

Xifin Client Portal User's Guide Version 1.0

February 2020

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Getting Started

Xifin Client Portal is a web-based application that allows you to log in and print your facilities invoices.

Contacting Allina Health Laboratory Billing

Telephone	(612) 863-0400
Fax	(612) 863-0460
Email	labbilling@allina.com
Mail	Allina Health Laboratory Billing Mail Route 20201 PO Box 342 Minneapolis, MN 55440

Xifin Client Portal Information

You can find Xifin Client Portal information on the XIFIN client portal tab of the <u>Lab billing</u> <u>page</u> on the <u>Allina Health Laboratory</u> website. This page contains the following information:

- This guide, which contains all the information that you need to use the Xifin client portal
- A link to the application

Information can also be accessed from within the Xifin Client Portal application by clicking **Help** on the upper right corner of the web page.

Logging in to Xifin Client Portal

To get started using the Xifin application, you must log in. The first time you log in to the application, you must change your password. The following topics describe how to perform these tasks as well as what to do if you have forgotten your password, and how to log out of the application.

To log in to the Xifin application, follow these steps:

1. Using your web browser, enter the following URL to get to the Xifin login window, or access from Allina Health Laboratory Billing website or from a desktop shortcut (<u>see page 13</u>).

https://portal.xifin.com/clientportal/login.html

XIFIN iNet	Client Portal
Username	
Password	
	Having trouble with your Username or Password

2. Enter your username and password in the designated fields. *Note: Passwords are case sensitive*.

Clear Submit

- 3. When logging in to the Xifin application for the first time, you must change your password. To change your password, follow these steps:
 - a. Enter your temporary password in the **Old Password** text box.

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- b. Enter your new password in the **New Password** text box. **Note:** Your password must be between 8 and 40 characters with at least one letter and one number.
- c. Enter the same new password in the Confirm Password text box and click Submit.

Allina Health	-	S Test Test 🔂 Logout 😝 Help 🛃 Video Help
tome Client Invoices	Administration	Powered by XEM
Change My Passw	ord	
	be alphanumeric, contain at least one letter and one n special characters (min 6 characters in length).	
+ Old Paseword		
New Password		
Latina c. Octoverlein		

Logging in to Xifin Client Portal If You Forgot Your User Name or Password

If you do not remember your password, you can request to have your password reset through an automated process.

- 1. Click the Having trouble with your Username or Password? link.
- 2. The **Password Recovery Help** page displays.
- 3. Enter your Username (in the form of an email address).
- 4. Click Submit
- 5. Click **Cance** to discard any changes made and return to the previous page, without making any changes.

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Password	Recovery Help
Information	r the Username associated with your account. to reset your XIFIN iNet Client Portal Password will be mail address associated with your account.
Please cont with your Us	act your system administrator if you need assistance sername.
Username:	

An email is sent to your email account, as defined in your user profile, with a link to recover your Client Portal account password. After clicking on the link, from the email, the **Enter New Password** page displays.

- 1. Enter a **New Password** that you have not previously used.
- 2. Reenter the same password in **Confirm Password** to ensure you entered the password as you intended.
- 3. If the two passwords do not match, you will have the opportunity to reenter the **New Password**.
- 4. After the system updates the password, you will be redirected to the **Portal Login** page.

If you have issues with reseting your password, call client services in Lab Billing Client Services at (612)863-0400 or email us at <u>LabBilling@allina.com</u>.

Logging out of Xifin Client Portal

To log out of the Xifin application, click **Logout** on the menu bar.

