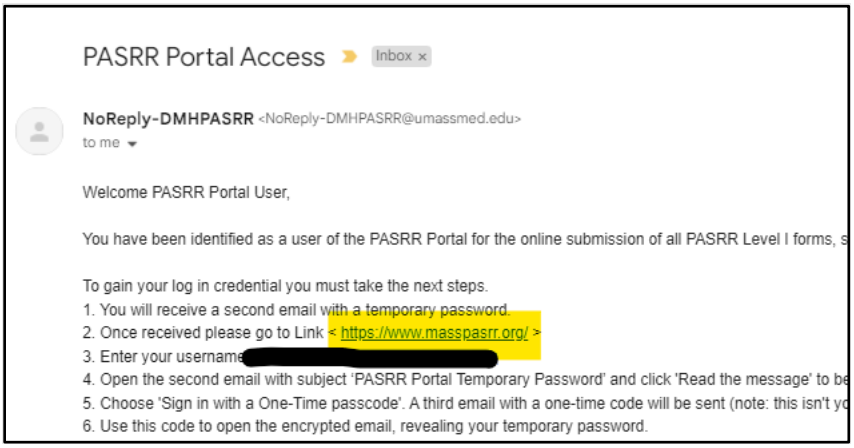
forHealth™ CONSULTING at UMass Chan Medical School

PASRR Initial Login Guide

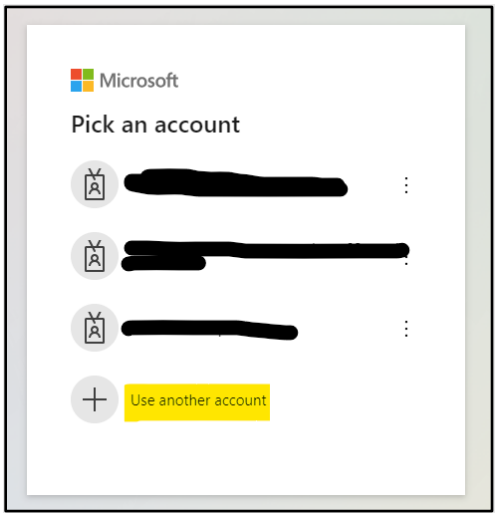
Access to the Preadmission Screening and Resident Review (PASRR) portal is a multistep process, the first of which consists of a Learning Management System (LMS) training component. Once training is complete, you will receive a series of emails consisting of an access email with instructions on how to gain access to the portal and set up your account. Please follow the steps below using google chrome incognito mode to set up your account the first time you log in.

Step 1. You will receive an email with the subject line "PASRR Portal Access" from No-Reply-DMHPASRR@umassmed.edu. Please note that this email may be in your junk mail or spam folder. If you did not receive the email OR need a new email sent, please contact DMHPASRR@umassmed.edu with the subject line "New PASRR Portal Access email needed".

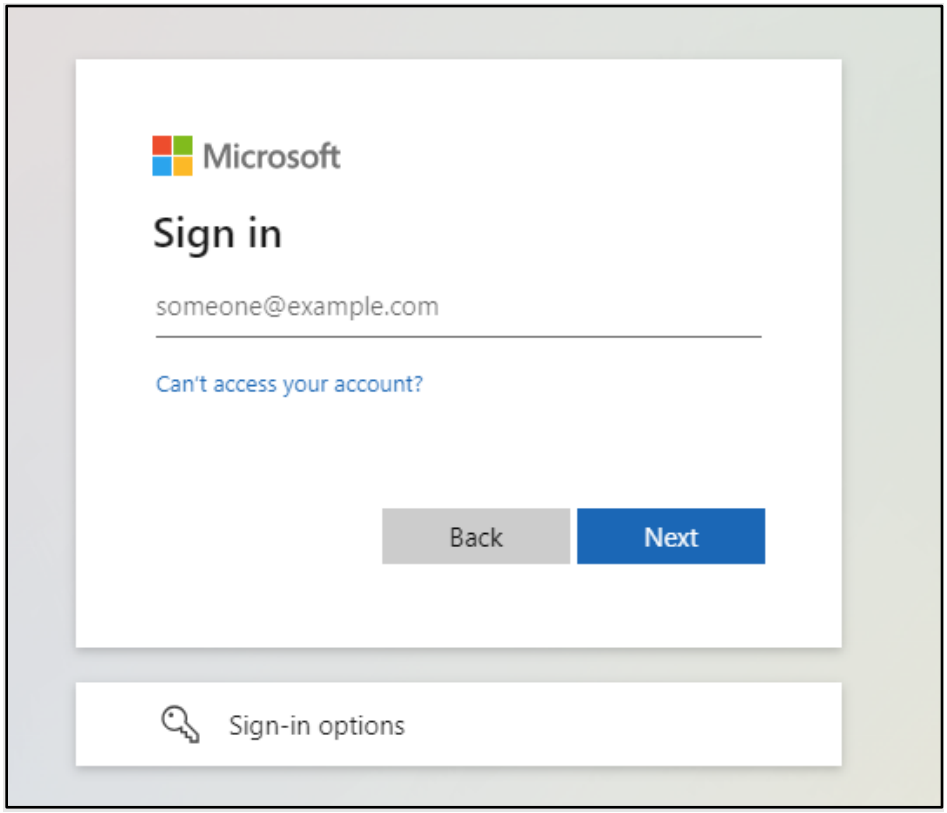
Step 2. Within that email, click on the link highlighted below.



