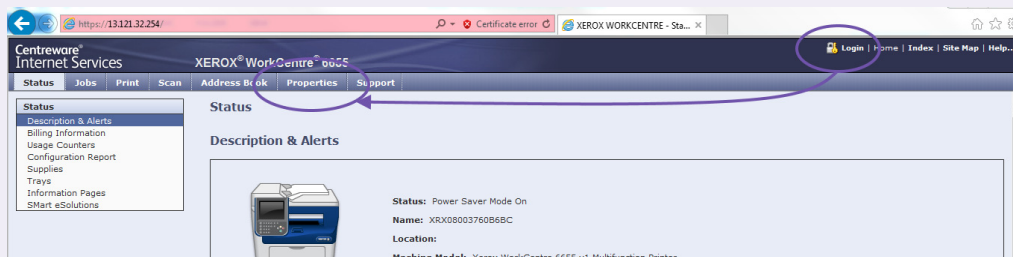
The Xerox® Healthcare MFP App works with your Kno2™ cloud service account to allow you to securely share patient information right from your device. The app is readily available to anyone with a Xerox App Gallery account and can be installed directly from the Xerox App Gallery App or by accessing the Xerox App Gallery Web Portal.

Install Xerox® Healthcare MFP App

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Enable Security

You already know how important it is to protect your patient's information. Enable the recommended security features for your Xerox® Healthcare MFP. To begin, open a browser and enter the IP address of your Xerox® Healthcare MFP, log in and select the Properties tab.



a. Enable Security Certificates

- i. From the “General Setup” group, select **Extensible Services Setup**.
- ii. On the resulting page, check the “Verify Server Certificates” box and select **Apply**.



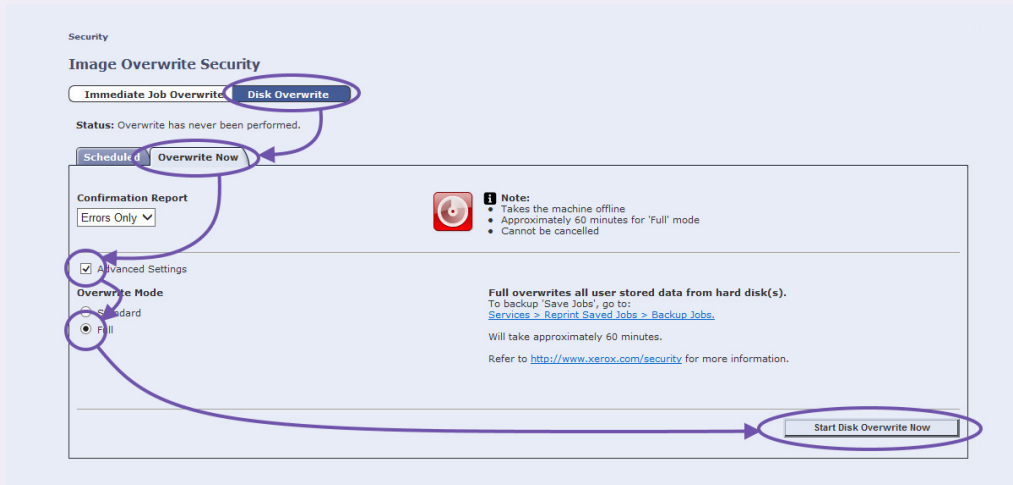
The following settings come configured in the recommended state for this App from the factory. If your Xerox® Healthcare MFP is newly installed, it is likely that no further changes are required. Please take a moment to confirm the remaining security items are enabled.

b. Image Overwrite Security

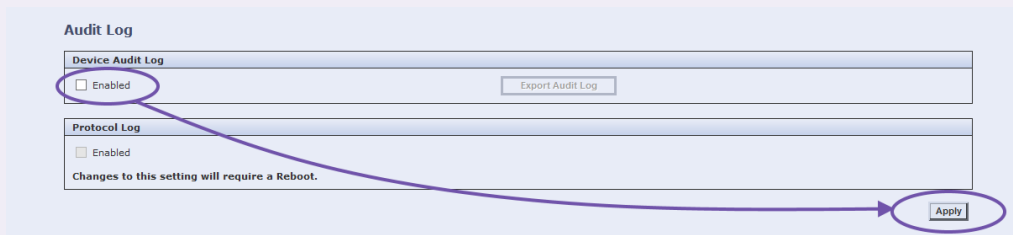
- i. In the “Security” group, select **Image Overwrite Security**.
- ii. Select the **Immediate Job Overwrite** tab and verify that the Image Job Overwrite is “Enabled”. If not, select **Enabled** and then select **Apply**.



