

Accessing Zedmed Cloud (Archive)

Last Modified on 22/05/2024 2:07 pm AEST

This guide explains how to log into Zedmed Cloud and set up DUO Mobile, a two-factor authentication App that is easy and secure to use.

First-time login and DUO setup

Inactivity considerations

- If your Zedmed session is inactive for 1 hour, you will need to authenticate with DUO 2FA to log back in.
- If your Zedmed session is inactive for 3 hours, you will need to authenticate with DUO 2FA and your session will redeploy.

If you are a new Zedmed Cloud user, you will receive an email from your practice manager containing a 1Password link to your Zedmed credentials. You will need this link to set up your secure login and it will only work for 1 week from the day it was created.

Zedmed Cloud supports Google Chrome (recommended), Apple Safari and Mozilla Firefox.

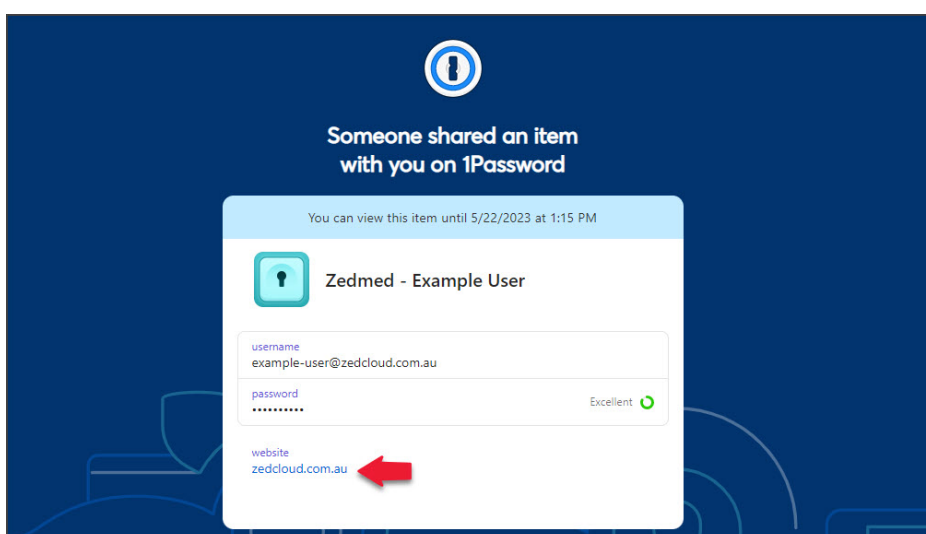
To set up your Zedmed Cloud login:

1. Select the secure password link provided by your PM.

A temporary (single-use) 1Password credentials page will open.

When you mouse over the username or password, a copy button will appear. You will use this to copy the credentials when you log into Zedmed Cloud in steps 5 and 6.

2. On the 1Password page, select the website link for Zedmed Cloud.



The Zedmed Cloud website will open (screenshot below).

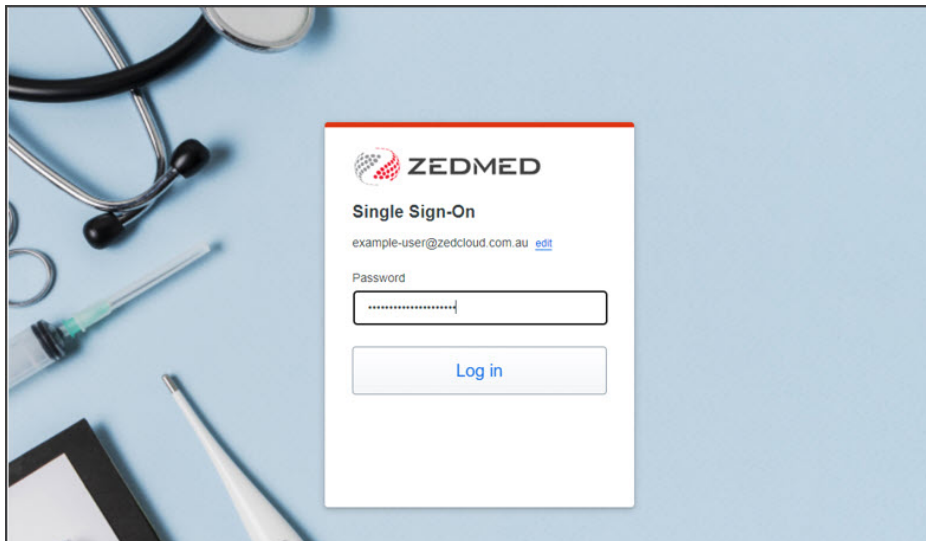
3. Enter your Zedmed Cloud Email Address and select **Next**.

To enter your Email Address, mouse over the username in 1Password, select copy then paste it into the field.