Allina Heal	thin		29	🚨 Test, Test 👰 Logout) 🛞 Help 🚦 Video He
Home Client Invoi	ces Administration			Powered by XIFIN
XIFIN iNet Client	t Portal Home			
Last Login: 07/1 Messages (0)	4/2016 07:52:35 PDT			
Priority Subject	:t	From	Received Note	
No results				

Changing Your Password

Your Xifin passwords must be changed every 90 days. To change your password, follow these steps:

1. On the Navigation Bar, click Administration and Change My Password.

llina Health	ñe			8	Test Test	E Logout	() Help	Video
ne Client Invoices	Administration						Pov	vered by XIF
	Change My Password							
XIFIN iNet Client P								
XIFIN iNet Client P Last Login: 07/25/2 Messages (0)	ortal Home	÷ From						

2. In the **Change My Password** dialog box, enter your current password in the **Old Password** text box.

Allina Health	流	🗸 Test Test 🗿 Logout 🚇 Help 🔡 Video Help
ome Client Invoices	Administration	Powered by XEM
Change My Passwo	rd	
	e alphanumenic, contain at least one letter and one special characters (min 8 characters in length)	
 Old Paseword 		
New Password	1) I	

3. Enter a new password in the **New Password** text box.

Note: Your password must be between 8 and 40 characters with at least one letter and one number.

- 4. Enter the same new password in the **Confirm Password** text box.
- 5. Click Submit.

Using Xifin Client Portal

To view your account summary and invoices, click on the **Client Invoices** tab from the home page.

me Clie	nt Invoices Admin	istration							Powered by
XIFIN iNet	Client Portal Hom	e							
	n: 07/13/2016 07:52:	45 PDT							
Lasi Logi									
	s (0)								
Messages Priority	Biologene er	÷	From	0	Received 🔶	Note	_	_	

A summary of your account will be displayed showing your aging balance by month. If you have access to more than one account, each account will appear on a separate line.

Clie	ent Invoices							
Gile	int invoices							
Av	ailable Client Aging Ba	lances						0
	Client ID	Client Name	Balance	Current	30 Days	60 Days	90 Days	120+ Days
1	TEST	INVOICE TESTING ACCOUNT	157.20	11.90	145.30	0.00	0.00	0.00
2	TEST2	INVOICE TEST ACCT	0.00	0.00	0.00	0.00	0.00	0.00
								View 1 - 2 of 2

The Client Aging Balances grid displays the current client balance and amount owing from 30 to 120+ days. The following columns are available in this grid:

- **Client ID** The Client ID distinctly identifies a client. Each client has a unique identification, which appears on your client requisition. Click the hyperlink to view the Client ID, Client Name, Preview Invoice hyperlink, Invoice Date Range From/Through fields, and the Previous Invoices grid.
- Client Name The name of the client associated with the Client ID.
- **Balance** The total balance owed
- **Current** The amount owing for the current month
- **30 Days** The amount owing for 30-59 days
- 60 Days The amount owing for 60-89 days
- 90 Days The amount owing for 90-119 days
- **120+ Days** The amount owing for 120 days and greater

To view the invoices for a particular account, click on the hotlink for that location under the **Client ID** column.

Client	Invoices									
Availa	able Client Aging E	alances								¢
	Client ID		Client Name	Bala	ince	Current	30 Days	60 Days	90 Days	120+ Days
1 T	TEST	INVOICE TES	TING ACCOUNT		157.20	11.90	145.30	0.00	0.00	0.0
2 T	TEST2	INVOICE TES	T ACCT		0.00	0.00	0.00	0.00	0.00	0.0
Preview nvoice	v Current Invoice: Date Range: I	DICE TESTING AC	Through	07/13/2016		Get Data				
Preview nvoice () Click	v Current Invoice: Date Range: I	From 05/13/2016	Through	07/13/2016		Get Data				
Preview nvoice () Click Previo	v Current Invoice: Date Range: I k a row to see paymi ous Invoices (4	From 05/13/2016	Through	07/13/2016		Get Data	Retroactive			
Preview nvoice () Click Previe Invo	v Current Invoice: Date Range: I k a row to see paymi ous Invoices (4	From 05/13/2016 ent detail for a particu	Through [Retroactive			
Preview nvoice () Click Previe Invo 06/3	v Current Invoice: Date Range: k a row to see paym ous Invoices (4 orige Date Orig	From 05/13/2016 ent detail for a particu () jinal Balance 🗢	Iar invoice.	View Invoice			Retroactive			
Preview nvoice Click Previe Invo 06/3 06/1	v Current Invoice: Date Range: k a row to see paymic ous Invoices (4 ince Date Orig 30/2016	From 05/13/2016 ent detail for a particu jinal Balance 145.30	Iar invoice. Balance Due + 145.30	View Invoice			Retroactive			