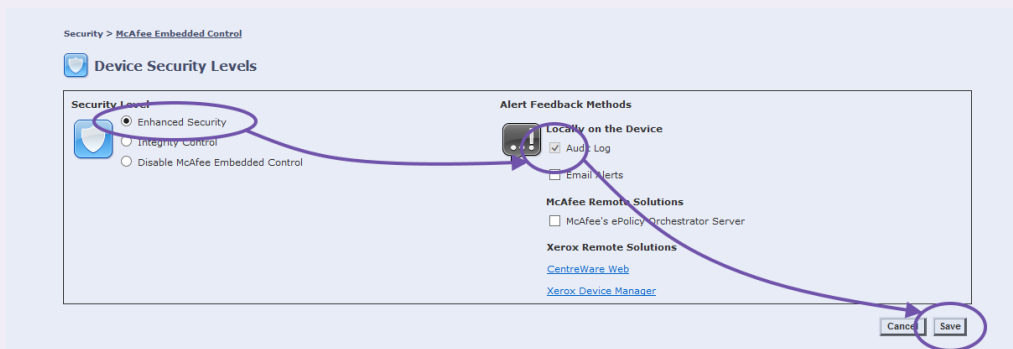
When the time comes for your Xerox® Healthcare MFP to leave your premises, it is recommended that you run a full disk image overwrite. (This only needs to be done prior to the Xerox® Healthcare MFP leaving your possession! For normal day-to-day use, turning on Immediate Job Overwrite is sufficient.) To do this, click on the “Disk Overwrite” tab, then the “Overwrite Now” tab, then select “Advanced Settings.” In the resulting screen (shown below) select the “Full” radio button, then click on “Start Disk Overwrite Now.”



- c. Turn on the Audit Log
 - i. In the “Security” group, select **Audit Log**.
 - ii. If “Device Audit Log” is disabled, select **Enable** and then select **Apply**.

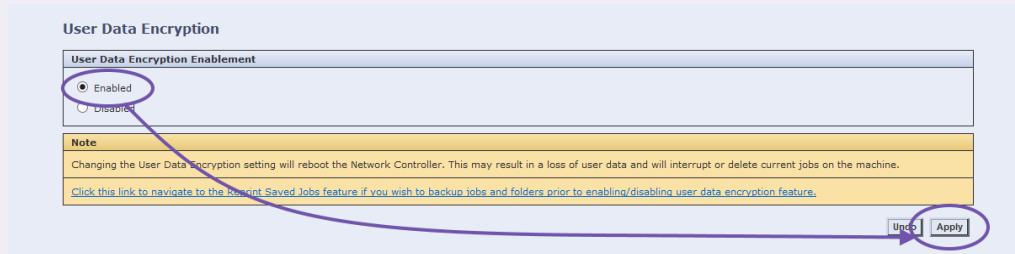


- d. McAfee Embedded Control
 - i. In the “Security” group, select **McAfee Embedded Control**.
 - ii. If the feature is disabled, select **Edit** and then **Enhanced Security** and **Audit Log**, then **Save**.



e. **User Data Encryption**

- i. In the “Security” group, select **Encryption Group** and then select **User Data Encryption**.
- ii. If the feature is disabled, select **Enabled** and then select **Apply**.



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Install the Xerox® Healthcare MFP App on Your Device

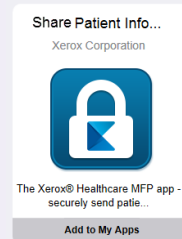
Access the Xerox App Gallery to locate and install the *Share Patient Information App* on your Xerox® Healthcare MFP.

- a. Go to the Xerox App Gallery URL and log in.
https://appgallery.external.xerox.com/xerox_app_gallery/login



If you do not have a Xerox App Gallery account, click on **Create an Account** and follow the instructions to create an account.