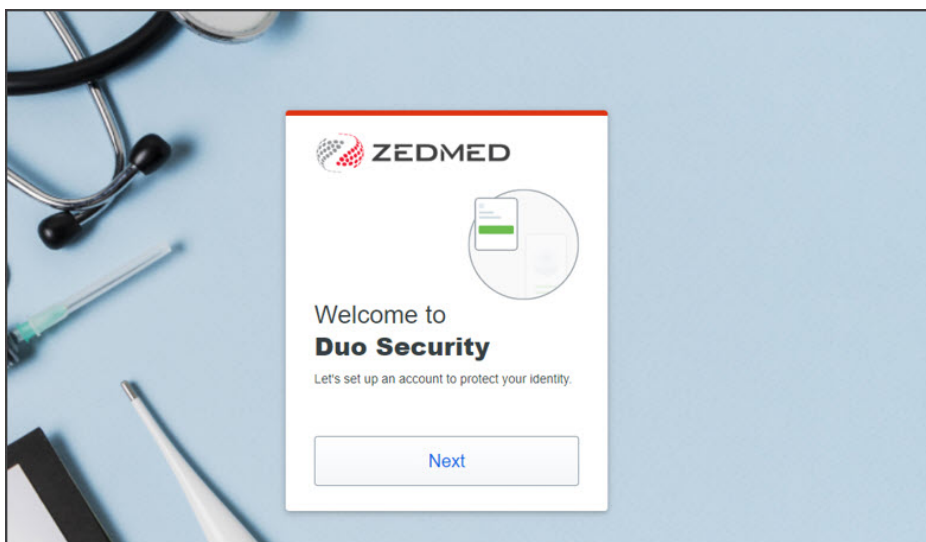
4. Enter your Zedmed Cloud password and select **Log in**.

To enter your password, mouse over the password in 1Password, select copy then paste it into the field.

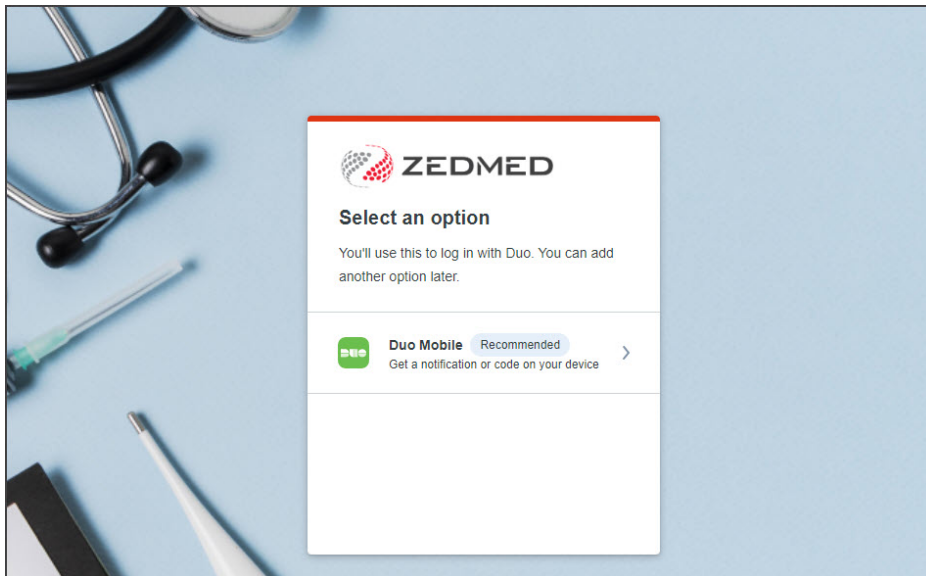


The **Welcome to DUO Security** dialog will open.

5. Select **Next**.



6. Select **Next** to progress through several DUO information dialogs until you get to **Select an option**.
7. Select **Duo Mobile**.

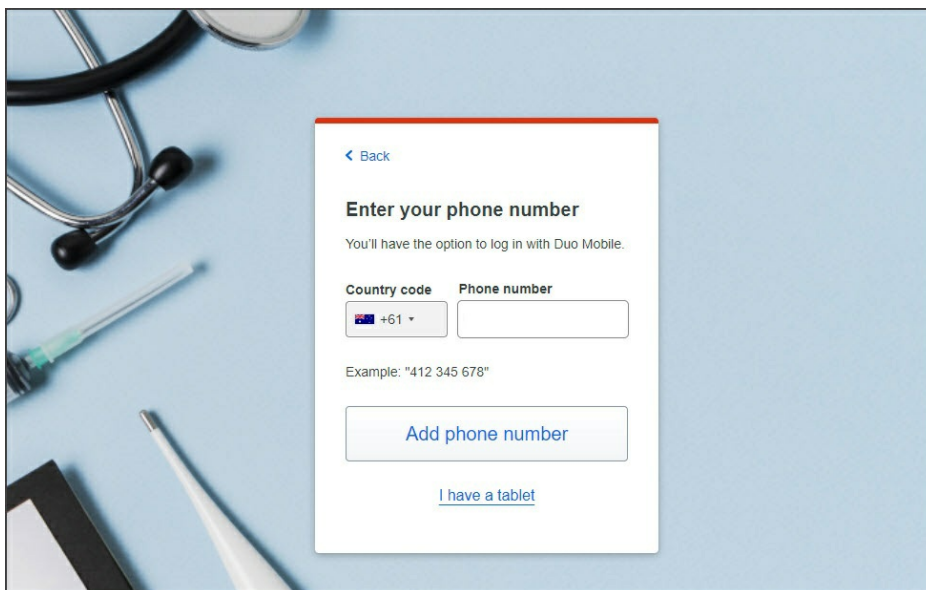


The **Enter your phone number** dialog will open.

