

How to use biometrics on Kenya EMR portal

User Guide -

Health ID Installation Guide

Welcome to the comprehensive guide for installing and using the Social Health Authority (SHA) Health ID system. This software enables biometric verification of patients at health facilities, making the authentication process more legitimate, quicker, and accommodating for all patients.



Why Biometrics?

1

Legitimate Authentication

Biometric verification ensures that patient identity is accurately verified.

2

Patient Accommodation

Accommodates patients who visit without phone numbers, ensuring all patients can access healthcare services regardless of their communication capabilities.

3

Quicker Verification

Streamlines the verification process, reducing wait times and improving the overall patient experience at healthcare facilities.

4

SHA Requirement

Biometric verification is a mandatory requirement by the Social Health Authority for all service providers in the network.



SYSTEM REQUIREMENT

Hardware Requirements

CPU

1 GHz minimum 64-bit processor (1 GHz or faster recommended)

Memory

2GB RAM (4GB or higher recommended)

Interface

USB 2.0 (Hi-Speed)

Operating System

Windows 10 64-bit All Builds

Windows 11 64-bit All Builds



Network Connectivity Setup



USB Connection

Before installing Health ID, connect the biometric reader to your computer using a USB cable. Ensure the connection is secure.

Network Connection

Ensure your PC is connected to the internet with at least **2Mbps** speed for optimal performance. If you are using your phone internet, make sure to have at least **300mbs** Because Health ID is **75mbs**

Login Credentials

Have your SHA Provider Portal login credentials ready for the installation process.

Supported Biometric Readers



- Suprema Biomini



- Secugen Biometric Readers (SLADE ID)

HOW TO DOWNLOAD HEALTH ID

Downloading the Health ID Installer



Log in to SHA Portal

Visit <https://portal.sha.go.ke/login/> and enter your SHA Portal Email and password.



Navigate to Help

Click on the "Help" icon located in The middle of the top bar on the screen.



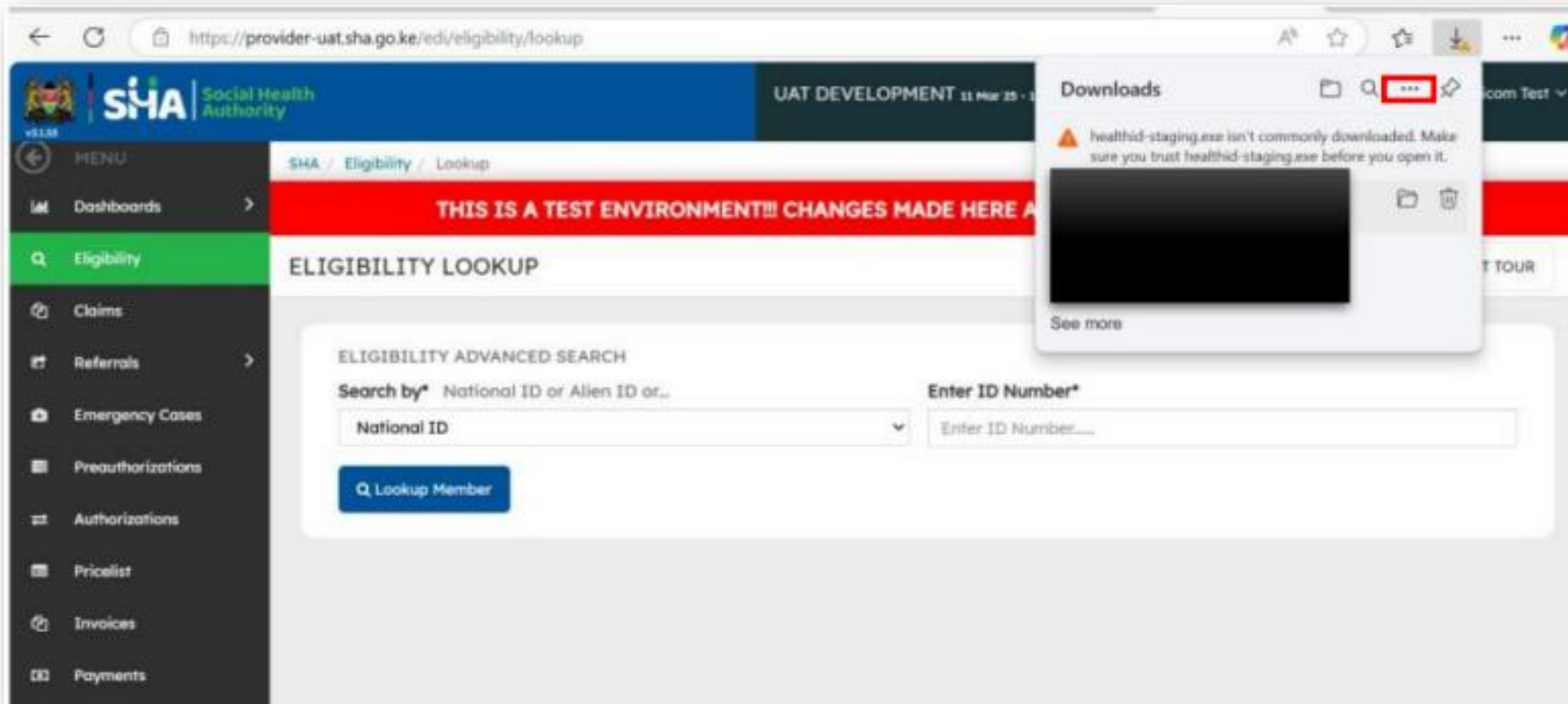
Download Installer

Select "Download Biometrics Service Installer" from the dropdown menu.

The screenshot shows the SHA Portal interface. The top bar is blue with the SHA logo and the text 'Social Health Authority'. The date and time '25 Feb 25 - 9:11 AM' are displayed. The 'Help' icon is in the top right corner. A dropdown menu is open, showing options: 'Send email to (customerservice@sha.go.ke)', 'Call the number (0800720601)', 'Download AnyDesk', 'Download claim form', 'Download Biometrics Service Installer', 'View training manual', and 'View SHA FAQs'. The 'Download Biometrics Service Installer' option is highlighted. The main content area is titled 'ELIGIBILITY LOOKUP' and contains an 'ELIGIBILITY ADVANCED SEARCH' section with a search bar and a 'Lookup Member' button.