Note: If you only have access to one account, the client aging balance summary and list of invoices will display when you select **Client Invoices**.

lient Invoice	5								
Available Client	Aging Balances								C
Clie	ent ID	Client Name	Bala	ance	Current	30 Days	60 Days	90 Days	120+ Days
1 TEST	INVOICE TE	STING ACCOUNT		157.20	11.90	145.30	0.00	0.00	0.00
									View 1 - 1 of 1
review Current I ivoice Date Ran Click a row to s			07/13/2016	G	iet Data				
ivoice Date Ran Click a row to s Previous Invo	ge: From 07/13/2015 ee payment detail for a partic ices (22)	ular invoice.	1.00			_			
VOICE Date Ran Click a row to s Previous Invo Invoice Date	ge: From 07/13/2015 ee payment detail for a partic ices (22) Original Balance ÷	ular invoice. Balance Due 🗢	View Invoice		et Data	Retroactive			
Click a row to s Click a row to s Previous Invo Invoice Date 06/30/2016	ge: From 07/13/2015 ee payment detail for a partic ices (22) Original Balance + 145.30	ular invoice. Balance Due ÷ 145.30	View Invoice			Retroactive	_		
Voice Date Ran Click a row to s Previous Invo Invoice Date 06/30/2016 06/15/2016	ge: From 07/13/2015 ee payment detail for a partic ices (22) Original Balance + 145.30 0.00	Balance Due + 145.30 0.00	View Invoice			Retroactive	^		
Click a row to s Click a row to s Previous Invo Invoice Date 06/30/2016 06/15/2016 05/31/2016	ge: From 07/13/2015 ee payment detail for a partic ices (22) Original Balance + 145.30 0.00 0.00	Balance Due Balanc	View Invoice			Retroactive			
Voice Date Ran Click a row to s Previous Invoice Date 06/30/2016 06/15/2016 05/31/2016 05/15/2016	ge: From 07/13/2015 ee payment detail for a partic ices (22) Original Balance Original Content 145.30 0.00 0.00	Balance Due Image: Control of the second secon	View Invoice			Retroactive			
Click a row to s Click a row to s Previous Invo Invoice Date 06/30/2016 06/15/2016 05/31/2016	ge: From 07/13/2015 ee payment detail for a partic ices (22) Original Balance + 145.30 0.00 0.00	Balance Due Balanc	View Invoice			Retroactive			
Voice Date Ran Click a row to s Previous Invo Invoice Date 06/30/2016 06/15/2016	ge: From 07/13/2015 ee payment detail for a partic ices (22) Original Balance + 145.30 0.00	Balance Due + 145.30 0.00	View Invoice			Retroactive	-		
Voice Date Ran Click a row to s Previous Invo Invoice Date 06/30/2016 06/15/2016 05/31/2016 05/15/2016 04/30/2016	ge: From 07/13/2015 ee payment detail for a partici ices (22) Original Balance 145.30 0.00 0.00 0.00	Balance Due Image: Constraint of the second se	View Invoice			Retroactive			

Note: The "Reconciliation" and "Retroactive" columns are not currently functional.

Viewing Invoices

To view a list of invoices, select the desired **Invoice Date Range** — selecting the **From** and **Through** dates from the calendar grid. The default date range is a one year time period going back from the current date. Click the **Get Data** button to populate the **Previous Invoices** grid with the applicable data for the Invoice Date Range provided.

Note: You will receive an email notification from Xifin when there are new invoices posted to your account.