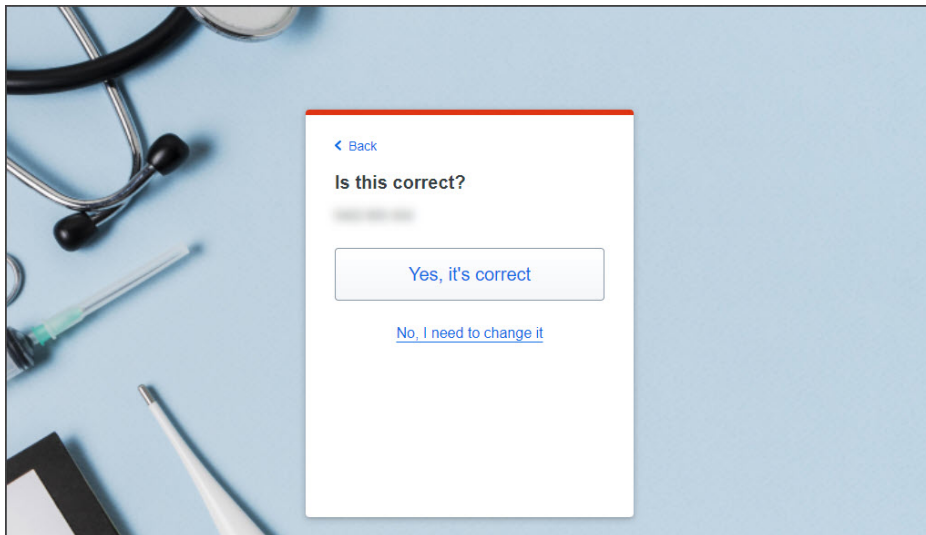
8. Enter your phone number selecting the correct international format/prefix.

For example, 0401 234 567 would become +61 (Country code) and 401 234 567 (does not include the first 0).

9. Select **Add phone number**.



10. Check the number, then select **Yes, it's correct**.



The **Download DUO Mobile** dialog will open (large screenshot below).

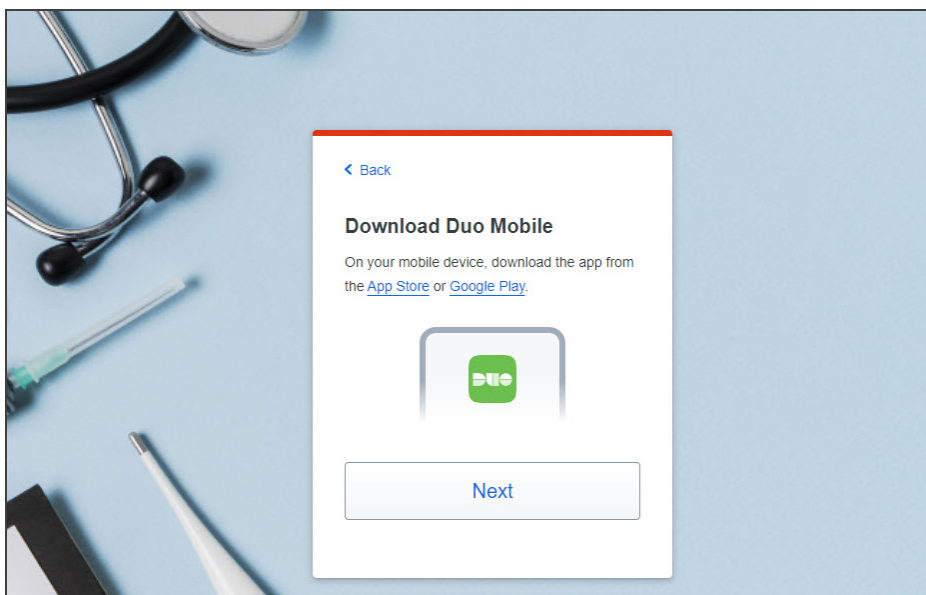
Install the DUO App:

- a. Go to the Apple **App Store** or **Google Play Store**.
- b. Find **Duo Mobile** by **DUO Security LLC**.



- c. **Install** DUO Mobile.
- d. **Open** DUO Mobile.

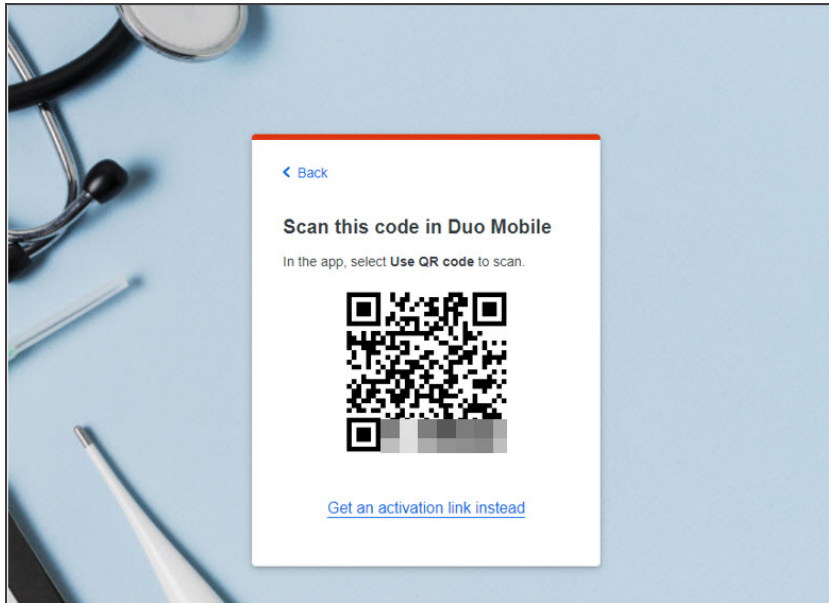
11. Once the DUO Mobile app is installed on your phone, select **Next**.