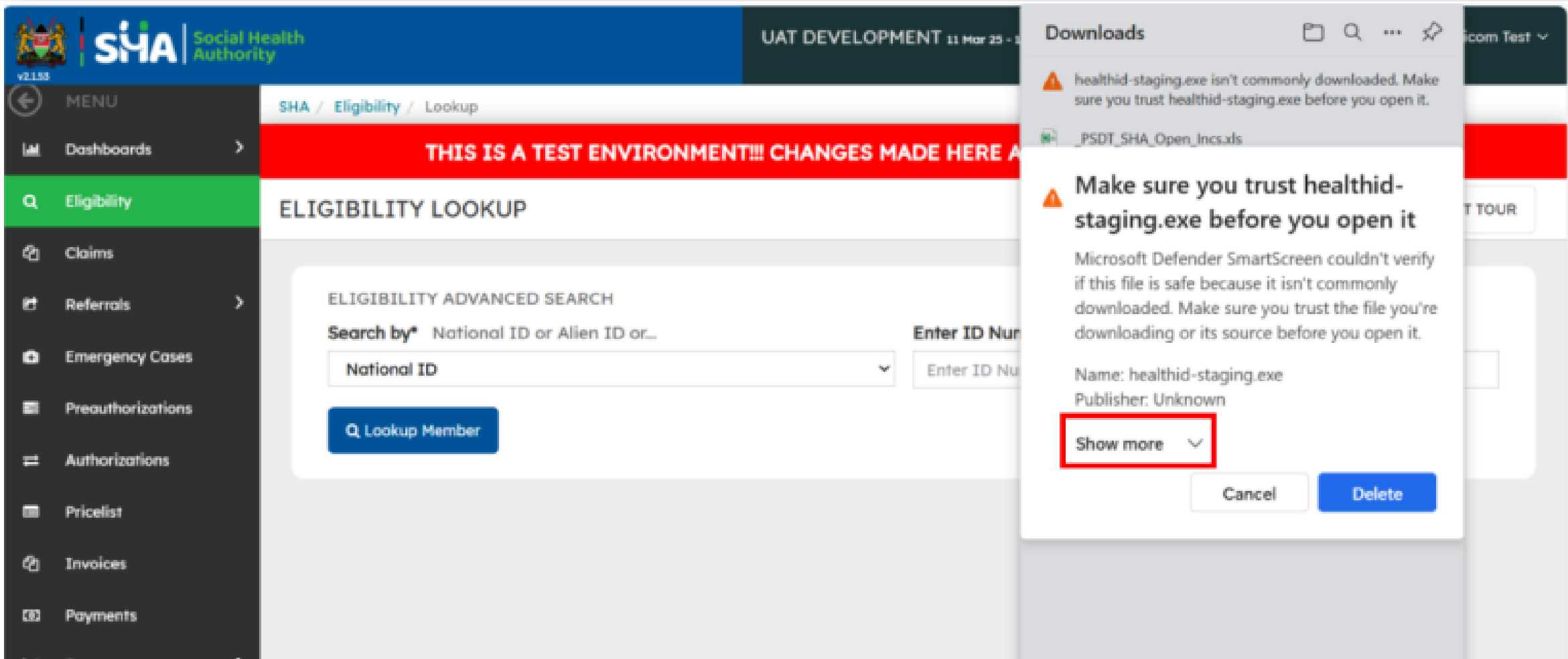
Downloading Health ID

- ❗ The Health ID installer may be flagged by Windows security. This is normal as it's a specialized application. You can safely proceed with the installation after confirming you trust the source.



When prompted by security warnings, click the three dots at the top right corner.