- b. On the **All Apps** tab, browse for **Share Patient Information** (the display name for the Xerox® Healthcare MFP App) and select **Add to My Apps**.
- c. Select the **Devices** tab, and add a multifunction device if necessary.
- d. Select **My Apps** tab and locate the Xerox® Healthcare MFP from the list.
- e. In the Action column, select **Install**, and follow the on-screen instructions for installing the app.
- f. Once installed, you should see a **Share Patient Information** button on your Xerox® Healthcare MFP.



If you have the Xerox App Gallery App on your Xerox® Healthcare MFP, you may also install the **Share Patient Information App** in that way. Simply follow the on-screen instructions for installing the app.

Connecting your Xerox® Healthcare MFP to your Kno2 Account

Associate your Xerox® Healthcare MFP to your Kno2 Account and “link” it to your license key to begin sharing patient information with other providers.

Connect Your Xerox® Healthcare MFP

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Associate your Xerox® Healthcare MFP to your Kno2 Account

From the Xerox® Healthcare MFP, select the *Share Patient Information* button to associate your Kno2 organization to your device.

- a. Log in to Kno2. Two-factor Authentication may be required.
- b. Select the Kno2 Organization that will be associated with the device.




A message displays saying: “Link Successful. This device may be used after your Kno2 Administrator assigns a license.”

7

Connect your License Key to Your Xerox® Healthcare MFP

Log in to your Kno2 portal account to link your license key to your device.

- 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**.

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Share Patient Information

Create and send messages directly from your Xerox® Healthcare MFP across a HIPAA-compliant, secure network to better coordinate care.

- a. Select the **Share Patient Information** button from your Xerox® Healthcare MFP touch panel, and log in to your Kno2 account.
- b. Follow the on-screen instructions for creating and sending a message with patient information attached.



Confirm your connection to the healthcare network. Follow the steps outlined in “Confirm Connection – How to share patient information” right from your Xerox® Healthcare MFP. (This document is available at: <http://www.office.xerox.com/latest/SO1GD-09U.PDF>)

Support

For additional help with your Xerox® Healthcare MFP Solution please follow your usual Xerox support process. Additionally, the following support resources are available.

App Help

Help on creating a Kno2 account can be found at <http://go.kno2.com/healthcare-mfp/>.

Online Help and Documentation

Xerox App Gallery Knowledge Base	http://www.support.xerox.com/support/xerox-app-gallery
Xerox App Gallery Documentation	http://www.support.xerox.com/support/xerox-app-gallery/documentation/enus.html
Kno2 Knowledge Base	http://kno2.helpjuice.com
Kno2 YouTube Channel	https://www.youtube.com/channel/UC7NRzQWYyjaAjzdz34q5Ylg

Customer Support Forum

The customer support forum can be found at <http://forum.support.xerox.com/>

Supported MFPs

The following is a list of MFPs that support the use of the Xerox® Healthcare MFP:

- Xerox® WorkCentre® 3655 MFP loaded with the software for 2016 Xerox® ConnectKey® Technology enabled MFPs / WorkCentre® 3655i
- Xerox® WorkCentre® 5845/5855 MFPs loaded with the software for 2016 Xerox® ConnectKey® Technology enabled MFPs
- Xerox® WorkCentre® 5865/5875/5890 MFPs loaded with the software for 2016 Xerox® ConnectKey® Technology enabled MFPs / WorkCentre 5865i/5875i/5890i
- Xerox® WorkCentre® 5945/5955 MFPs loaded with the software for 2016 Xerox® ConnectKey® Technology enabled MFPs / WorkCentre 5945i/5955i
- Xerox® WorkCentre® 6655 MFP loaded with the software for 2016 Xerox® ConnectKey® Technology enabled MFPs / WorkCentre 6655i
- Xerox® WorkCentre® 7220/7225 MFPs loaded with the software for 2016 Xerox® ConnectKey® Technology enabled MFPs / WorkCentre 7220i/7225i
- Xerox® WorkCentre® 7830/7835/7845/7855 MFPs loaded with the software for Xerox® 2016 ConnectKey® Technology enabled MFPs / WorkCentre 7830i/7835i/7845i/7855i
- Xerox® WorkCentre® 7970 MFP loaded with the software for 2016 Xerox® ConnectKey® Technology enabled MFPs / WorkCentre 7970i