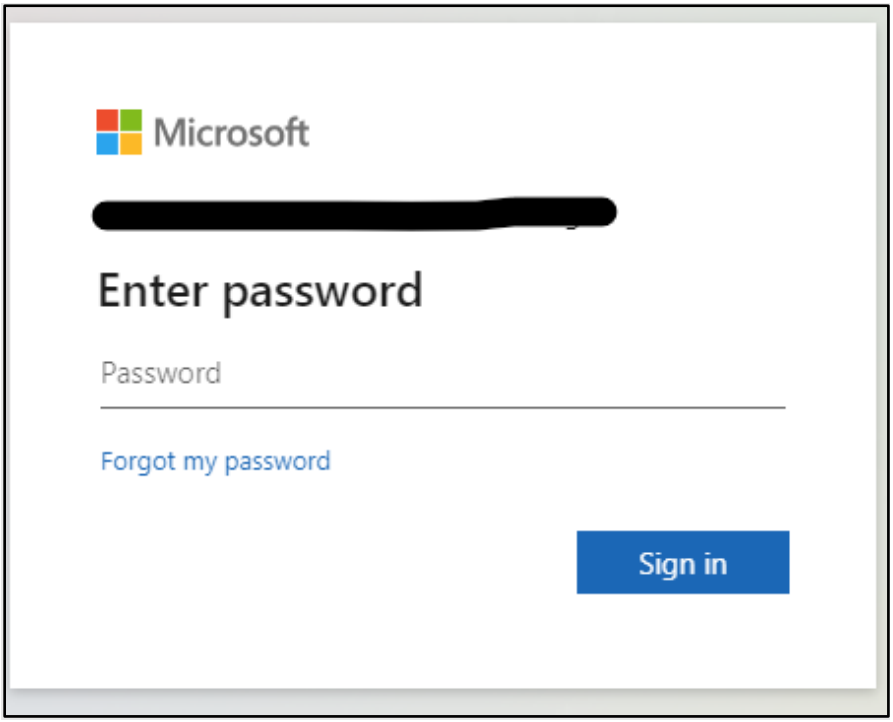
Step 3. Your web browser will be redirected to a Microsoft login page. Choose the "Use another account" option on the bottom of the Microsoft "Pick an account" screen.



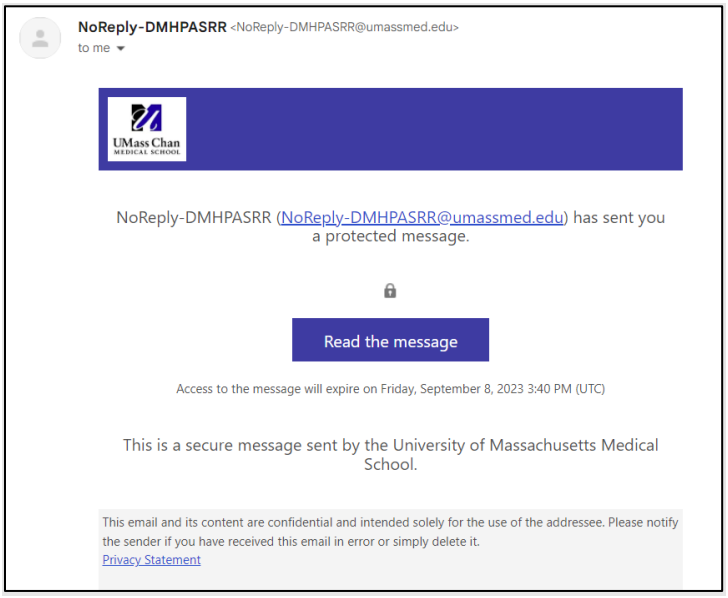
Step 4. Copy the username from the PASRR portal Access email described in Step 2 and enter it in the “Sign in” screen. Click “Next”.



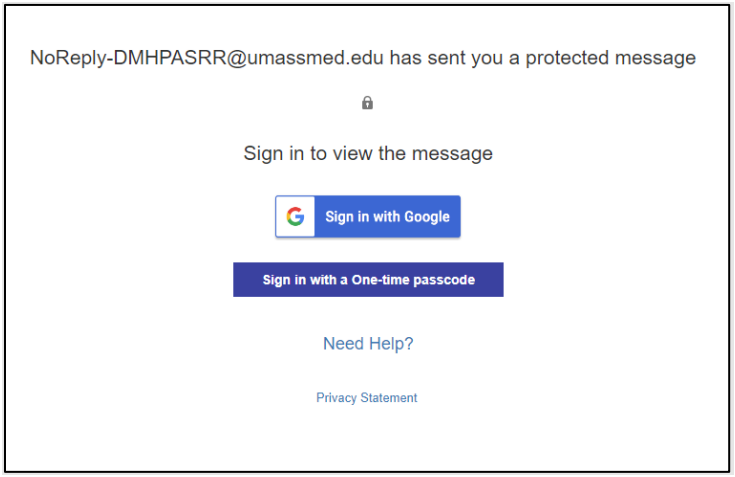
Step 5. The “Enter password” screen will appear. STOP on this screen. Do not enter anything here for now.



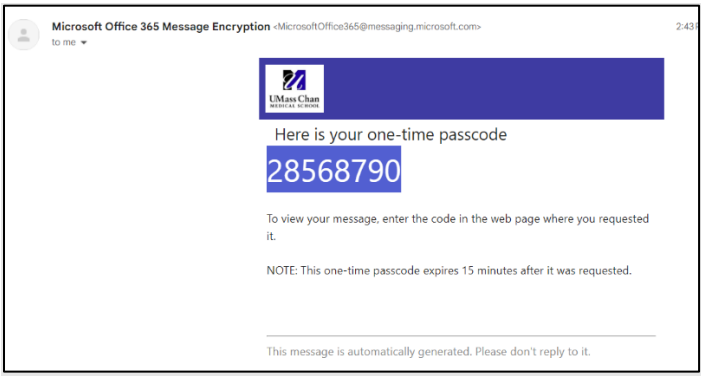
Step 6. Locate the email with the subject line “Secure- PASRR Portal Temporary Password”. Click on “Read the message”.