Client Invoi	000									
silent myor	ces									
Available Cli	ent Aging Bala	nces								0
	Client ID		Client Name		Balance	Current	30 Days	60 Days	90 Days	120+ Days
1 TEST		INVOICE TES	TING ACCOUNT		157.20	11.90	145.30	0.00	0.00	0.00
										View 1 - 1 of 1
nvoice Date F		m 04/13/2016 detail for a particu	x 🕅 Through	07/13/2016		Get Data				
nvoice Date F	nt Invoice: 🔎 ange: Froi o see payment (m 04/13/2016	x 🕅 Through	07/13/2016		Get Data				
nvoice Date F	nt Invoice: ange: Froi o see payment o voices (6)	m 04/13/2016	x 🕅 Through	07/13/2016 View Invoice		Get Data	Retroactive			
nvoice Date F Click a row 1 Previous In	nt Invoice: ange: From o see payment o voices (6) Origina	m 04/13/2016 detail for a particu	x Through [Retroactive			
NVOICE Date F Click a row 1 Previous In Invoice Dat	nt Invoice: ange: From o see payment of voices (6) Origina	m 04/13/2016 detail for a particu Il Balance +	x Through	View Invoice			Retroactive			
Olick a row t Olick a row t Previous In Invoice Dat 06/30/2016	nt Invoice: ange: From o see payment of voices (6)	m 04/13/2016 detail for a particu I Balance + 145.30	X Through Iar invoice. Balance Due + 145.30	View Invoice			Retroactive			
Olick a row 1 O	nt Invoice: ange: Froi o see payment o voices (6)	M 04/13/2016 detail for a particu I Balance ¢ 145.30 0.00	X Through Iar invoice. Balance Due 145.30 0.00	View Invoice			Retroactive			
Orice Date F Orick a row 1 Orick a row 1 Previous In Invoice Dat 06/30/2016 06/15/2016 05/31/2016	nt Invoice: ange: Froi o see payment of voices (6) Origina	M 04/13/2016 detail for a particu I Balance + 145.30 0.00 0.00	X Through Iar invoice. Balance Due 145.30 0.00 0.00	View Invoice			Retroactive			

The **Previous Invoices** grid displays client invoices between the Invoice **From** and **Through** dates.

The following columns are available in this grid:

- **Invoice Date** The date the invoice was generated.
- Original Balance The original balance on the invoice.
- Balance Due The balance due on the invoice.
- **View Invoice** Click the icon by the view a PDF of the invoice. The pdf of the selected invoice will open in a separate window and can be viewed or printed.

Click a row to see payment detail for a particular invoice. The **Payment Detail Invoice** grid appears.

Available Client	Aging Balances							0
Clie	ent ID	Client Name	Balance	Current	30 Days	60 Days	90 Days	120+ Days
1 TEST	INVO	ICE TESTING ACCOUNT	157.20	11.90	145.30	0.00	0.00	0.00
								View 1 - 1 of 1
Preview Current Invoice Date Rar ()) Click a row to s	ee payment detail for	3/2016 🕅 Through [07/13/2016 📑	Get Data				
Preview Current Invoice Date Rar	Invoice: $\sum_{i=1}^{n}$ ige: From 04/13 wee payment detail for	3/2016 E Through (Get Data	Retroactive			
Preview Current Invoice Date Rar Click a row to s Previous Invo	Invoice: loge: From 04/13 lee payment detail for lices (6) Original Balanc	3/2016 E Through (Retroactive			
Preview Current Invoice Date Rar Click a row to s Previous Invo Invoice Date	Invoice: ge: From 04/13 ee payment detail for sices (6) Original Balance 14:	3/2016 a particular invoice. ce Balance Due	View Invoice Ret		Retroactive			6
Preview Current Invoice Date Rar Click a row to s Previous Invoi Invoice Date 06/30/2016 Date 016	Invoice: inge: From 04/13 eee payment detail for icces (6) Original Balanc 14	3/2016 Through (a particular invoice. e • Balance Due • 5.30 145.30	View Invoice Ret		Retroactive			(
Preview Current Invoice Date Rar Click a row to s Previous Invoice Date D6/30/2016 Date 016	Invoice: inge: From 04/13 eee payment detail for icces (6) Original Balanc 14	3/2016 Image: Through [a particular invoice.	View Invoice Ret		Retroactive			(

