



## Creating a PFK Power BI Account

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# Accessing Power BI

## Creating your account


Before you are able to use Power BI, you will first have to set up a username and password that PFK's system recognizes. This will let you log into Power BI at any point in the future.

1. You will receive an invitation email from Microsoft that looks like this:

 Please only act on this email if you trust the individual and organization represented below. In rare cases, individuals may receive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting this invitation, proceed with caution.


Sender: Baker, Hannah ([Hannah.Baker@nationwidechildrens.org](mailto:Hannah.Baker@nationwidechildrens.org))  
Organization: Nationwide Children's Hospital  
Domain: [nationwidechildrens.org](http://nationwidechildrens.org)

If you accept this invitation, you'll be sent to [https://myapps.microsoft.com/?tenantid=8f7d57a9-4988-4be2-b64f-97e297adcfee&login\\_hint=\[REDACTED\]](https://myapps.microsoft.com/?tenantid=8f7d57a9-4988-4be2-b64f-97e297adcfee&login_hint=[REDACTED])

[Accept invitation](#) 

***THIS INVITATION MAY HAVE BEEN SENT TO YOUR JUNK! PLEASE CHECK YOUR SPAM!***

2. Click **Accept Invitation**. This link will lead you here:



## Create account

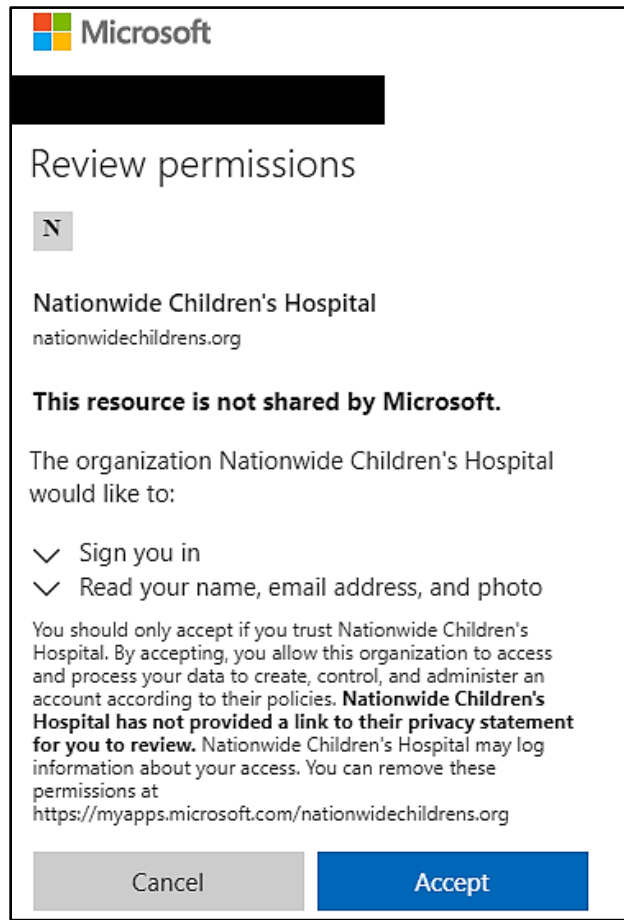
Looks like you don't have an account with us. We'll create one for you using