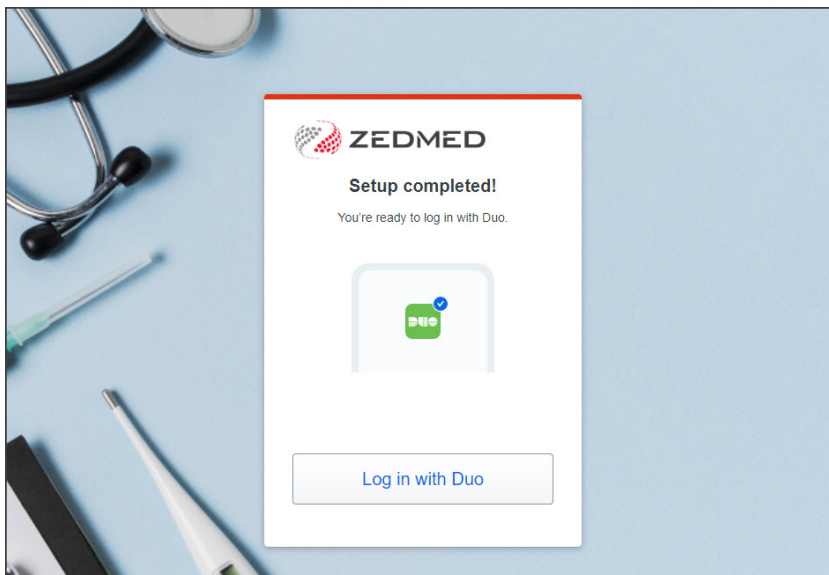
12. Sync the DUO Mobile app with your Zedmed Cloud account:

- a. Open the app on your phone.
- b. Select **+ Add**.
- c. Select **Use QR code**.
- d. Scan the QR code on your Zedmed Cloud login dialog.
- e. Select **Save** to add the Zedmed Account to the Duo App.

13. Select **Continue** once the QR code displays **Added DUO Mobile**.



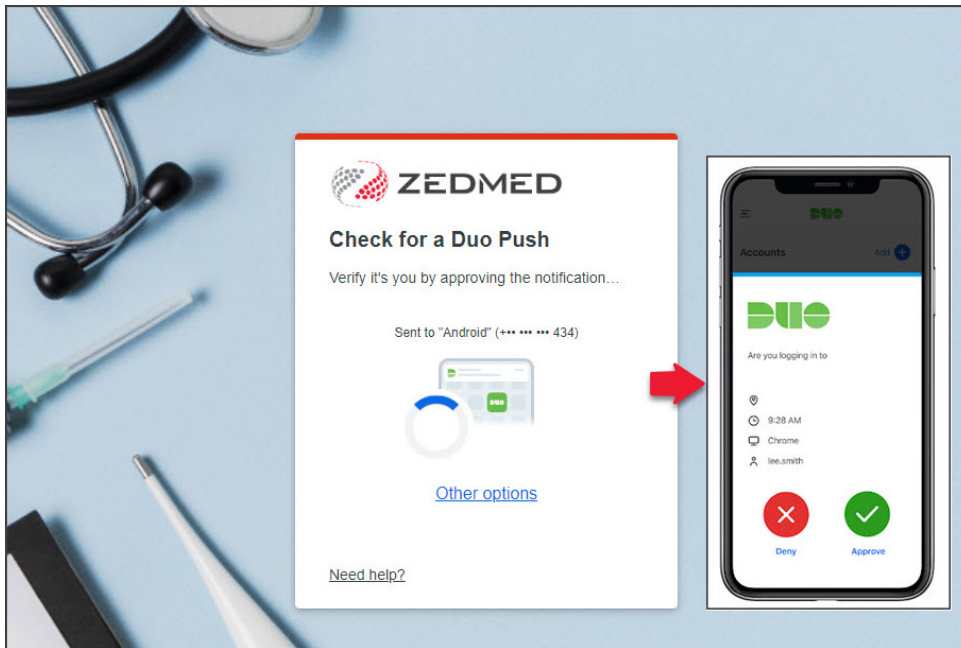
14. Select **Log in with Duo**.