The **Payment Detail Invoice** grid displays the following columns:

- Payment Date Displays the date the payment was processed.
- Amount Displays the amount of the payment.
- **Payment Type** Displays the type of payment made (i.e., Cash, Check, or Electronic Payment).
- Check # Displays the Check # if the Payment Type was Check.
- Card Type Displays the Card Type if the Payment Type was Electronic Payment.
- **Transaction Type** Displays the Transaction Type if the Payment Type was Electronic Payment.
- **Transaction ID** Displays the electronic Transaction ID provided by the payment gateway when the electronic transaction is approved.
- Comments Displays the Comments provided when the payment was processed.

The **Preview Current Invoice** link **displays charges** from the last invoice to the current date.

Note: This invoice is a snapshot in time. Adjustments can be made throughout the billing cycle, so this may not match your final invoice for this billing period.

ient Invoice	5							
	Aging Balances							c
22.00	ent ID	Client Name	Balance	Current	30 Days	60 Days	90 Days	120+ Days
1 TEST	INVOICE	TESTING ACCOUNT	157.	11.90	145.30	0.00	0.00	0.00
eview Current roice Date Rar	ge: From 04/13/20		07/13/2016	Get Data				
oice Date Rar Click a row to s revious Invo	ge: From 04/13/20 ee payment detail for a pa	rticular invoice.						
oice Date Rar Click a row to s	ge: From 04/13/20 ee payment detail for a pa ices (6) Original Balance ÷	rticular invoice. Balance Due ÷		Get Data	Retroactive			
oice Date Rar Click a row to s revious Invo	ge: From 04/13/20 ee payment detail for a pa	rticular invoice. Balance Due ÷	View Invoice		Retroactive			
oice Date Rar Click a row to s revious Invo Invoice Date	ge: From 04/13/20 ee payment detail for a pa ices (6) Original Balance ÷	rticular invoice. Balance Due ÷	View Invoice		Retroactive			
oice Date Rar Click a row to s revious Invo Invoice Date 06/30/2016	ge: From 04/13/20 ee payment detail for a pr ices (6) Original Balance = 145.30	rticular invoice. Balance Due + 145.30	View Invoice		Retroactive			
Click a row to s revious Invo Invoice Date 06/30/2016 06/15/2016	ee payment detail for a pa ices (6) Original Balance = 145.30 0.00	rticular invoice. Balance Due	View Invoice		Retroactive			
Click a row to s revious Invo Invoice Date 06/30/2016 05/31/2016	ge: From 04/13/20 ee payment detail for a paint ices (6) Original Balance 145.30 0.00	Balance Due Balance Due Balan	View Invoice		Retroactive			

Download Invoice to Excel

To download your invoice detail to an Excel spreadsheet, click on the \underline{x} icon in the **View Invoice** column. Click **Open** to open the file, or **Save** to save the file to your computer.

Available Client Aging Balances Client Name Balance Current 30 Days 60 Days 90 Days 12 1 TEST INVOICE TESTING ACCOUNT 157 20 11.90 145 30 0.00
Client ID Client Name Balance Current 30 Days 60 Days 90 Days 12 1 TEST INVOICE TESTING ACCOUNT 157.20 11.90 145.30 0.00
1 TEST INVOICE TESTING ACCOUNT 157.20 11.90 145.30 0.00 0.00 2 TEST2 INVOICE TEST ACCT 0.00 0.00 0.00 0.00 0.00 View
2 TEST2 INVOICE TEST ACCT 0.00 0.00 0.00 0.00 View
View
Client ID: TEST - INVOICE TESTING ACCOUNT
Preview Current Invoice: 💫 🕱 Invoice Date Range: From 07/20/2015 💽 Through 07/20/2016 💽 Get Data
Previous Invoices (22)
Invoice Date Original Balance Balance Due View Invoice Reconciliation Retroactive

When you open the file, your invoice detail will appear just as it does in the pdf version. There will be a line item for each invoices prior balance, any adjustments made and any new charges for the invoice period selected.