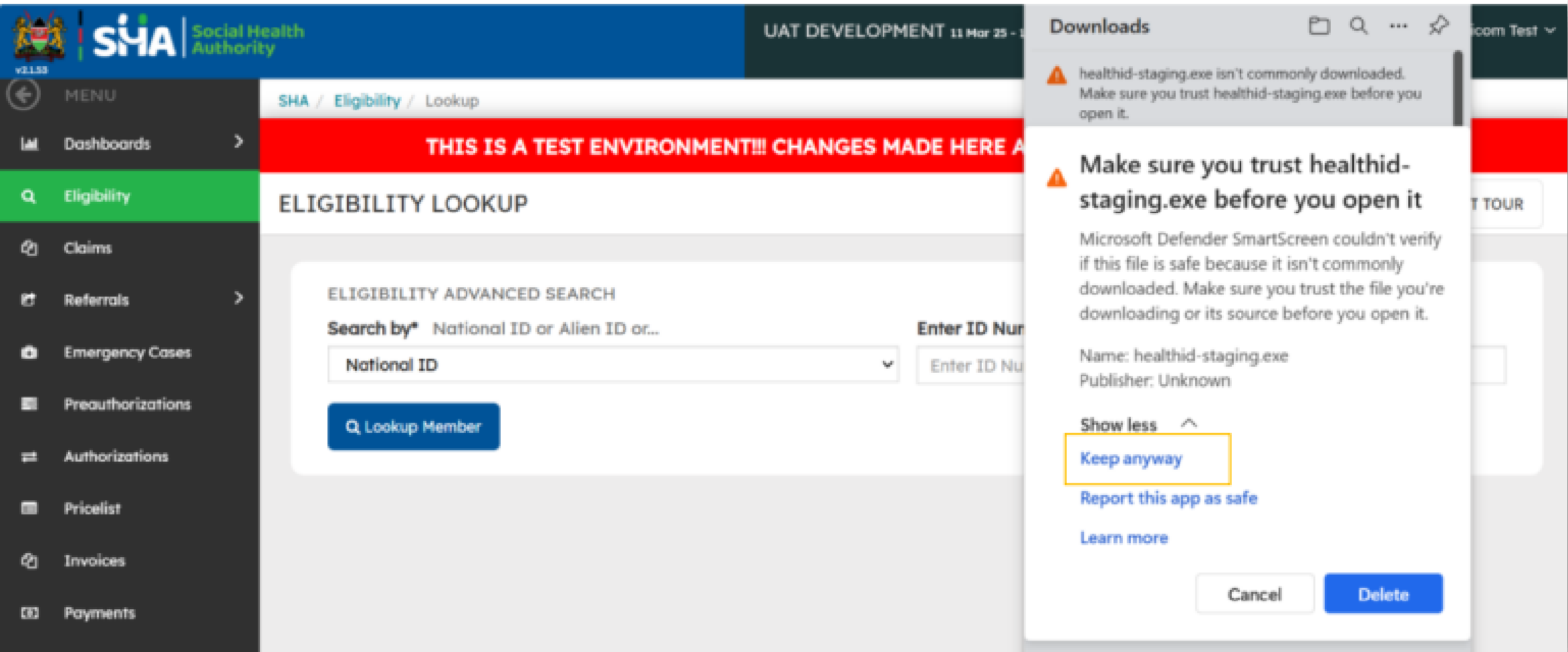
Downloading Health ID



Select Show More

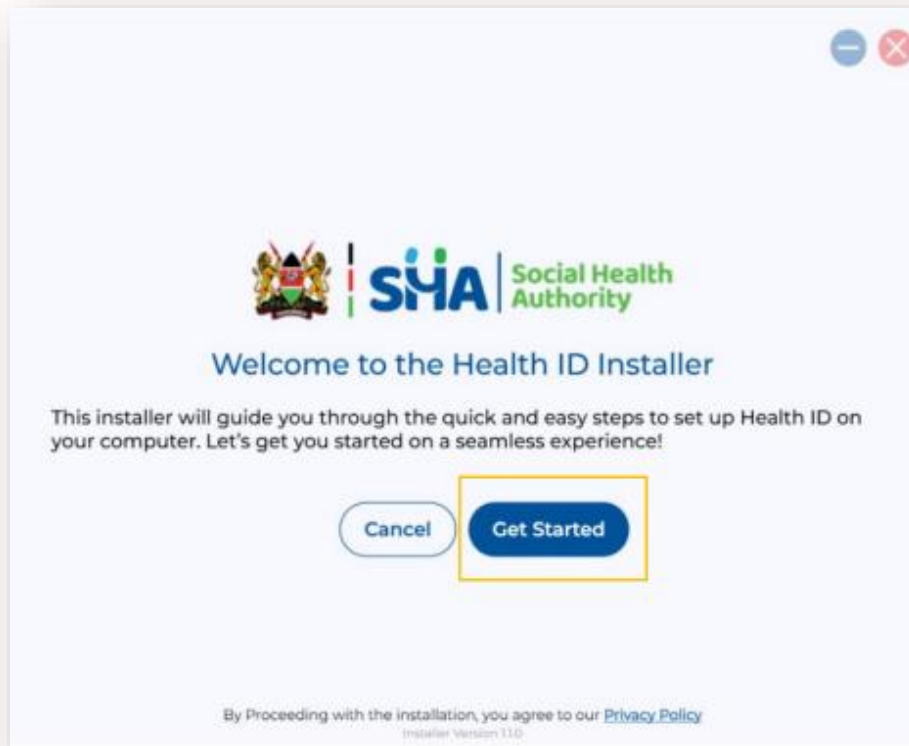
Downloading Health ID

Select Keep Anyway. Once downloaded, open the Health ID file from your downloads folder

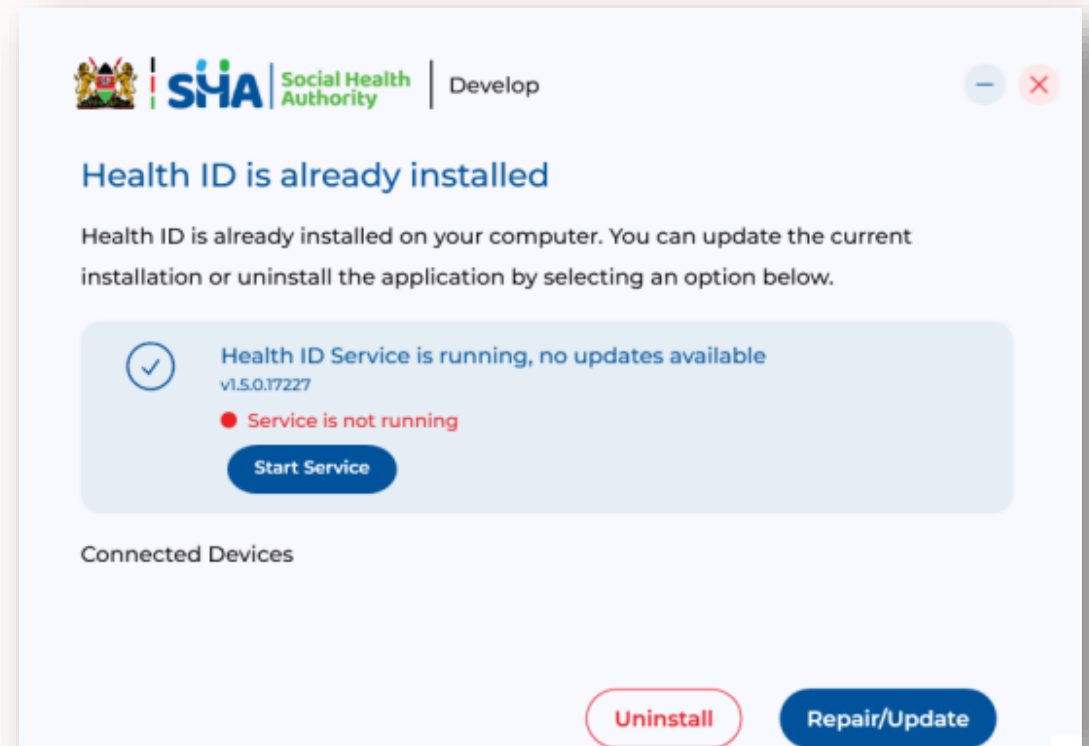


HOW TO INSTALL HEALTH ID

Installing Health ID



Click "**Get Started**" to begin the installation process

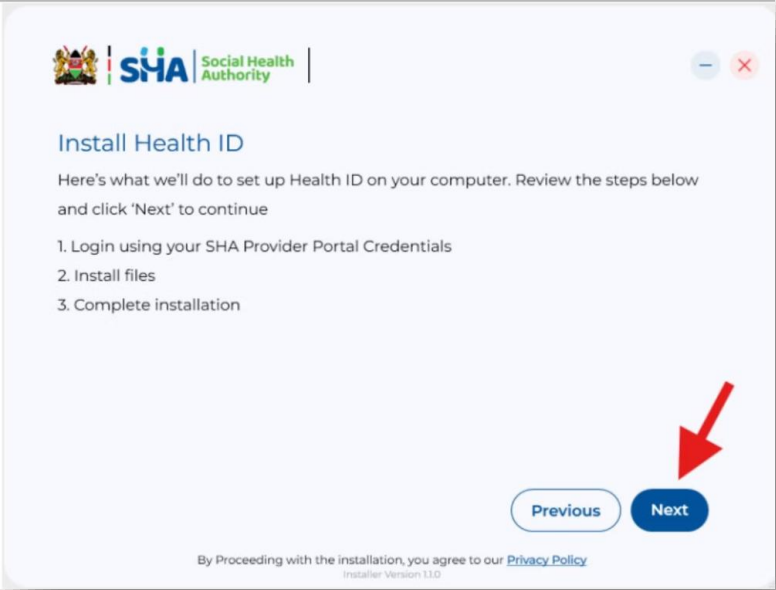


For facilities with previous installations, click "**Uninstall**" to remove the old version

Installing Health ID

Use your SHA Provider Portal credentials to log in. **Enter Login Details**

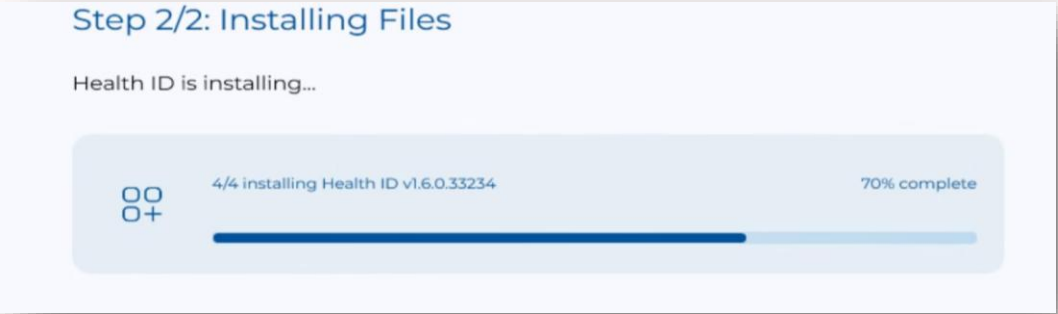
These credentials can be used on multiple computers.



