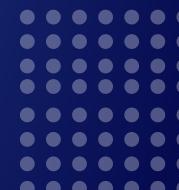# CRISP

Getting Started with Portal
A Quick Guide to Portal Account Set-Up and Log-In

Before Your Start: Access Requirements

Your organization **must have a Participation Agreement (PA) with CRISP**. Access is requested by your organization's HIE Admin.

Step One: Activate Your Account

1 Look for an email from **donotreply@hmetrix.com**, with the subject line "**CRISP Portal Activation**."

2 Click the activation link and create your password
- Minimum **16 characters**
- Includes **1 capital letter**, **1 number**, and **1 special character**

Step Two: Complete Security Set-Up

All users **MUST** enable two-factor authentication (2FA).

Authy App (Preferred)

Authenticator Apps (Duo, Google, Microsoft, etc)

Security Key (FIDO2)

Step Three: Logging into Your Portal Account

1 Go to https://portal.crisphealth.org

2 Enter your username and password

3 Verify your login using your selected 2FA method
- Authy push or 6-digit code
- Authenticator app code
- Security Key

Need Help?

Start with your organization's HIE Admin.

If you need additional support, reach out to CRISP Support or visit our website.

www.crisphealth.org   877-957-7477   support@crisphealth.org