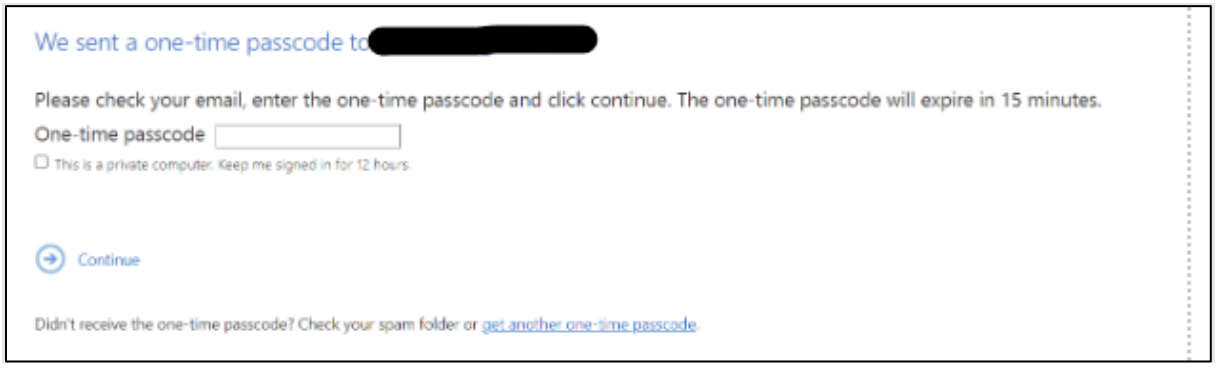
Step 7. A new window will open. Click on “Sign in with a One-time passcode” option.



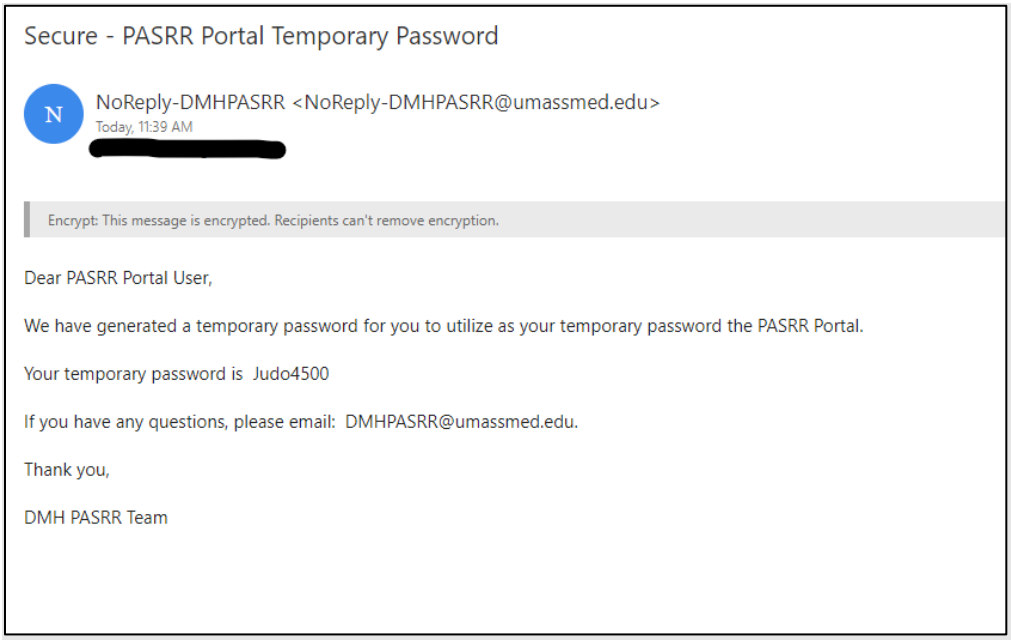
Step 8. You will receive an email with the subject line “Your one-time passcode to view the message”. This email contains a one-time passcode.



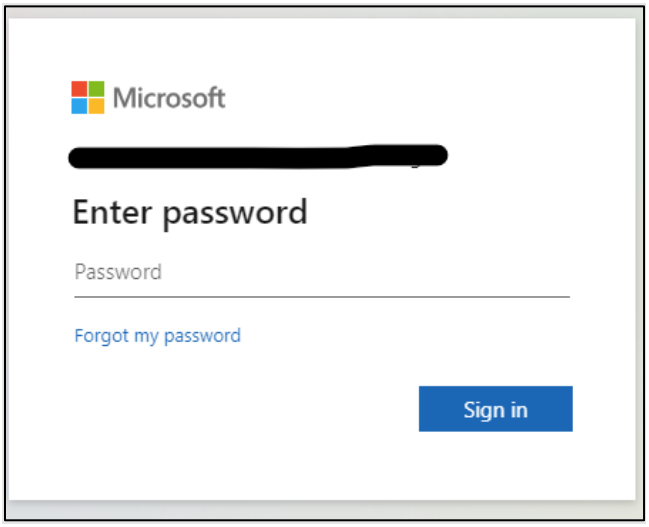
Step 9. Enter the one-time passcode from this email and click “Continue”.



Step 10. The temporary password will be displayed in your web browser.

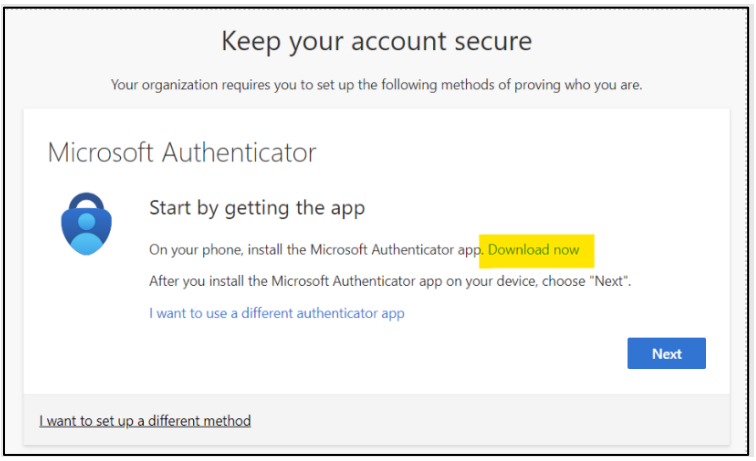


Step 11. Return to the “Enter password” screen. Enter your temporary password.

