

UroChart MFA FAQ

Overview

UroChart Hosted (Parallels) MFA supports two authentication methods:

- **Email One-Time Passcode (OTP)** — default
- **Microsoft Authenticator-based OTP**

Authentication occurs at the **Parallels gateway level** before user authentication completes.

MFA Methods

Question: Which MFA method does a user get by default?

Answer: All users receive **Email OTP** by default once MFA is enabled for their practice.

Users who prefer an authenticator application can be configured to use the alternate MFA URL.

Choosing Between Email OTP and Microsoft Authenticator

Question: Can users choose between Email OTP and Microsoft Authenticator?

Answer: Yes.

Users can use either method, but the connection configuration determines which MFA workflow is presented.

The authenticator method utilizes a dedicated OTP-enabled connection URL.

Parallels Client Version Requirements

Question: Are Email OTP and Mobile MFA available on all Parallels Client versions?

Answer: No.

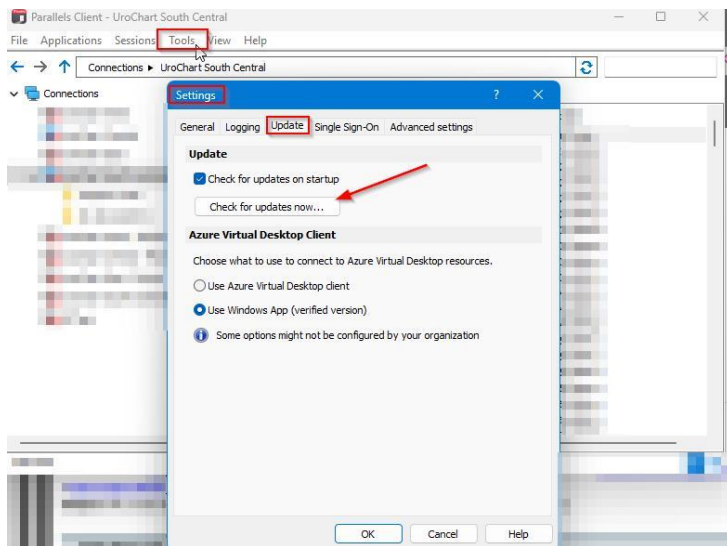
Email OTP and Mobile MFA functionality are only available on Parallels Client version 19.4 and newer.

Users on older Parallels Client versions will need to upgrade before they can use these MFA options successfully.

Parallels Client Version Requirements

Question: How do I update my version of Parallels?

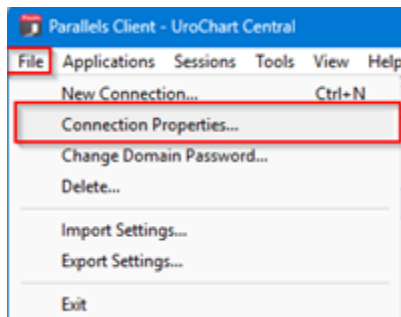
Answer: In Parallels, navigate to Tools > Settings > Update > Check for updates now... > Installed the latest updates and rebooted the computer.



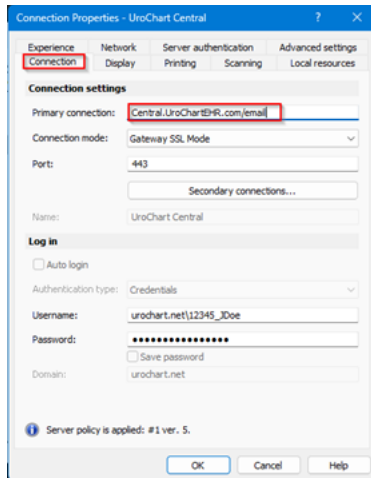
Updating a Parallels Connection for the Correct Authentication Method

Question: How do I update my Parallels connection to the correct authentication method?

Answer: In Parallels, select **File > Connection Properties**.



On the **Connection** tab, update the **Primary connection** field using the address for your region and authentication method, and then select **OK**.



Authentication by Email:

- <yourregion>.UroChartEHR.com/email

Microsoft Authenticator:

- <yourregion>.UroChartEHR.com/phone

Question: When do I need to update my Parallels connection?

Answer: Update your Parallels connection on the night of your activation so that you do not experience any issues when you log in the next day.

Question: What happens if I don't update my Parallels connection?

Answer: You will receive an error warning stating, "A connection could not be established. Please contact your system administrator or technical support."

Adding or Updating a User's Email Address

Question: Can Support add or update a user's email address?

Answer: No.

Users cannot directly manage Active Directory email values through Parallels or existing tools.

Email management remains controlled through existing outreach to UroChart Support.

New users will not be able to login unless they choose an authentication method.

MFA Prompt Frequency

Question: How often will users be prompted for MFA?

Answer: Users must complete MFA each time they establish a new Parallels session.

Currently there is no extended “trusted device” period.

Login and Credential Behavior

Question: What if a user enters the wrong password?

Answer: The user may successfully complete MFA but still fail login because the Windows credentials were incorrect.

The user must repeat the login and MFA process.

Supported Authenticator Applications

Question: What authentication applications are officially supported?

Answer: Microsoft Authenticator is the only supported authentication application outside of email.

UroChart Sunset and MFA Requirements

Question: With the announcement that UroChart will sunset in December 2027, do we still have to implement MFA?

Answer: Yes.

Although UroChart is scheduled to sunset in December 2027, Information Security requirements remain in effect throughout the sunset period. MFA must still be implemented and used to help protect access to UroChart until the platform is fully retired.