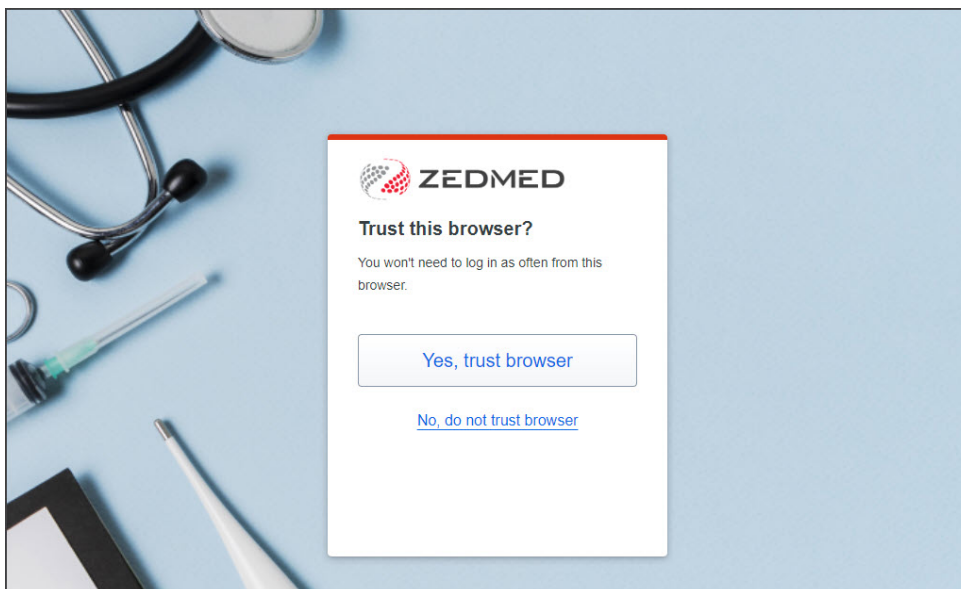
A push notification will be sent to your phone.

Duo Mobile will open a Deny or Approve screen.

15. Tap **Approve** on your phone.



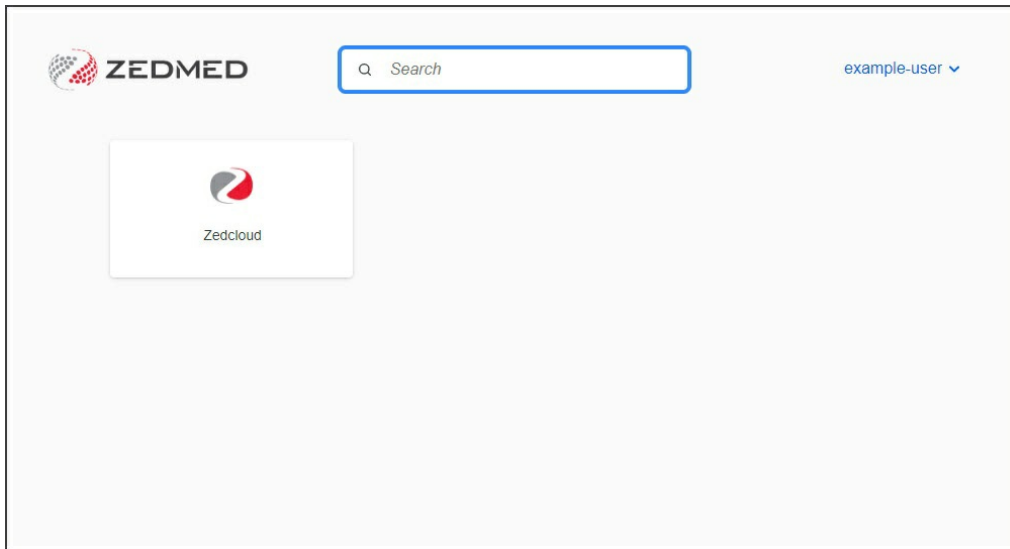
16. Select **Yes, trust browser**.



The Zedmed Cloud landing page will open.

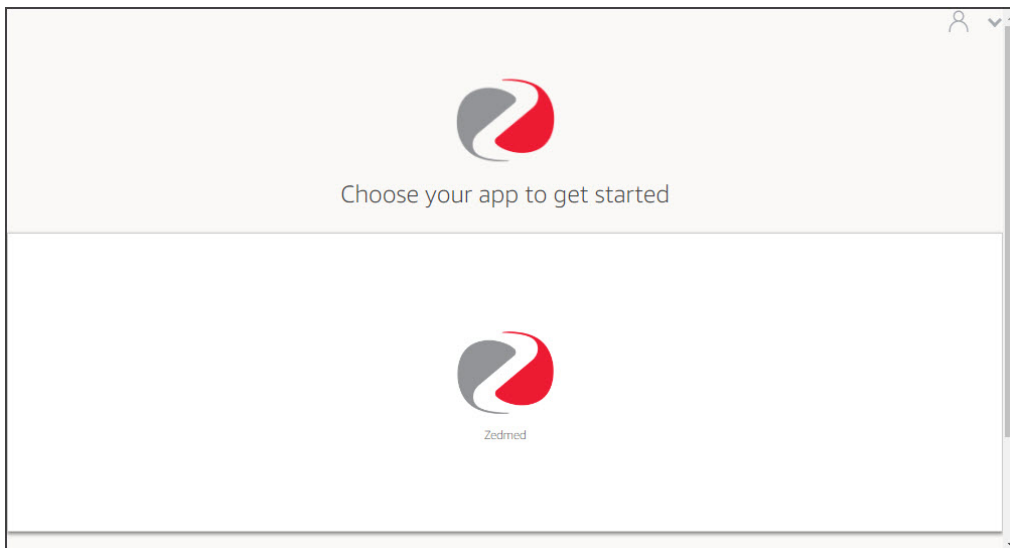
17. Select your Zedmed Cloud server.