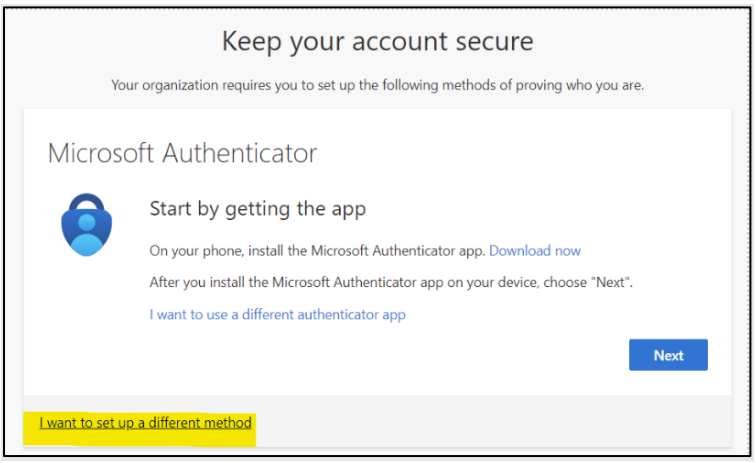


Step 12. You will be prompted to select how you would like to authenticate your account each time you log into the portal. You have two options:

Option 1: Download the Microsoft Authenticator application on phone by clicking “Download now” link.

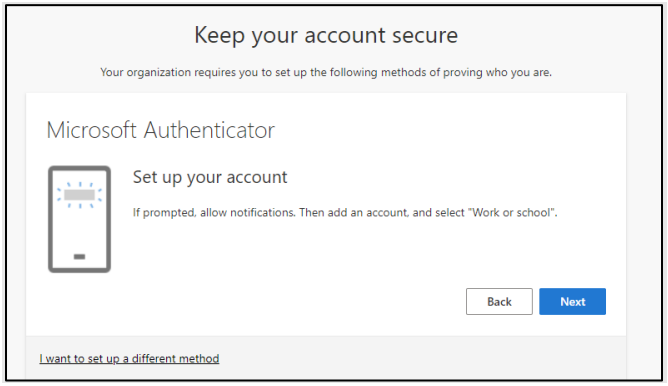


Option 2: Click on the “I want to set up a different method”. If you select this option, skip to Step 18 on page 7 of this uder guide.

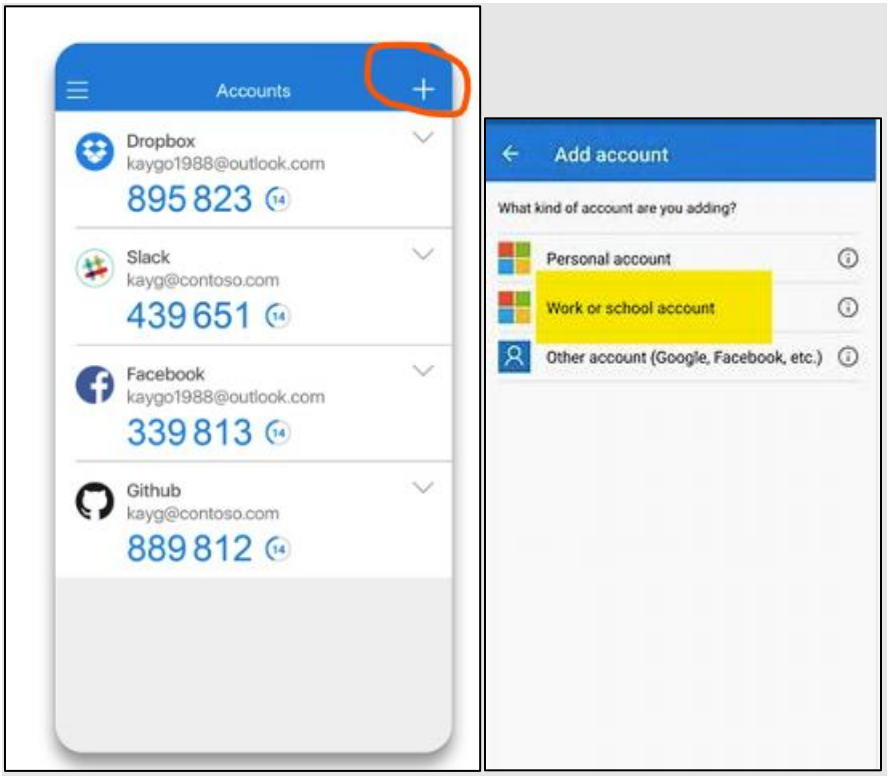


Step 13. **Only for Option 1.** Download the Microsoft Authenticator application on your phone.