Download Components

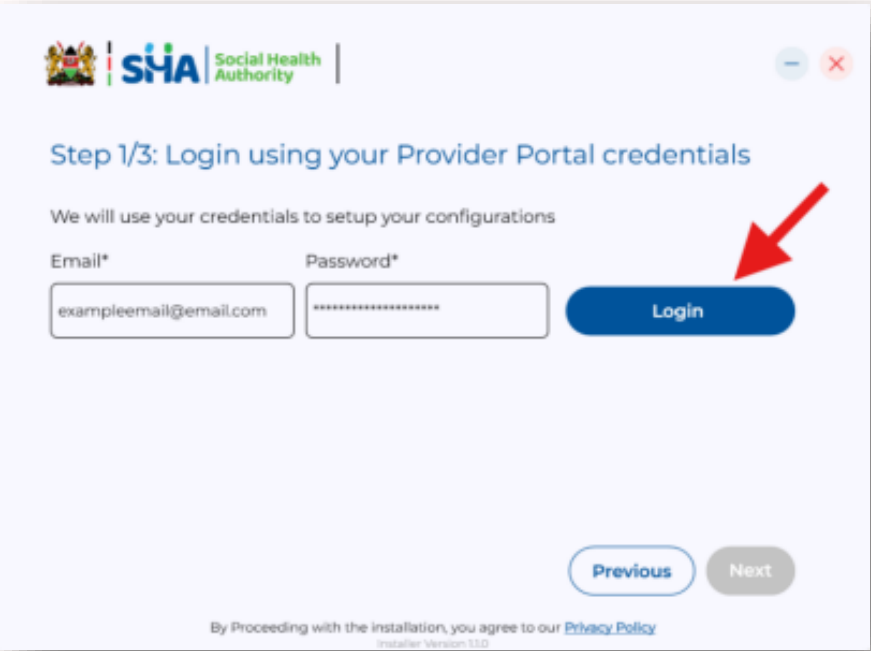
The system will download 4 files, showing progress as "4/4".

Ensure you have a stable internet connection of at least 2Mbps.



Facility Verification

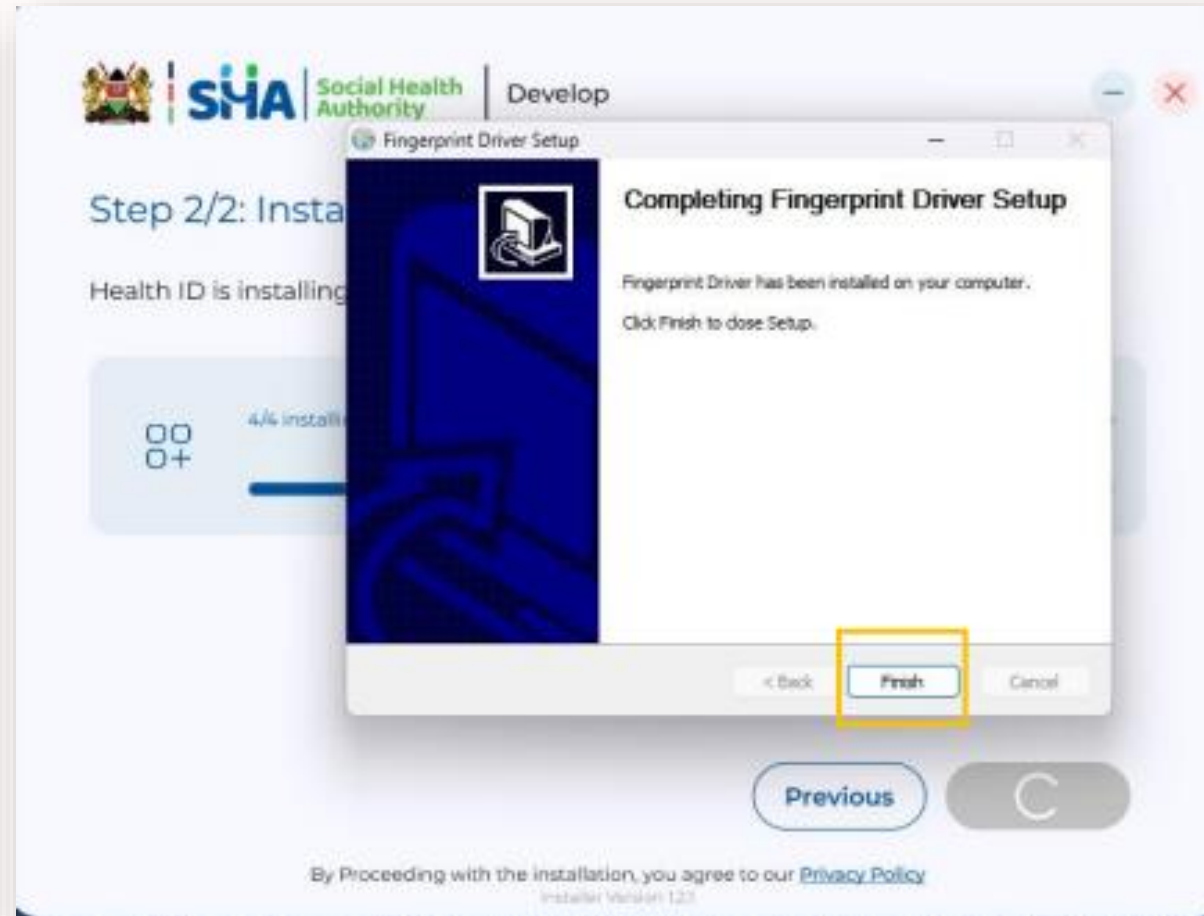
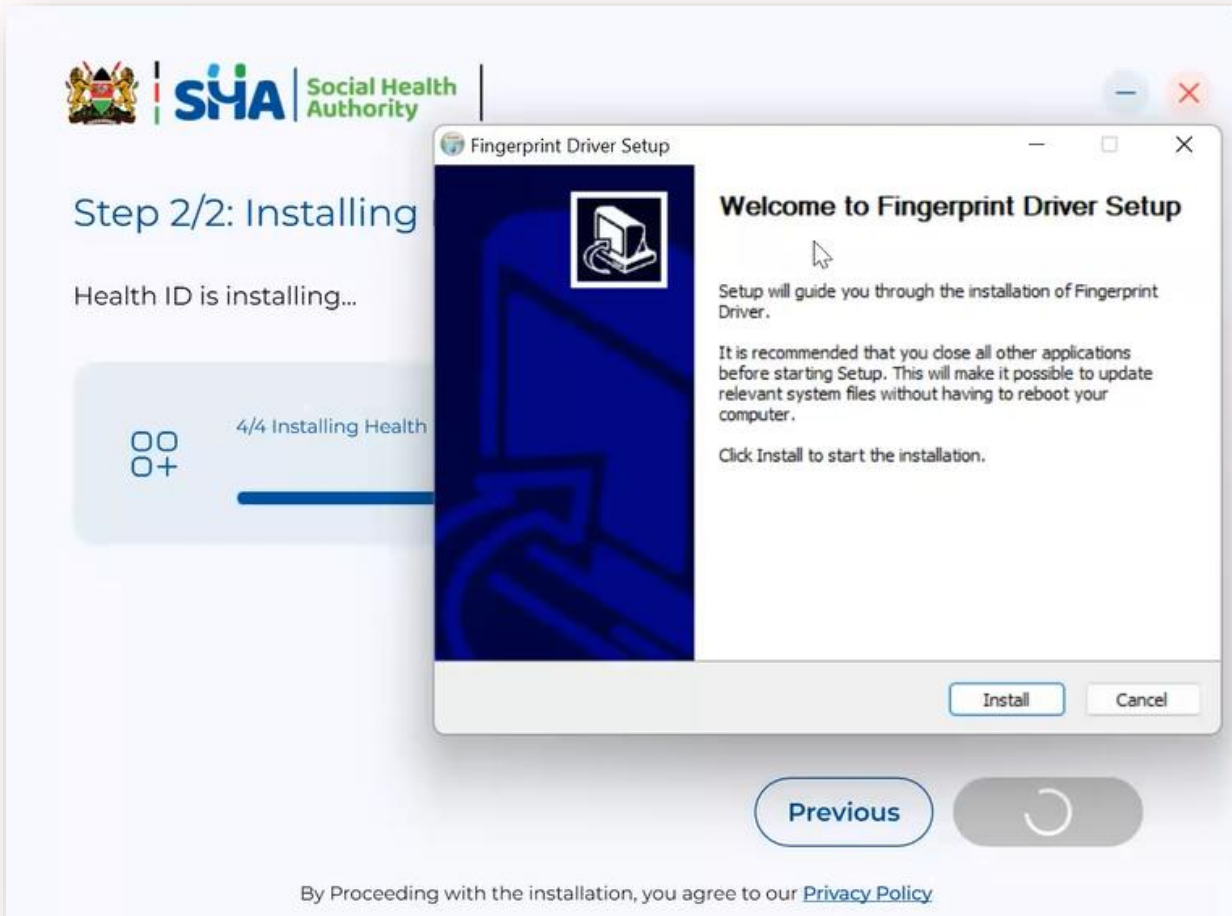
After successful login, you will see your facility name displayed, confirming your identity.