For most users, there will only be one option.

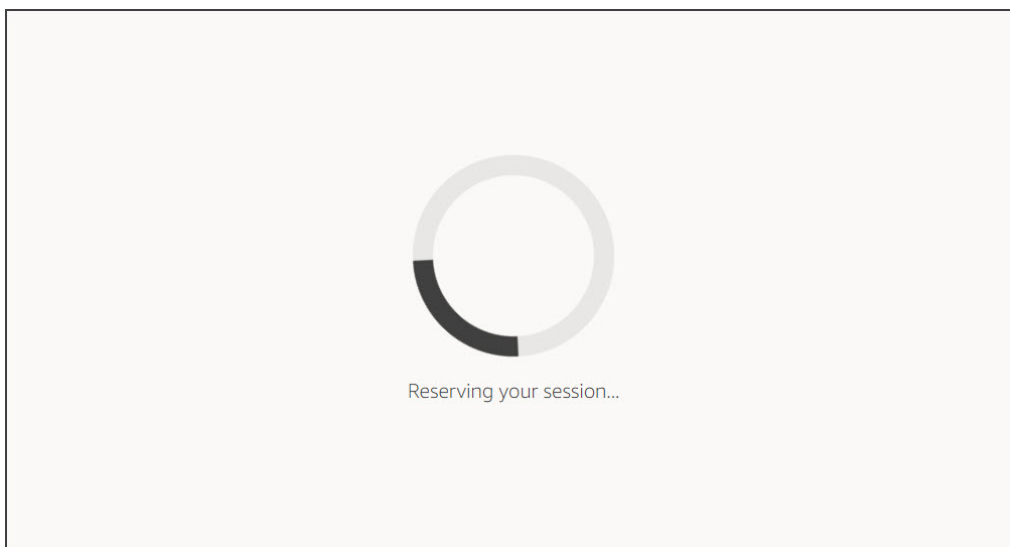


18. Save the website to your browser's favorites/bookmarks.

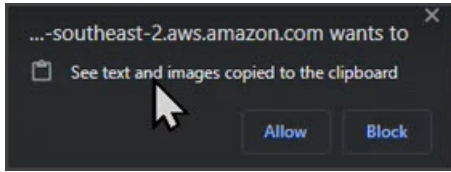
19. Select the **Zedmed** app.



Zedmed will start creating your session and preparing the application.



20. When Zedmed Cloud opens in your browser, select **Allow** if prompted to allow clipboard functionality.



21. When the Zedmed application opens, log in with your Zedmed username and password.

These are different from your Zedmed Cloud username and password.



Logging into Zedmed Cloud

To log into Zedmed Cloud:

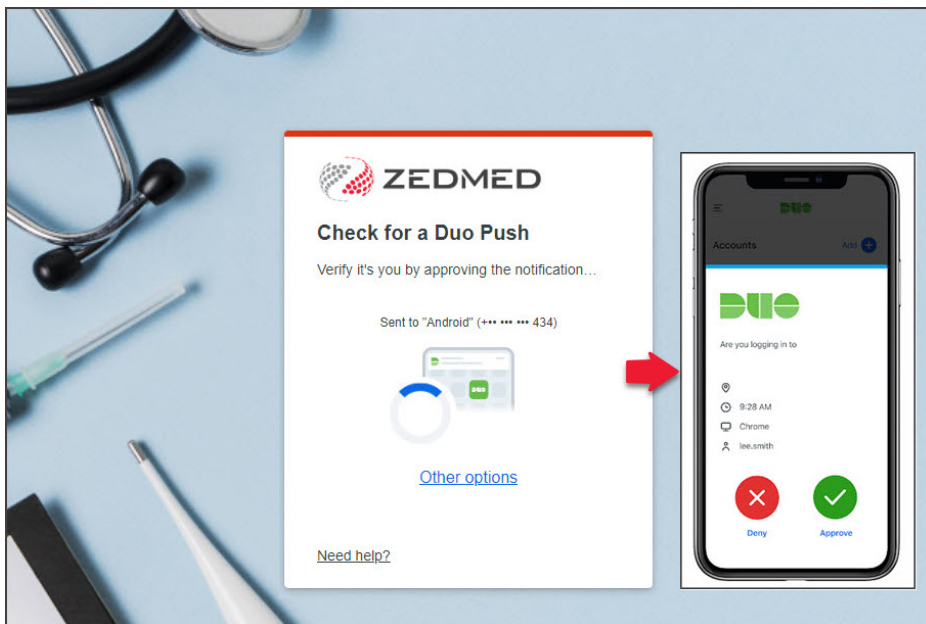
1. Select the Zedmed Cloud link <http://zedmedcloud.com.au>
2. Enter your Zedmed Cloud user name and select **Next**.