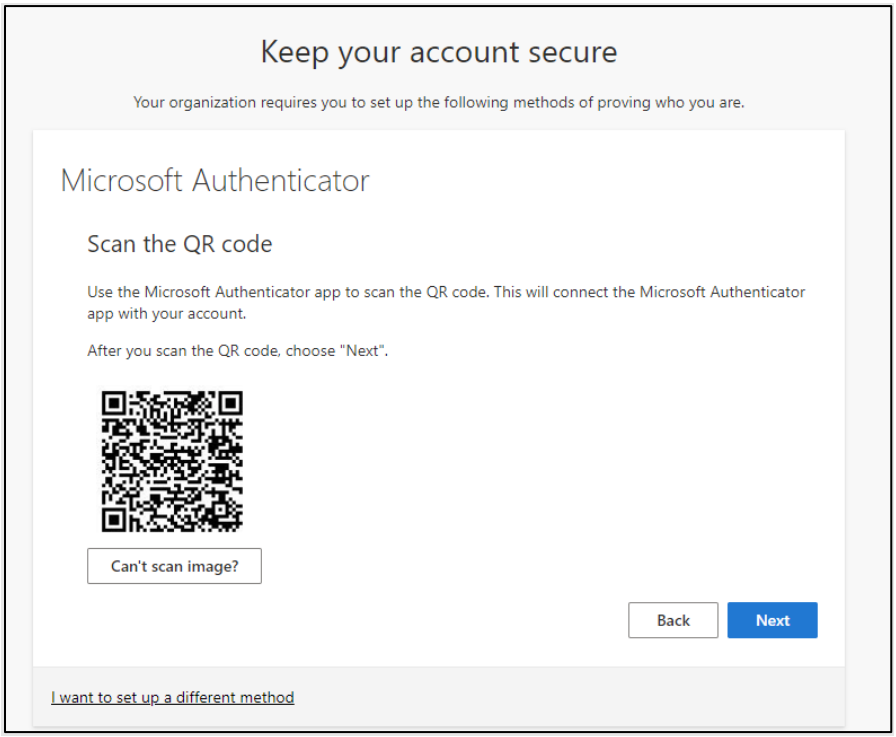
Step 14. **Only for Option 1**. Click “Next”.



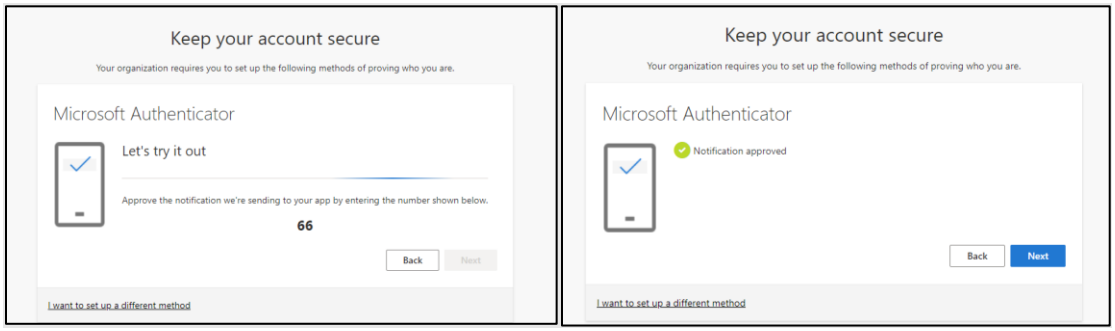
Step 15. **Only for Option 1.** Open the Microsoft Authenticator application on your phone and click on the “+” symbol. Select “Work or School account”.

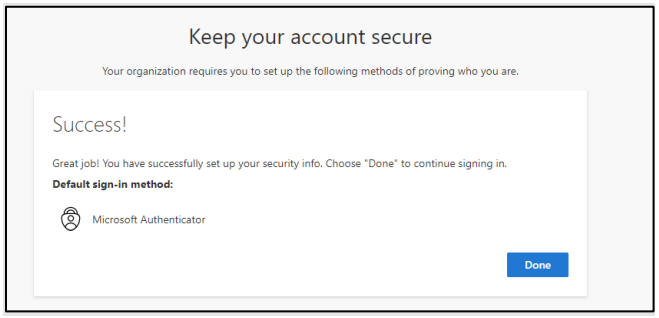


Step 16. **Only for Option 1.** Select Scan QR code on phone and scan the code from the browser. Click “Next”.

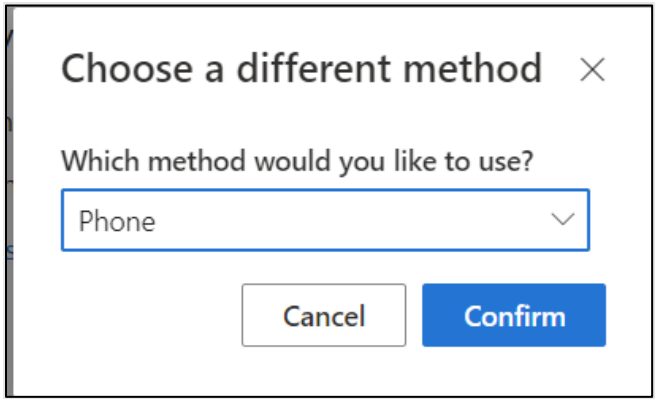


Step 17. **Only for Option 1.** Enter the 2-digit number on phone. Click “Next”, “Next”, and “Done”. Skip to Step 22 on page 10 of this user guide.





Step 18. **Only for Option 2.** If you selected Option 2 at Step 12, select “Phone” from the drop down menu. Click “Confirm”.