Installing Health ID

Device Detection

At approximately 90% completion, a pop-up will appear to install scanner device drivers. Click "Install" to proceed.



LOG IN

Log into the **Kenya EMR** portal using your username and password



Username

Admin

Password

Admin123

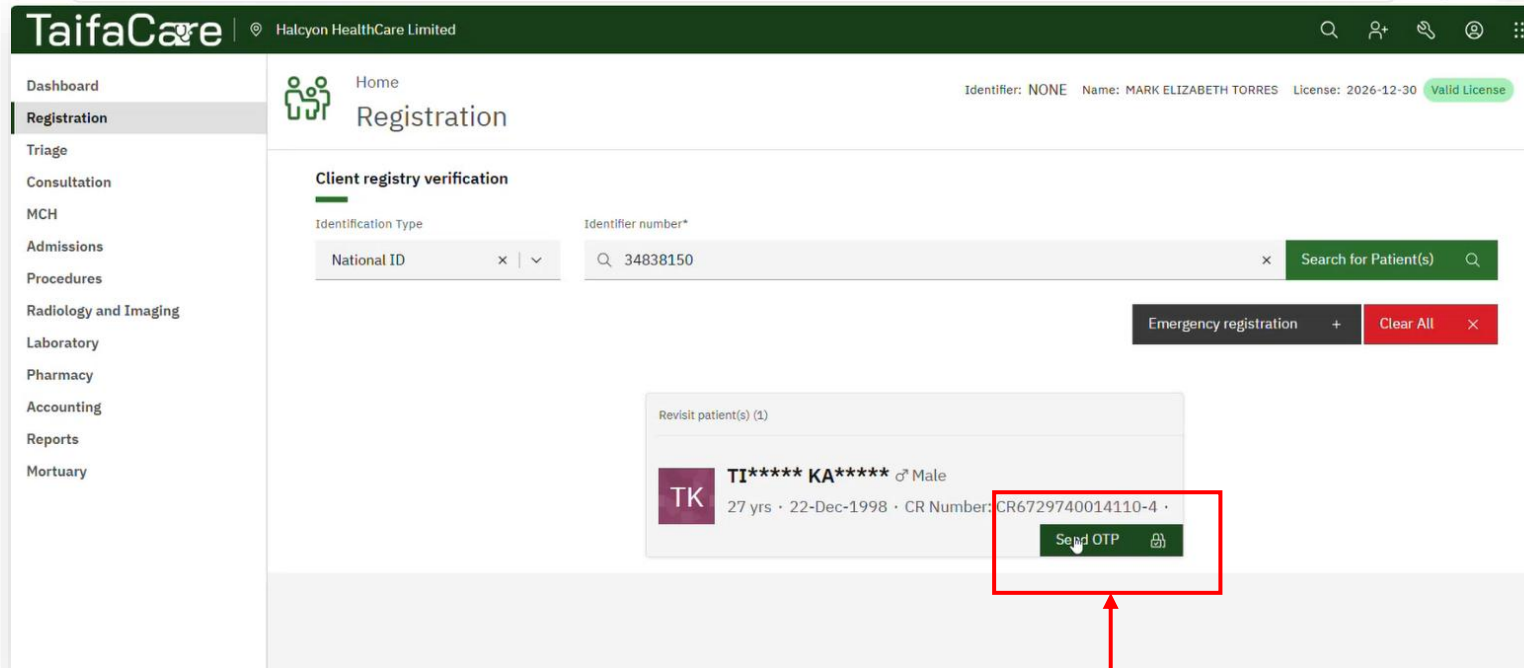


Sign in



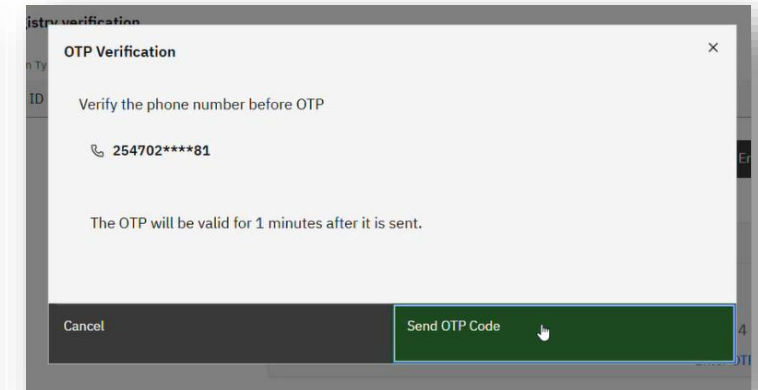
Look up a member on registration page

Enter the patient's ID number and click Search. Once the patient's details are displayed, click **Send OTP** to send a One-Time Password (OTP) to the patient's registered mobile number. Obtain the OTP from the patient and enter it to verify their consent before proceeding.