3. Enter your Zedmed Cloud password and select **Next**.

A push confirmation will be sent to the Duo app on your phone.

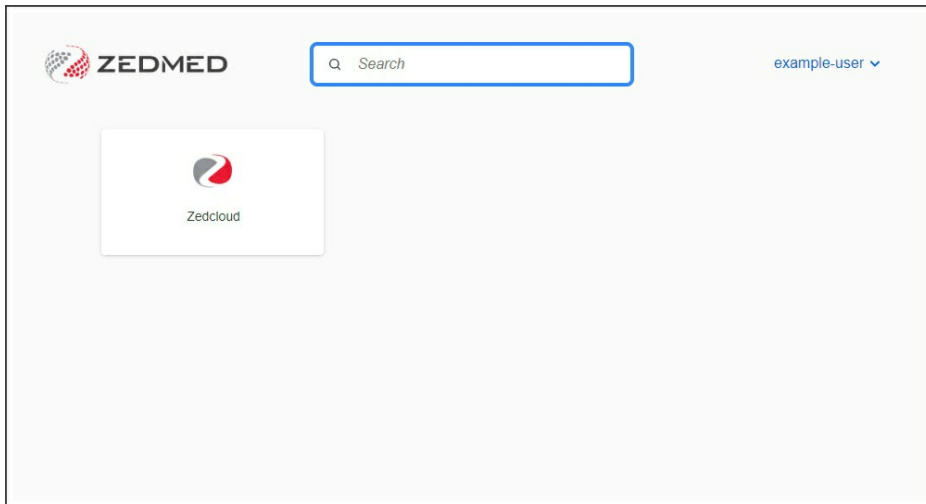
4. Confirm your login by tapping **Approve** on your mobile phone.



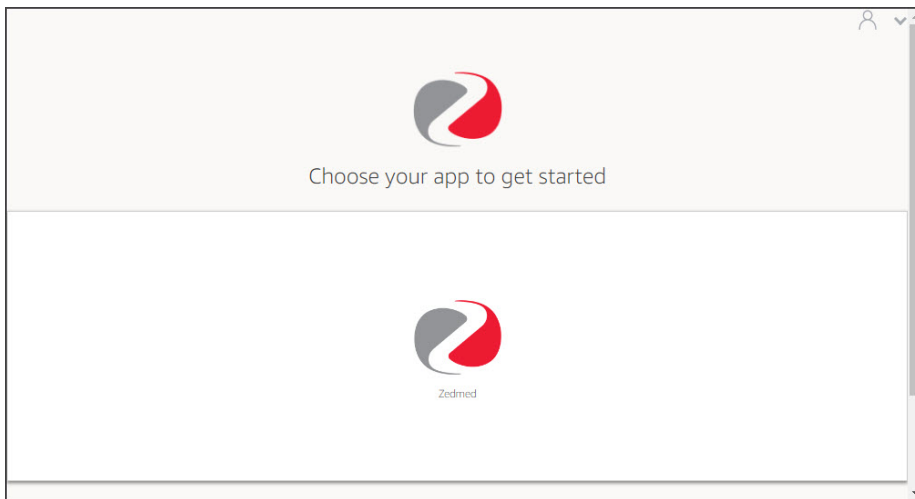
The Zedmed Cloud landing page will open.

5. Select your Zedmed Cloud server.

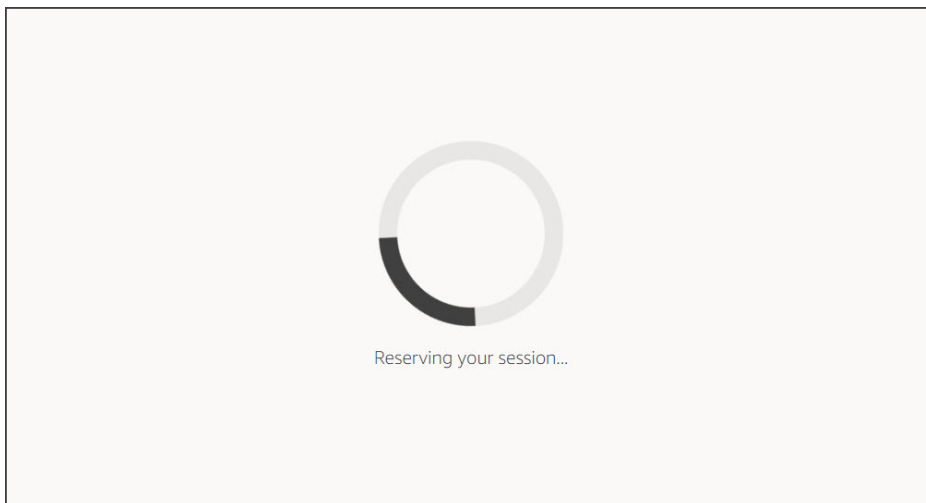
For most users, there will only be one option.



6. Select the **Zedmed** app



Zedmed will start creating your session and preparing the application.



7. When the Zedmed application opens, log in with your Zedmed username and password.
These are different from your Zedmed Cloud username and password.