14	А	В	С	D	E	F	G	Н	1	К	M
1					Warning -	This repo	rt may contain	PHI			
3					Invoice Accurate as	s of 2016-07	-20 12:11 AM PST	15			
4	TEST	INVOICE	TESTING ACC	COUNT							
5	IL31	INVOICE	ILSTING ACC	COUNT					Invoice:	TEST 071516	
	Ordering Client	Date	Control No.	Specimen No.	Claim Note	EPI	Patient Name		CPT Code	Description	Charges
-	TEST	03/01/2015	XA246642		Repricing - Inv 03/30/2015		SERVICES, XIFIN	308004800		BASIC METABOLIC PANEL	-6.90
9	TEST	03/02/2015	XA123321		Repricing - Inv 03/30/2015		TEST, CLIENT	308237800	82378	CEA	-25.30
10	TEST	03/02/2015	XA123321		Repricing - Inv 03/30/2015		TEST, CLIENT	308502500		CBC WITH DIFF	-6.30
11	TEST	03/30/2015			Prior Balance - Inv 03/30/2015						39.10
12	TEST	01012016	XPORTAL		Repricing - Inv 02/23/2016		PORTAL, TEST	308413200		POTASSIUM	-8.00
13	TEST	01/15/2016	XPORTAL3		Repricing - Inv 02/23/2016		CHECK, CHARGE	303641500	36415	VENIPUNCTURE	-3.70
14	TEST	01/15/2016	XPORTAL3		Repricing - Inv 02/23/2016		CHECK, CHARGE	308351900		ACETYLCHOLINE RECEP BIND	-42.70
15	TEST	02/01/2016	XPORTAL2		Repricing - Inv 02/23/2016		VACATION, SOON	308502500		CBC WITH DIFF	-6.30
16	TEST	02/23/2016			Prior Balance - Inv 02/23/2016						60.70
17	TEST	06/30/2016			Prior Balance - Inv 06/30/2016						145.30
18	TEST	07/01/2016	XRQQ5584				TESTING, PORTAL	308006100		LIPID PANEL	11.90
19	TEST	07/01/2016	XRQQ5584				TESTING, PORTAL	308006100	82465	CHOLESTEROL TOTAL	
20	TEST	07/01/2016	XRQQ5584				TESTING, PORTAL	308006100	83718	HDL CHOLESTEROL	
21	TEST	07/01/2016	XRQQ5584				TESTING, PORTAL	308006100	84478	TRIGLYCERIDES	
22							Subtotal:			TEST	157.20
23							Current Total:				157.20

Reading invoices for Miscellaneous Sendout (MSO) billing:

In the example below, the test code of 19191919 is an MSO test that is not built for billing, so the CPT code is embedded in the test name. Whenever possible, the test name is the test name of how the testing was ordered. In this example the patient had two MSO tests and one orderable Antithrombin III Activity.

12/01/2017	MSO, EXAMPLE	XMSOTESTING	19191919	00000 🤇	85301 ANTITHROMBIN ANTIGEN	1.00	
	DOB: 04/25/1972		19191919	00000	85366 SOLUBLE FIBRIN MONOMER	1.00	
			308530000	85300	ANTITHROMBIN III ACTIVITY	19.7 <mark>0</mark>	_
							_

Tips and Best Practices

The following topics provide tips for using the Xifin application.

- Adding a desktop shortcut to Allina Health Laboratory
- Adding a desktop shortcut to the Xifin application
- Adding Allina Health Laboratory and the Xifin Application as trusted websites

Adding a Desktop Shortcut to Allina Health Laboratory

For quick access to the Allina Health Laboratory website, you can add a shortcut to your computer desktop. To add a shortcut, follow these steps:

Note: These instructions are for Microsoft Windows 7 and Internet Explorer 11. The steps for other versions of Windows or Internet Explorer might be different.

 Open Internet Explorer and enter the following uniform resource locator (URL) in the address bar:

http://www.allinahealth.org/allinhealthlaboratory

2. On the **File** menu, click **Send** > **Shortcut to Desktop**.

A shortcut to Allina Health Laboratory is added to your computer desktop.