**Your email address**

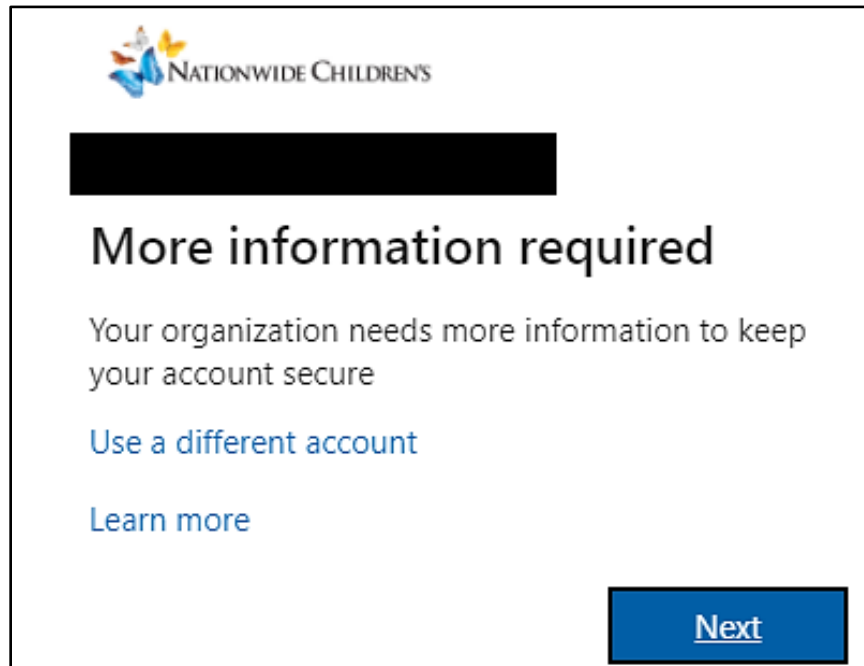
[Next](#)

3. Follow the steps to create a password
4. Verify your email

5. Once verification is complete, you will then be led to this page:



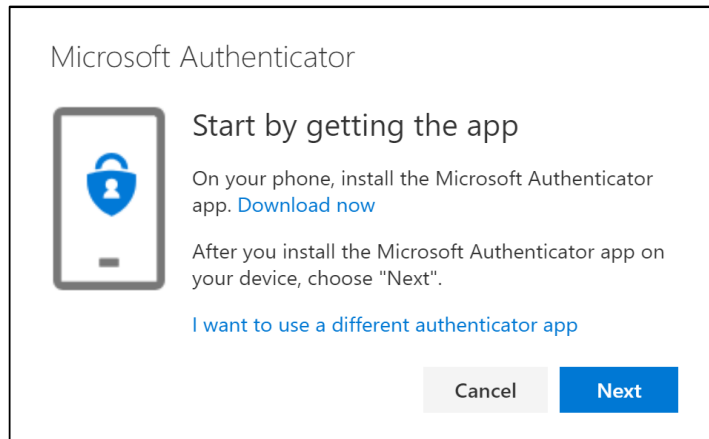
6. Click **accept**. You will then be asked to enter more information (birth date, etc.):



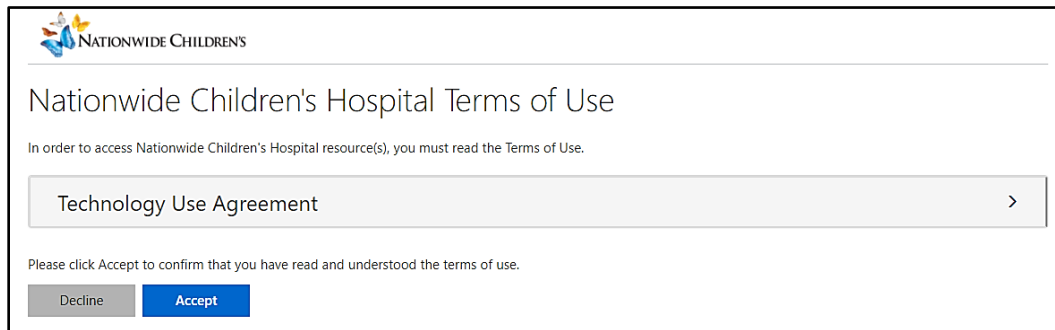
7. After clicking **next**, Microsoft will prompt you to set up an authentication method.

## Setting Up Microsoft Authenticator

Microsoft requires dual-factor authentication to log into any application. To complete this authentication, you must download the Microsoft Authenticator app to a smart phone. **We unfortunately have no way to override this requirement. If you have issues setting up the app, please contact the IS Service Desk at 614-355-3750.**

