

Multi-Factor Authentication (MFA) setup guide

At Canopy Imaging, we're committed to making it easy for clinicians to access patient images and reports while ensuring patient information remains protected. To strengthen account security and support evolving healthcare security requirements, **MFA is now required for access to IntelConnect and IntelViewer.**

This guide below walks you through the setup process step-by-step.

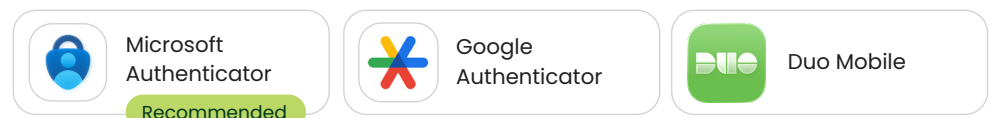
Step 1 Set up an authenticator app on your smartphone

I already have an authenticator app installed.

If you already use an authenticator app on your smartphone, please proceed **directly to step 2.**

I don't have an authenticator app installed.

You will need to download an authenticator app, we recommend one of the following free apps from the **Apple App Store** or **Google Play Store**:

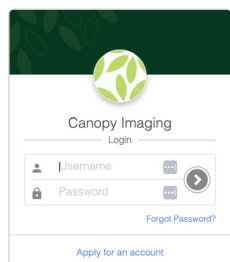


Once you have installed one of these apps, proceed to Step 2.

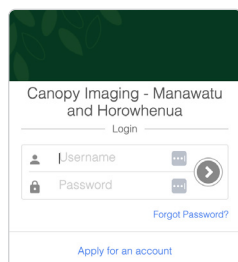


Step 2 Login to your PACS account

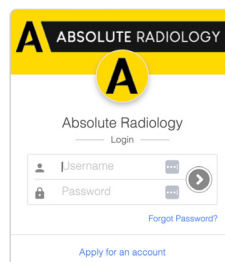
Login using your username and password.



trgpacs.co.nz/Portal/app##/



images.pnxray.co.nz/Portal/app##/



portal.absoluteradiology.co.nz/Portal/app##/

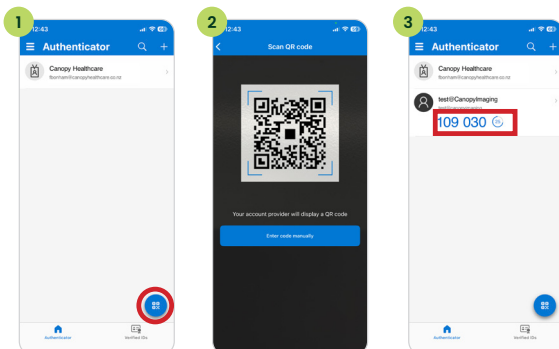
Step 3

An MFA pop-up window will appear with a QR code to scan from your mobile device.

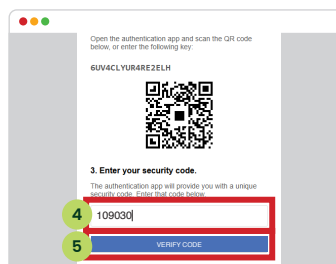


Step 4 Launch your authenticator app on your mobile

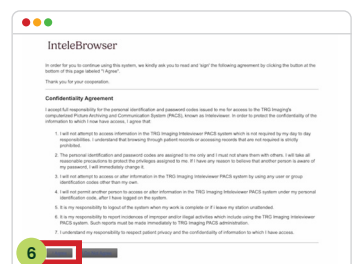
Open your authenticator app on your mobile and **scan the QR code** displayed on screen.



- 1 Click button to open QR code scanner
- 2 Scan QR code from IntelConnect
- 3 Verification code generated by app



- 4 Enter verification code
- 5 Select VERIFY CODE



- 6 Agree to the confidentiality agreement to complete setup

FAQs

What is MFA

MFA adds a simple, secure verification step when you sign in.

Do I need an authenticator app?

Yes. We recommend Microsoft Authenticator or Google Authenticator.

Will this change how I refer patients?

No. The referral processes remain unchanged.

Do authenticator apps track my location or access my contacts, photos or other data on my phone?

No, an authenticator app only generates a secure code.

Will this change access to reports?

No. Your access remains the same once MFA is configured.

Will this affect any other systems I use?

No. MFA applies only to your PACS IntelViewer/IntelConnect login – it doesn't affect any other software or systems.

What happens if I delete my Canopy Imaging account from my authenticator app, lose or change phones?

Contact us to reset your multi-factor authentication (MFA), and you'll need to go through the simple setup process above, again. To request a reset referrersupport@canopyimaging.co.nz or, if urgent (09) 487 2555.

What if my practice currently shares one login between several people?

MFA can only be linked to one person's device at a time, under our Terms & Conditions, accessing patient records must be auditable, each user will need their own individual IntelPACS account. To set up a new account, please complete this form [here](#).

What if I don't have a smartphone?

Contact our support team at referrersupport@canopyimaging.co.nz; we can talk through alternative options with you.

What if I use IntelViewer?

We encourage you to move to IntelConnect, a browser-based platform, requiring no software installation or updates. But you can continue using IntelViewer with MFA enabled. To activate your MFA ahead of the roll-out, complete this form: [Activate MFA Form](#), our team will confirm via email once MFA is activated or email our PACS Team at referrersupport@canopyimaging.co.nz.

Why should I switch to IntelConnect?

We're encouraging referrers to move to IntelConnect, a browser-based platform requiring no software installation or updates. IntelConnect provides improved functionality, high-fidelity image viewing and access to current and prior studies, and delivers a consistent experience across desktop, tablet, and mobile devices. Your existing username and password apply.

Where can I get more help?

If you are experiencing issues with Multi-Factor Authentication (MFA), your organisation's IT department is often the best first point of contact.

If you need further assistance, please contact our PACS Support Team:

Email: referrersupport@canopyimaging.co.nz

Phone: (09) 487 2555 (for urgent support)

You can also find helpful information and updates at:

<https://canopyimaging.co.nz/mfa>