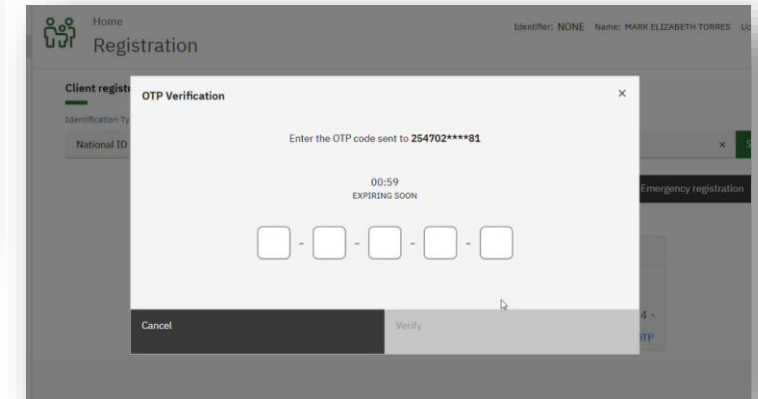


The screenshot shows the TaifaCare web application interface. The top navigation bar includes the TaifaCare logo and the text 'Halcyon HealthCare Limited'. A sidebar on the left lists various modules: Dashboard, Registration (selected), Triage, Consultation, MCH, Admissions, Procedures, Radiology and Imaging, Laboratory, Pharmacy, Accounting, Reports, and Mortuary. The main content area is titled 'Registration' and displays 'Client registry verification' details for a patient. The patient's information includes: Identifier: NONE, Name: MARK ELIZABETH TORRES, License: 2026-12-30, and a 'Valid License' status. The search criteria show 'National ID' as the identification type and '34838150' as the identifier number. A 'Search for Patient(s)' button is present. Below the search results, a patient card is displayed with the following details: 'TK TI***** KA***** ♂ Male', '27 yrs · 22-Dec-1998 · CR Number: CR6729740014110-4'. A red box highlights the 'Send OTP' button on the patient card, with a red arrow pointing to it from the text 'OTP BUTTON' below the screenshot.

OTP BUTTON



This screenshot shows a modal dialog titled 'OTP Verification'. It prompts the user to 'Verify the phone number before OTP' and displays the phone number '254702****81'. A message states 'The OTP will be valid for 1 minutes after it is sent.' At the bottom, there are two buttons: 'Cancel' and 'Send OTP Code', with the latter being highlighted by a mouse cursor.



This screenshot shows the same 'OTP Verification' modal dialog, but now it prompts the user to 'Enter the OTP code sent to 254702****81'. It includes a timer showing '00:59 EXPIRING SOON' and five input boxes for the OTP digits. At the bottom, there are 'Cancel' and 'Verify' buttons, with the 'Verify' button being highlighted by a mouse cursor.

Check in member

Once the OTP has ben verified, proceed to check in a member

TaifaCare

Halcyon HealthCare Limited

Dashboard

Registration

Triage

Consultation

MCH

Admissions

Procedures

Radiology and Imaging

Laboratory

Pharmacy

Accounting

Reports

Mortuary

Home

Registration

Identifier: NONE Name: MARK ELIZABETH TORRES License: 2026-12-30 Valid License

Client registry verification

Identification Type

National ID

Identifier number*

34838150

Search for Patient(s)

Emergency registration

Clear All

Revisit patient(s) (1)

TK

TI***** KA***** ♂ Male

27 yrs · 22-Dec-1998 · CR Number: R6729740014110-4 ·

Check In

Low dependents

CHECK IN BUTTON

Check in member

Under Visit Type, select **Outpatient**. Under Patient Category, select **Triage**. For Mode of Payment, select **No**.

The screenshot displays the Halcyon HealthCare Limited web application interface. The top navigation bar includes a search icon, user profile, and settings. The left sidebar lists various modules: Dashboard, Registration, Triage, Consultation, MCH, Admissions, Procedures, Radiology and Imaging, Laboratory, Pharmacy, Accounting, Reports, and Mortuary. The main content area is titled 'Registration' and shows client registry verification details for 'MARK ELIZABETH TORRES' with a valid license. A search bar for patient identification is present, along with buttons for 'Emergency registration' and 'Clear All'. A patient card for 'TK TI***** KA***** ♂ Male' is displayed, showing age (27 yrs), date of birth (22-Dec-1998), and CR Number (CR6729740014110-4). A 'Check In' button is visible on the patient card. A modal window titled 'Start a visit' is open on the right, showing options for 'New', 'Ongoing', and 'In the past' visits. It also displays 'Upcoming appointments' (none found), 'Visit Location' (Halcyon HealthCare Limited), 'Visit Type' (Outpatient, Inpatient, Casualty/Emergency), 'Patient Category' (Triage, Walk-in), and 'Select a triage room' (Triage Room 2 - OPD). A 'Start visit' button is at the bottom of the modal. A green notification box at the bottom right states 'Visit started Outpatient started successfully'.

Start Visit Process

Manage Visit

- **Manage Active visits**

When a visit is started successfully, the client will be automatically queued in the Active visits Queue.

Located under;

Accounting Module-Active Visits Tab, Select Date Range accordingly.

- **Locate** the client and **click** the 3 dots on the far right against the client's name to Manage the visit.

Active visit

Patient Bill

Bills Today

Claims

Pre-Authorization

Date range

Today

Active visits

Patients with an ongoing visit within the selected date range.

Search visits

Patient name	Visit type	Location	Start date	
Unit Test One	Outpatient	Halcyon HealthCare Li...	Today, 15:07	
M M	Outpatient	Halcyon HealthCare Li...	Today, 15:02	

Items per page: 10

1-2 of 2 items

Manage visit

Determine Payment Mode

Payment Eligibility

- Check Patient is **not** exempted from payments
- Select **Insurance** as the payment method
- Select **SHA** as the Insurance Scheme

1. CR-ID The system will auto populate the CR-ID number.
2. Shows schemes the client is active on.
3. A visit can be elective for applicable SHA package
4. Select an applicable SHA Package.
5. Select a corresponding intervention.
6. Choose applicable facility chargeable service

Manage visit

Mode of payment

Is patient exempted from payment?

☐ Yes

☒ No

Payment method

Insurance

Select payment method as Insurance

Insurance scheme

SHA

Select Insurance Scheme

Policy number

CR6898437491842-2

1

Active Schemes: PHC | SHIF

2

Active

Is this an elective visit?