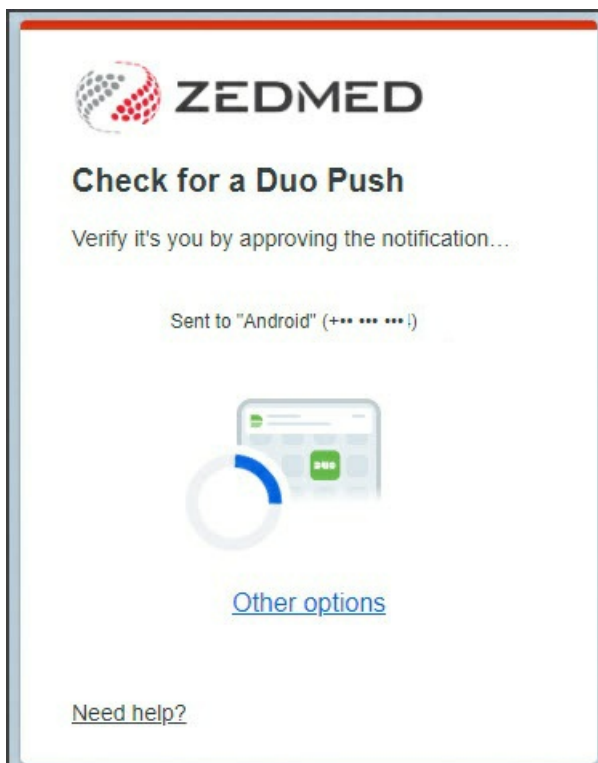
Using DUO with no internet connection

If you do not have a signal on your mobile phone, DUO will be unable to send you an **Approval** request. If this happens, you can instead use a DUO passcode to log in.

Note: If you have no internet due to your phone company service, you can enable wireless on your phone to use DUO.

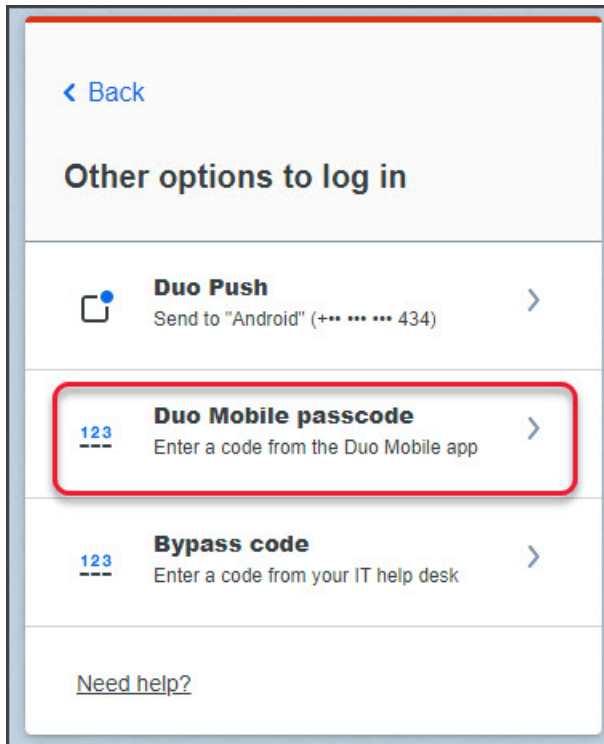
To log into Zedmed Cloud with a passcode:

1. When DUO opens on your desktop, select **Other options**.



2. Select **DUO Mobile passcode**.

The **Enter your passcode** screen will open.

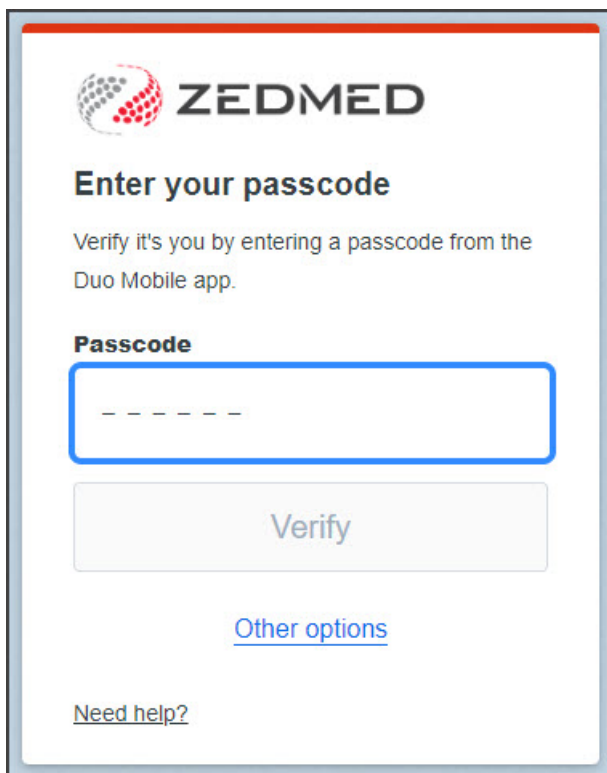


3. On your phone, open DUO and select the **Offline** option.

This will display a 6-digit number.

4. In the **Enter your passcode** screen on your workstation, enter the 6-digit code shown on your phone.

5. Select **Verify**.



6. Select **Yes, this is my device**.

DUO will log you into Zedmed Cloud.