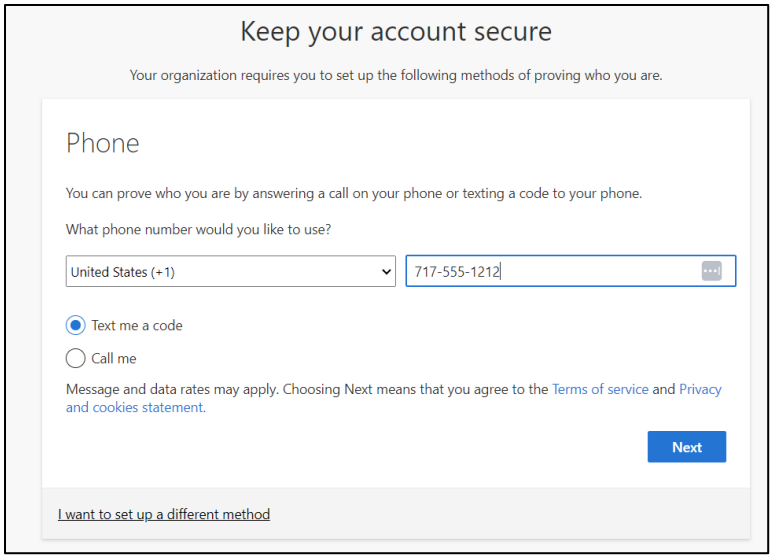


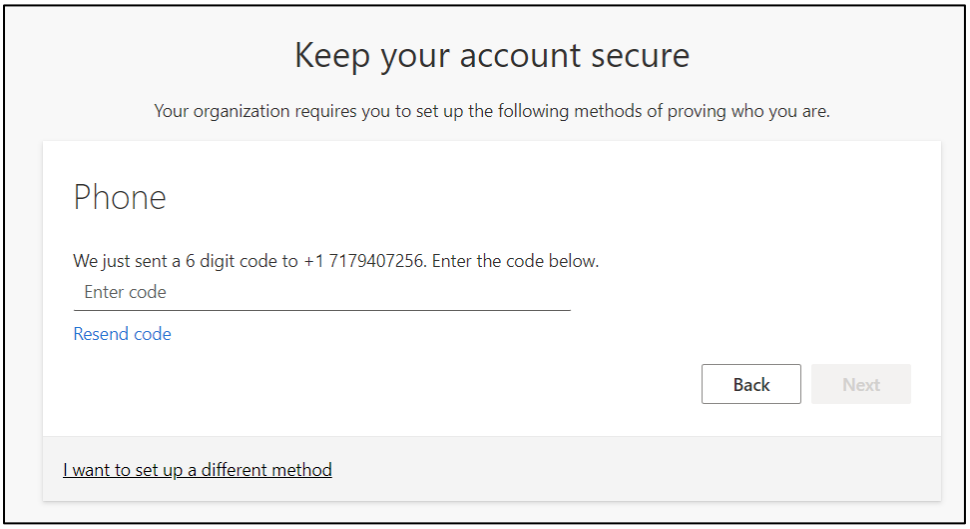
IMPORTANT: If selecting this option, you will need to have access to this phone number each time you login to the PASRR Portal.

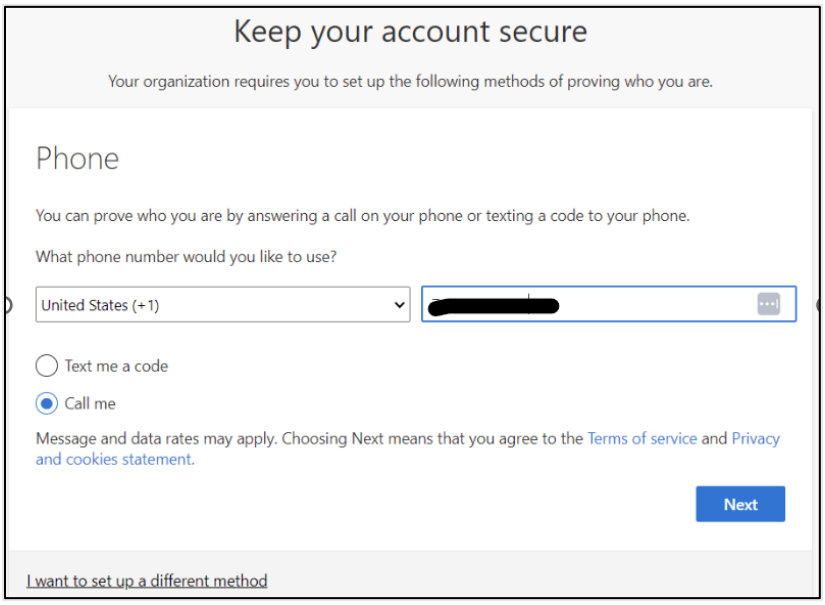
Step 19. **Only for Option 2.** Enter phone number and select how you would like to authenticate, through text message or through phone call, each time you access the PASRR Portal.

Select “Text me a code” if you would like to authenticate via text each time you access the PASRR Portal. Click “Next”.

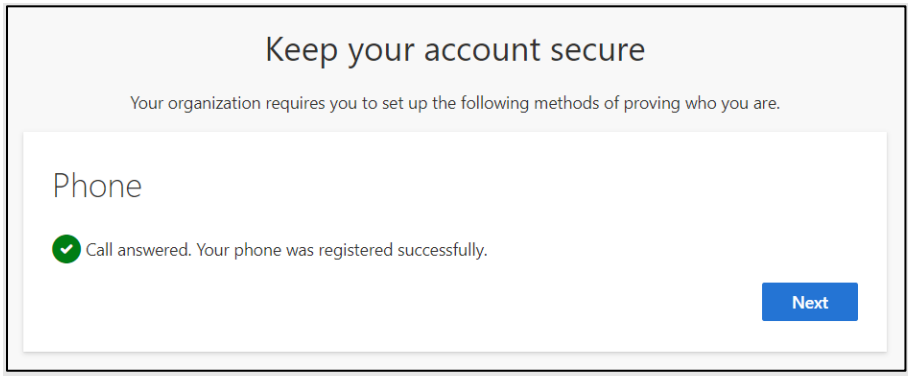
Select “Call me” if you would like to authenticate via phone call each time you access the PASRR Portal. Click “Next”.