Adding a Desktop Shortcut to the Xifin Application

To add a shortcut to the Xifin application, follow these steps:

- **Note:** These instructions are for Microsoft Windows 7 and Internet Explorer 11. The steps for other versions of Windows or of Internet Explorer, or for other operating systems might be different.
- 1. Open Internet Explorer and enter following URLs in the address bar:

https://portal.xifin.com/clientportal/login.html

2. On the File menu, click Send > Shortcut to Desktop.

A shortcut to the Xifin application is added to your computer desktop.

Adding Allina Health Laboratory and the Xifin Application as Trusted Websites

To ensure correct operation, add Allina Health Laboratory and the Xifin application to your Internet Explorer as trusted sites by following these steps:

- **Note:** These instructions are for Internet Explorer 11. The steps for other versions of Internet Explorer might be different.
- 1. Open Internet Explorer.
- 2. On the Tools menu, click Internet options.
- 3. In the Internet Options dialog box, click the **Security** tab.
- 4. On the Security page, click the **Trusted sites** icon.
- 5. Click Sites.
- 6. In the Trusted sites dialog box, enter each of the following URLs, and then click **Add** to add the website to the list of trusted sites:

Allina Health Laboratory <u>http://www.allinahealth.org/allinahealthlaboratory</u> Xifin site <u>https://portal.xifin.com/clientportal/login.html</u>

- 7. Clear the Require server verification (https:) for all sites in this zone check box.
- 8. Click **Close** to close the Trusted sites dialog box.
- 9. Click **OK** to close the Internet Options dialog box.

Disable Popup Blockers for the Website

If the Xifin application does not open correctly, it might be necessary to disable popup blockers on your computer. To disable popup blockers, follow these steps:

Note: These instructions are for Internet Explorer 11. The steps for other versions of Internet Explorer might be different.

- 1. Open Internet Explorer.
- 2. On the Tools menu, click Internet options.
- 3. In the Internet Options dialog box, click the **Privacy** tab.
- 4. On the Privacy page, click **Settings**.
- 5. In the Pop-up Blocker Settings dialog box, enter each of the following URLs, <u>https://portal.xifin.com/clientportal/login.html</u>, and then click Add to add the website to the list of allowed websites:
- 6. Click Close to close the Pop-up Blocker Settings dialog box.
- 7. Click **OK** to close the Internet Options dialog box.

Frequently Asked Questions

The following topics contain answers to frequently asked questions (FAQ) about the Xifin application.

User Setup, Account Number, and Login

- Q: Who can set up new Xifin Client Portal accounts and Users?
- A: Upon receipt of a completed user request form, Allina Health Laboratory Billing staff will set up new Xifin Client Portal accounts. Contact your Account Representative for the form.
- **Q:** My facility has multiple accounts. Do I need to remember each of the account numbers when I log in to the Xifin application?
- A: No. Your Xifin user ID is set up with access to specific accounts. For a single-site location setup, when you log in, you will see invoices for your account. For a multiple-site location setup, when you log in, you will select from the list of accounts that you want to access.
- Q: I work in a facility with multiple accounts. How I do I switch between accounts?
- A: On the Client Invoices page, select the account that you want from the Client Aging Balances section.
- **Q:** Must I log out to switch to a different account?
- A: No. You can select a different account by clicking on another **Client ID** in the **Client Aging Balances** section.
- **Q:** How long will the Xifin application remain open with no activity?
- A: For security reasons, users are logged out of the Xifin application after 30 minutes of inactivity.

Passwords

- **Q:** Who can reset my password?
- A: Users are able to reset their own passwords (see page 6).
- **Q:** How often do I need to change my password?
- **A:** Passwords must be changed every 90 days. When you log in to the Xifin application with an expired password, you are prompted to change the password.
- **Q:** Can I change my password whenever I choose or do I need to wait for the Xifin application to prompt me to change my password?
- A: You can change your passwords whenever you want. To change your password, click Administration and Change My Password on the main menu.