☒ No

☐ Yes

3

SHA Benefit Packages

4

Package

Choose package

SHA-12-SC-01 — Outpatient Care

SHA-12-SC-03 — Outpatient: MCH

SHA Interventions

5

Interventions

Choose an intervention

Chargeable service

6

Search services

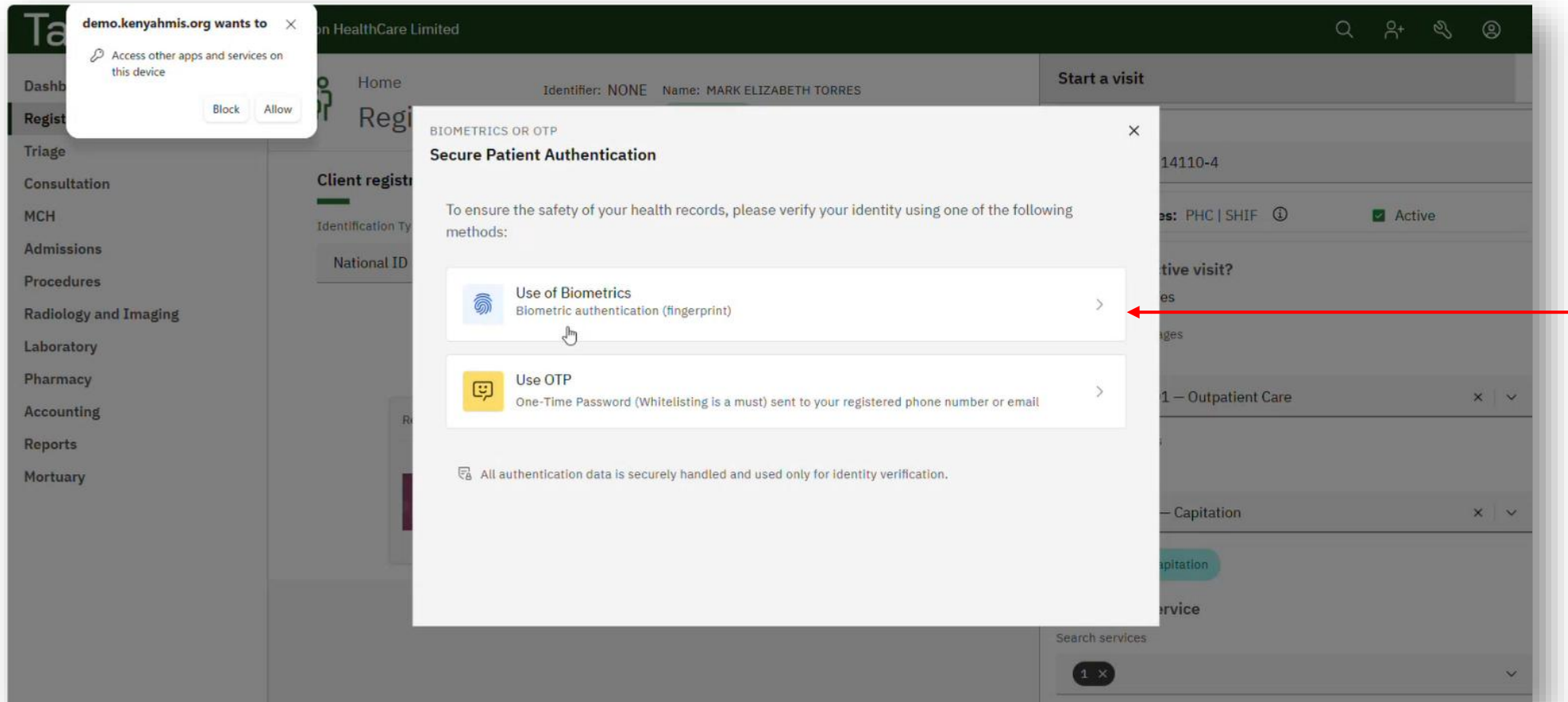
Cancel

Save & Close

?

Start Visit Process

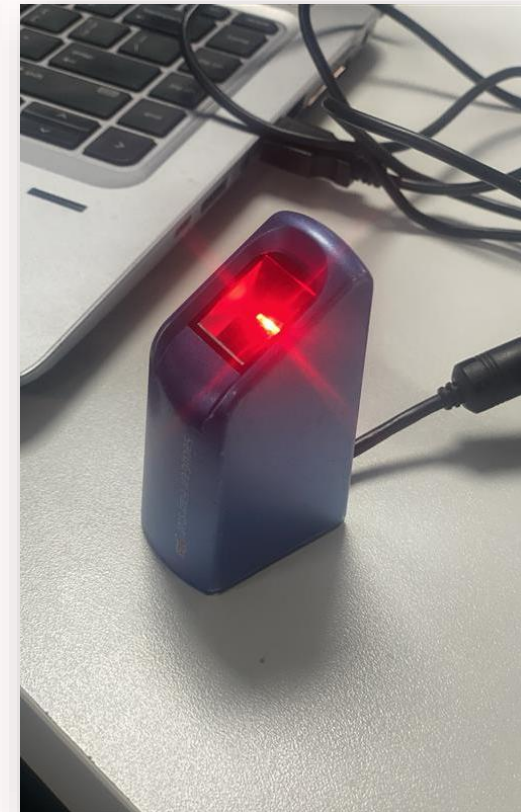
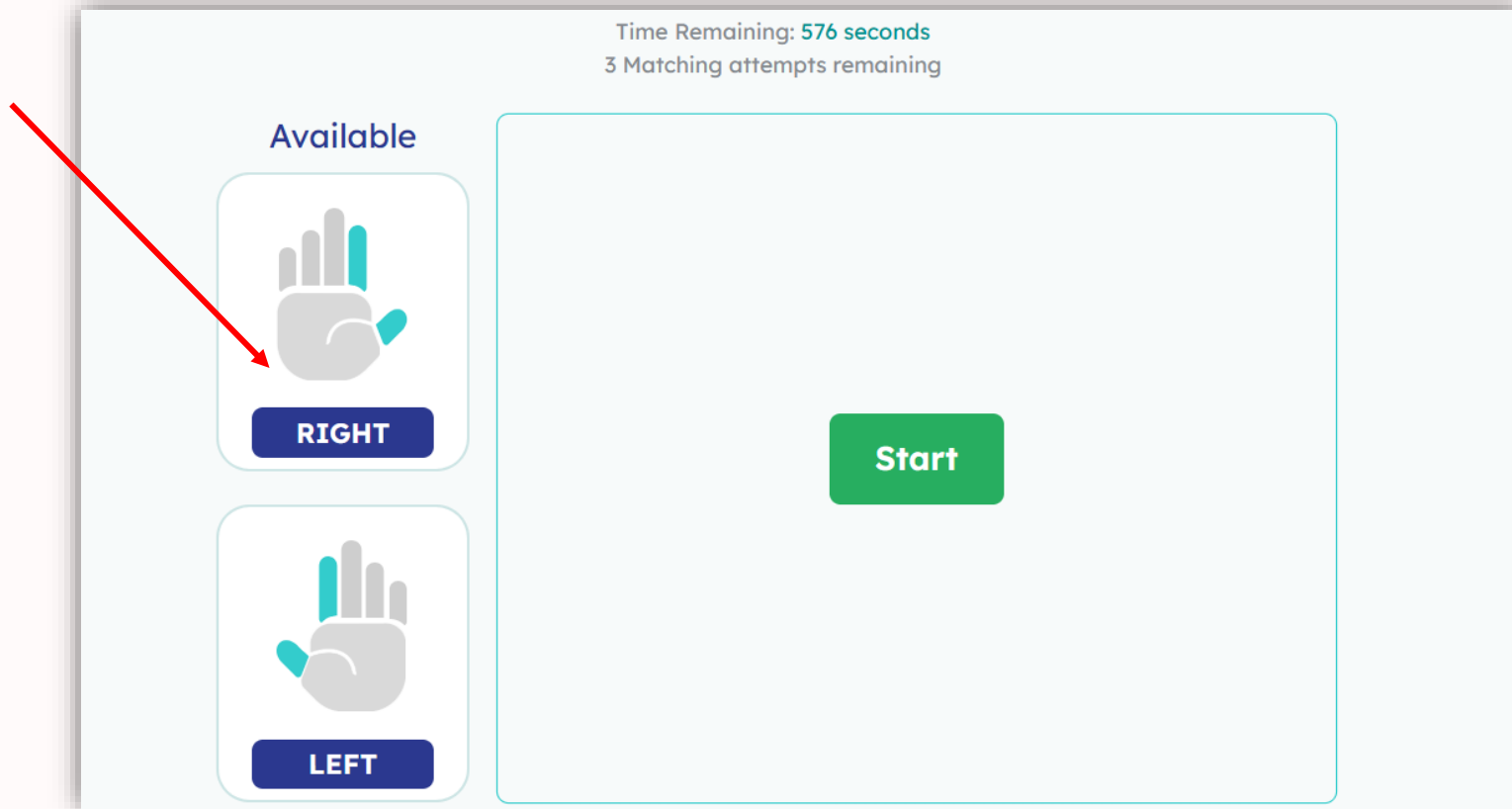
Secure patients' authentication by proceeding with biometrics



