

Mōhio Trouble Shooting Guide: Unable to login to Mohio reports and/or Mohio Express Dashboard



This is the recommended method to log back into your Practice's Mōhio Reports and/or Mōhio Express Dashboard

Possible Reasons

1. **Incorrect username or password**
You may be using an incorrect username or password, or both
2. **Account is locked**
Your account may have been locked/timed out, as a result of 3 incorrect attempts (which is a security measure)
3. **Incorrect server URL on MohioExpress**
The server URL saved in MohioExpress Settings may be incorrect.

The Fix

Check if your username and password combination is correct

1. Click on the link <https://akpho.mohio.co.nz>
2. Enter your username and password, and click on **Login**

If you are not able to login – it could be one of two issues

1. Username or password is incorrect: double check that your login details are correct and try again, or contact Wayde/Priscilla to reset your password
or
2. The account is locked: (see below)

Account is locked

An account becomes locked if an incorrect combination of username and password is entered 3 times consecutively. The following steps should unlock an account in this scenario

- Click on the link <https://akpho.mohio.co.nz>
- On the login page, enter the Practice Manager's username and password
- Click on Login
- Click on Unlock Clinic (image below)
- Login to MohioExpress.



You will notice that the button will disappear after it has been clicked. This is because the button will only appear when the Mohio staff account is locked/ timed out

If you can login

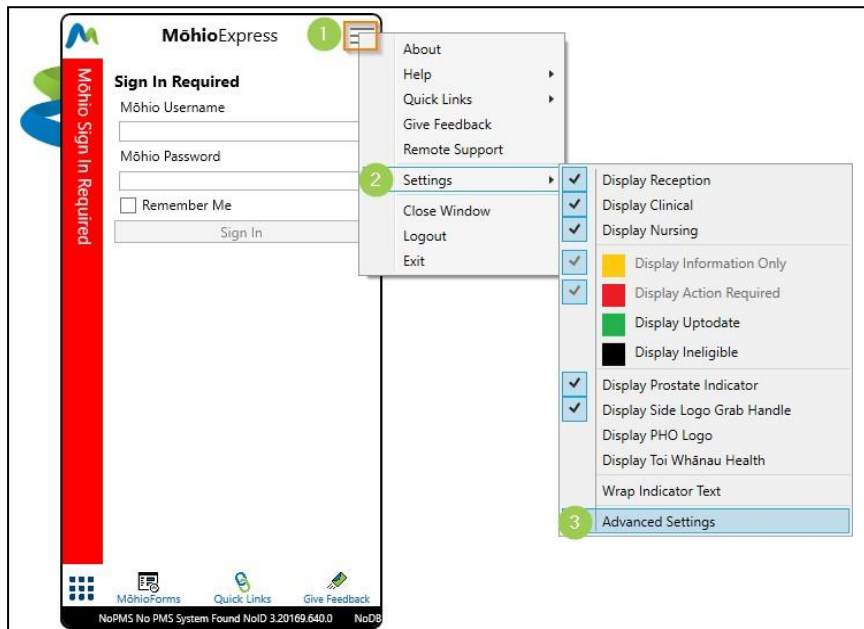
1. Username/password is correct, and if the issue persists with accessing MohioExpress configuration settings (see next page)



Check MohioExpress Configuration Settings

If you can login into <https://akpho.mohio.co.nz> but not into the MohioExpress dashboard, then follow the instructions below to check over the configuration settings to ensure that everything is correct.

1. Click on top right corner of MohioExpress
2. Go to **Settings Advanced Settings** (see image below)



3. Depending on the version of MohioExpress installed at your practice (V2 or V3), you will see one of the two screen shots shown below. Ensure that the values are correct for the fields displayed below in each of the screen shots.

MohioExpress v2

Settings	
Advanced Settings	
Auto Startup	<input checked="" type="checkbox"/>
MohioServer	akpho.mohio.co.nz
MohioServer Secure (HTTPS)	<input checked="" type="checkbox"/>
Use Web Sockets (WSS)	<input checked="" type="checkbox"/>
Web Sockets RocketM Server	
Web Sockets RocketM Port	
Use MohioForms within MohioExpress	<input checked="" type="checkbox"/>
Mohio Reports URL	https://akphoreports.mohio.co.nz/Files.aspx
MeUpdateAuto File Path	/JsonEndpoints/JsonEndPoint/MohioExpres:
PortalServer	portal.mohio.co.nz
PortalServer Secure (HTTPS)	<input checked="" type="checkbox"/>
Information	
Upgrade Required	<input type="checkbox"/>

MohioServer	akpho.mohio.co.nz
Mohio Reports URL	https://akphoreports.mohio.co.nz/Files.aspx



MohioExpress v3

Mohio Server URL	https://akpho.mohio.co.nz/
Mohio Reports URL	https://akphoreports.mohio.co.nz/Files.aspx
Toi Server URL	https://portal.mohio.co.nz/
Connect to RocketM WSS	<input checked="" type="checkbox"/>
RocketM WSS	MedTech32-VM 64470
Medtech32	
Use MohioForms within MohioExpress	<input checked="" type="checkbox"/>
Medtech Evolution	
Is Screening Entry Open In Tab	<input checked="" type="checkbox"/>

MohioServer	akpho.mohio.co.nz
Mohio Reports URL	https://akphoreports.mohio.co.nz/Files.aspx

If none of the above solutions work, contact Wayde for further assistance.

Wayde Hemp | Practice Management System Support Facilitator |

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