Keep your account secure
Your organization requires you to set up the following methods of proving who you are.
Phone
You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?
United States (+1)
717-555-1212
Text me a code
Call me
Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.
Next
I want to set up a different method

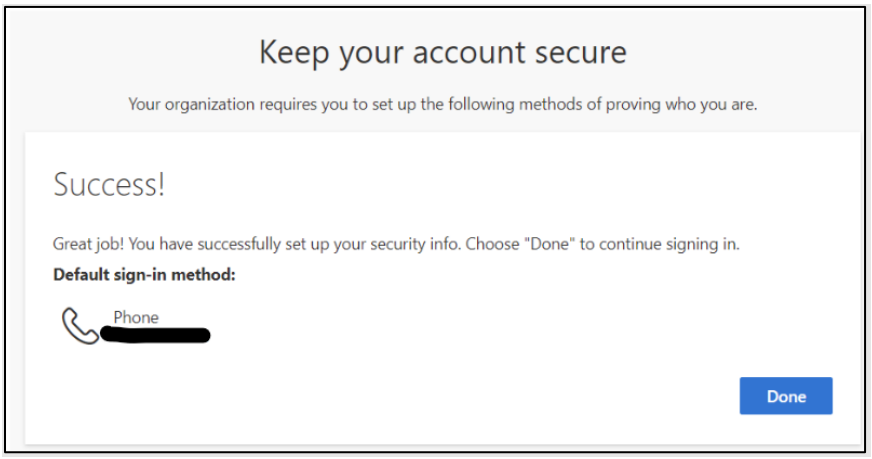

Keep your account secure
Your organization requires you to set up the following methods of proving who you are.
Phone
We just sent a 6 digit code to +1 7179407256. Enter the code below.
Enter code
Resend code
Back
Next
I want to set up a different method


Keep your account secure
Your organization requires you to set up the following methods of proving who you are.
Phone
You can prove who you are by answering a call on your phone or texting a code to your phone.
What phone number would you like to use?
United States (+1)
[redacted]
Text me a code
Call me
Message and data rates may apply. Choosing Next means that you agree to the Terms of service and Privacy and cookies statement.
Next
I want to set up a different method

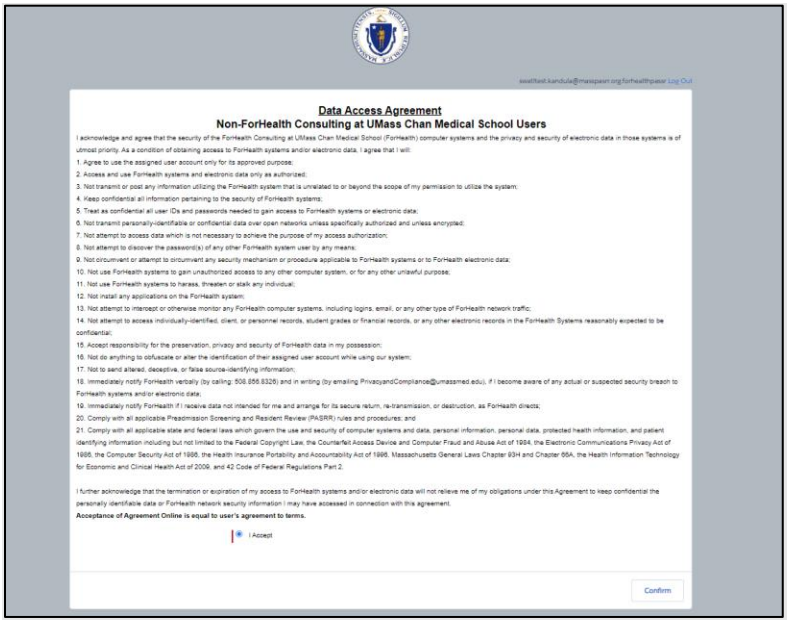
Step 20. **Only for Option 2.** Answer the phone call and press the "#" key. The screen below will be displayed. Click "Next".



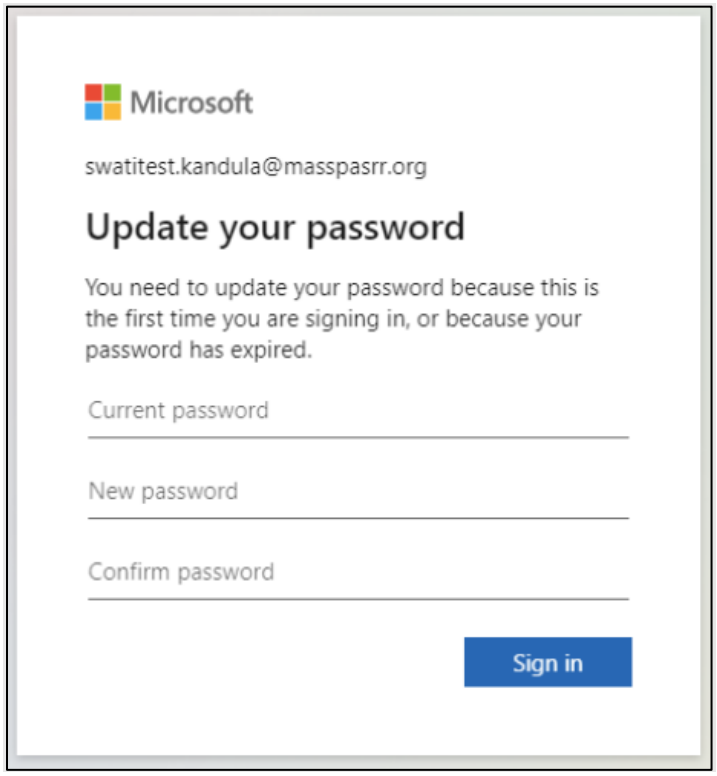
Step 21. **Only for Option 2.** Success message will be displayed. Click "Done".