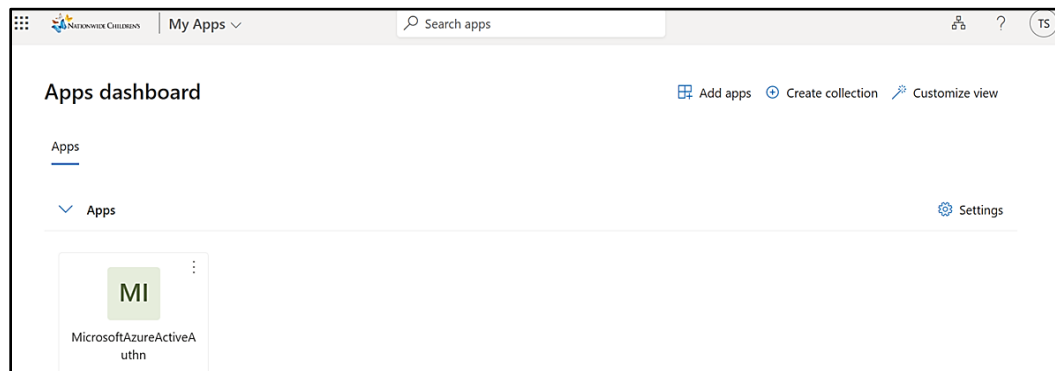


1. After either installing the app or entering the code, you will receive a “Success!” message. When you click **Done** you will be led to this screen:



\*You will need to open the Technology Use Agreement and read through it before clicking **Accept**.

2. Once complete, you will be led to the “My Apps” screen as shown below. This screen means you have successfully created a username and password for Power BI.



3. From this screen, please click this link:

[\*\*Provider Portal\*\*](#)

## Common Issues Users Face

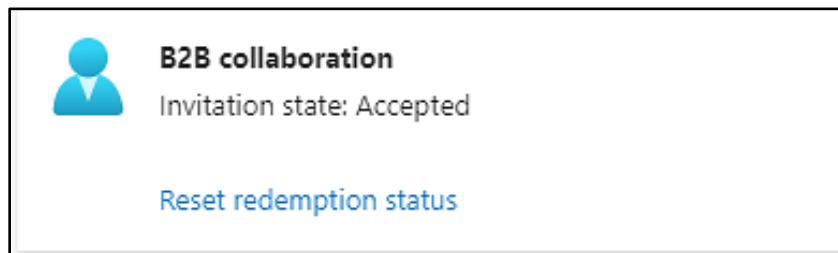
Once you create your account, you see a blank screen

The “My Apps” screen that indicates you have successfully created a Microsoft account may appear blank. To access the portal, continue to this link: [Provider Portal](#). We recommend bookmarking this link.

If you cannot sign in or forget your password:

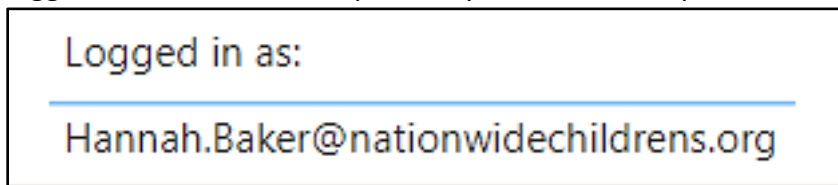
Once you’ve accepted your invite and can no longer login, you will need to call the NCH service desk at 614-355-3750 and reference KB011579. Unfortunately, PFK does not have the ability to reset a password or help with sign-in issues. We are only able to help resend unaccepted invite links, or with issues once you’ve already logged in successfully.

The service desk needs to either delete and re-add your account, or “reset redemption status”, found here on their screen:



You see the provider portal app, but all of the tables/visuals have no data:

If this happens, send [PFKPowerBI@nationwidechildrens.org](mailto:PFKPowerBI@nationwidechildrens.org) a screenshot of your homepage lower left-hand corner, where it says “Logged in as:” with a description of your issue. Example:



Your organization uses Microsoft, and you can’t create a new NCH Microsoft account:

If this happens, and you can’t access the first step above (“Create account”) you will:

1. Copy and paste your invitation link you’ve been sent in an incognito window in your internet browser. Info on how to open an incognito window: <https://support.google.com/chrome/answer/95464?hl=en&co=GENIE.Platform%3DDesktop>
2. Follow the steps above to create an NCH Microsoft account.
3. Once you’ve created your account, you should be able to login to the application on your normal browser. You may be prompted to select which account to log into. When you access the app, click your NCH account.

**If you have any additional questions, please email: [PFKPowerBI@nationwidechildrens.org](mailto:PFKPowerBI@nationwidechildrens.org)**