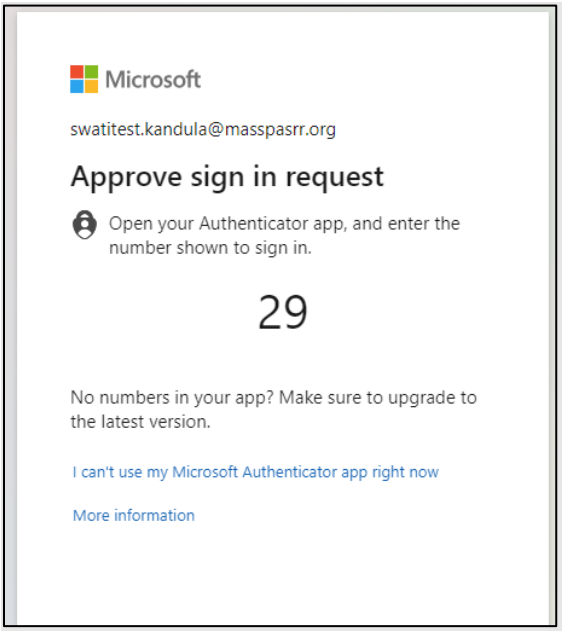
Step 22. **For both options.** The "Data Access Agreement" will be displayed. Review and click on "I Accept". Click "Confirm".



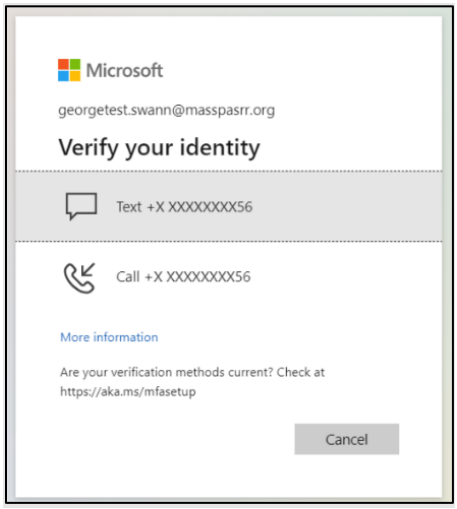
Step 23. For both options. Enter the temporary password from “Secure - PASRR Portal Temporary Password” email into “Current password” field. Then, enter your new password in both New and Confirm Password below. (New password must be 8 digits and must contain a lowercase character, uppercase character, number, and symbols.)



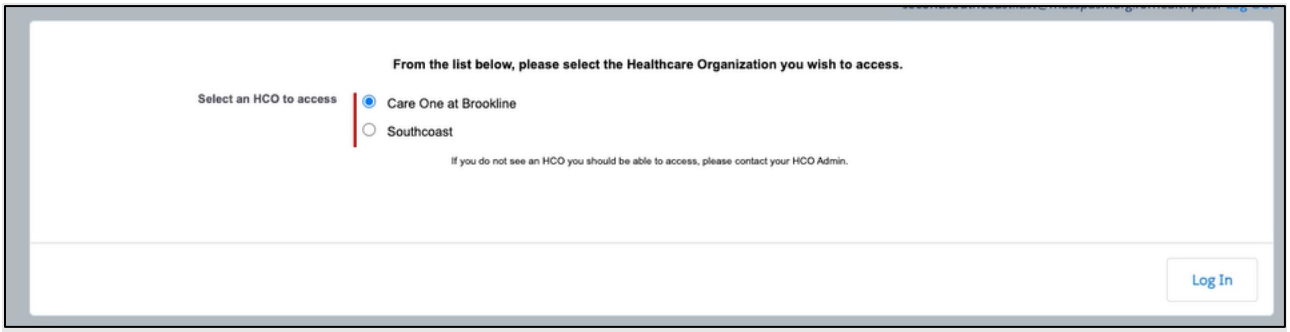
Step 24. Only for Option 1. If you chose to authenticate your account using the Microsoft Authenticator app, enter the 2-digit number from this screen onto the Microsoft Authenticator app on phone.



Step 25. **Only for Option 2.** Select the call or text option. Press "#" on the call received or enter the code received in text.



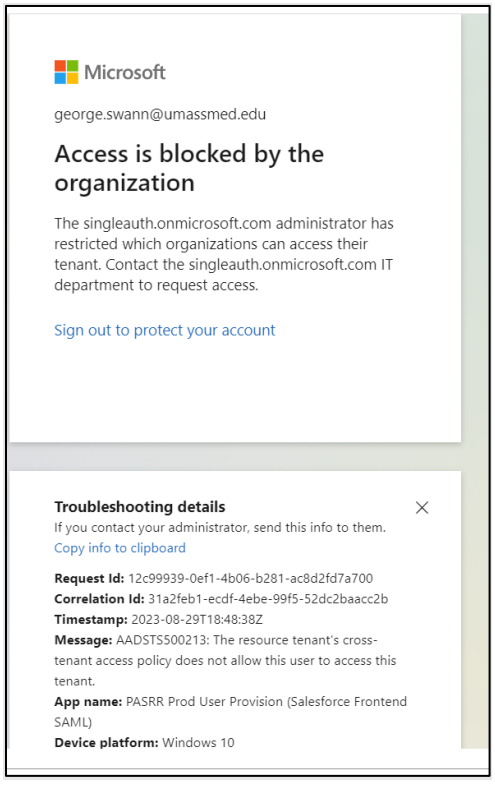
Step 26. **For both options.** Select your Health Care Organization to log in. You will not see this screen if you are registered for only one organization.



Step 24. Congratulations! You have successfully logged into the PASRR Portal.

Next time you access the portal, click on https://www.masspasrr.org. Sign in with PASRR username, password, and your opted multifactor authentication

Troubleshooting

If you see the error below, click on https://www.masspasrr.org, which will bring you to the password screen. Sign in with your PASRR username, password, and your opted multifactor authentication.

If you see the below error, sign out and select PASRR account (<firstname.lastname@masspasrr.org>), and sign in with your PASRR username, password, and your opted multifactor authentication.