Use Biometrics

Using the biometrics option

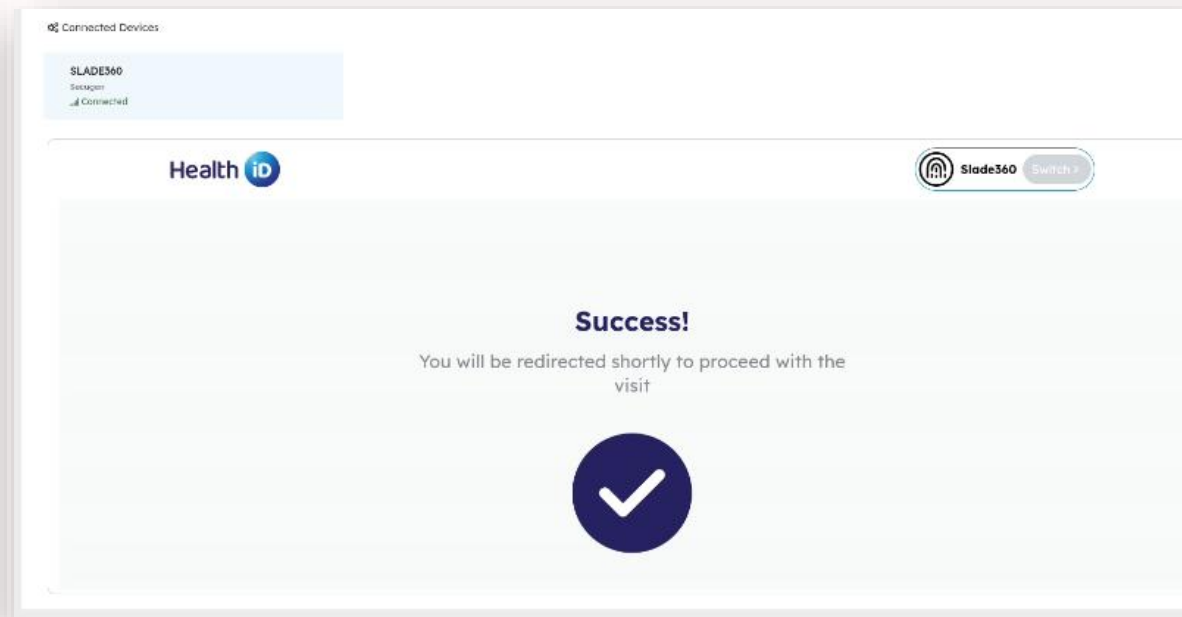
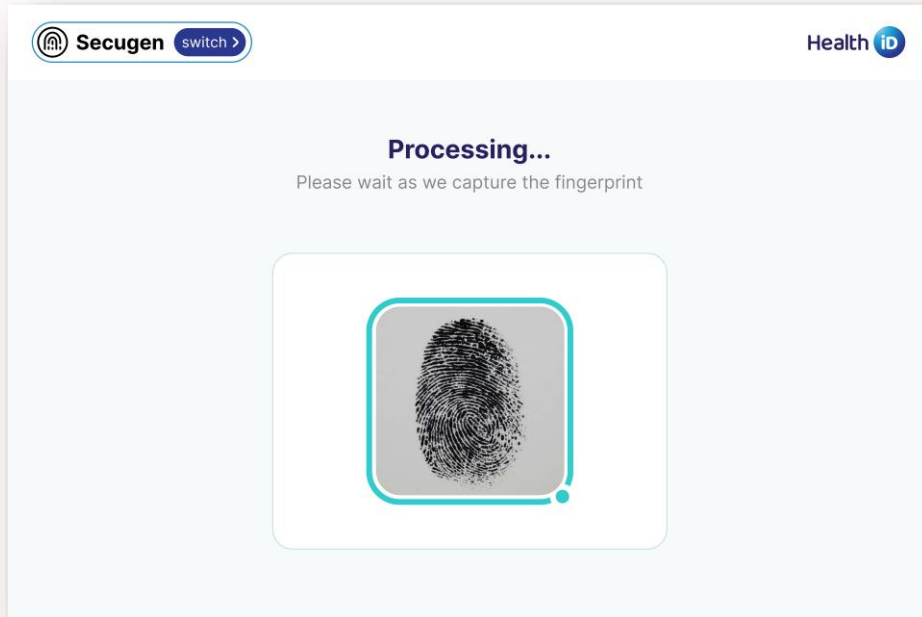
Scan the patient's finger as indicated on screen. The system will prompt the patient to scan specific fingers (**e.g., Left Index Finger**) for verification. Reader to light up to alert a patient to place their fingerprint on the scanner.



Patient Verification

The biometrics fingerprint timer is 600s to avoid expired requests. This gives you more verification time during system processing.

Authentication Refresh



Start Visit Process

Once the OTP has been verified, the visit shall be automatically started and notifications shall be sent as indicated below

TaifaCare

Halcyon HealthCare Limited

Dashboard

Registration

Triage

Consultation

MCH

Admissions

Procedures

Radiology and Imaging

Laboratory

Home

Registration

Identifier: NONE Name: MARK ELIZABETH TORRES License: 2026-12-30 Valid Licen

Client registry verification

Identification Type

National ID

Identifier number*

34838150

Search for Patient(s)

Emergency registration + Clear All x

Visit started

Outpatient started successfully

Patient Bill

Patient has been billed successfully

Added patient to queue

Queue entry added successfully

SHA Virtual Claim

Virtual claim created successfully.

Revisit patient(s) (1)

TK TI*****KA***** Male Active visit

27 yrs • 22-Dec-1998 • CR Number: CR6729740014110-4 •

Check In Show dependents

Success

C2 - Safaricom Internal

OTP OPTION

Start Visit Process

Once the OTP has been verified, the visit shall be automatically started and notifications shall be sent as indicated below

TaifaCare | Halcyon HealthCare Limited

Dashboard
Registration
Triage
Consultation
MCH
Admissions
Procedures
Radiology and Imaging
Laboratory

Home
Registration

Identifier: NONE Name: MARK ELIZABETH TORRES License: 2026-12-30 Valid License

Client registry verification

Identification Type Identifier number*

National ID x | v Q 34838150 x Search for Patient(s) Q

Emergency registration + Clear All x

Revisit patient(s) (1)

TK TI*****KA***** Male Active visit
27 yrs · 22-Dec-1998 · CR Number: CR6729740014110-4 ·
Check In Show dependents v

Success

Visit started x
Outpatient started successfully

Patient Bill x
Patient has been billed successfully

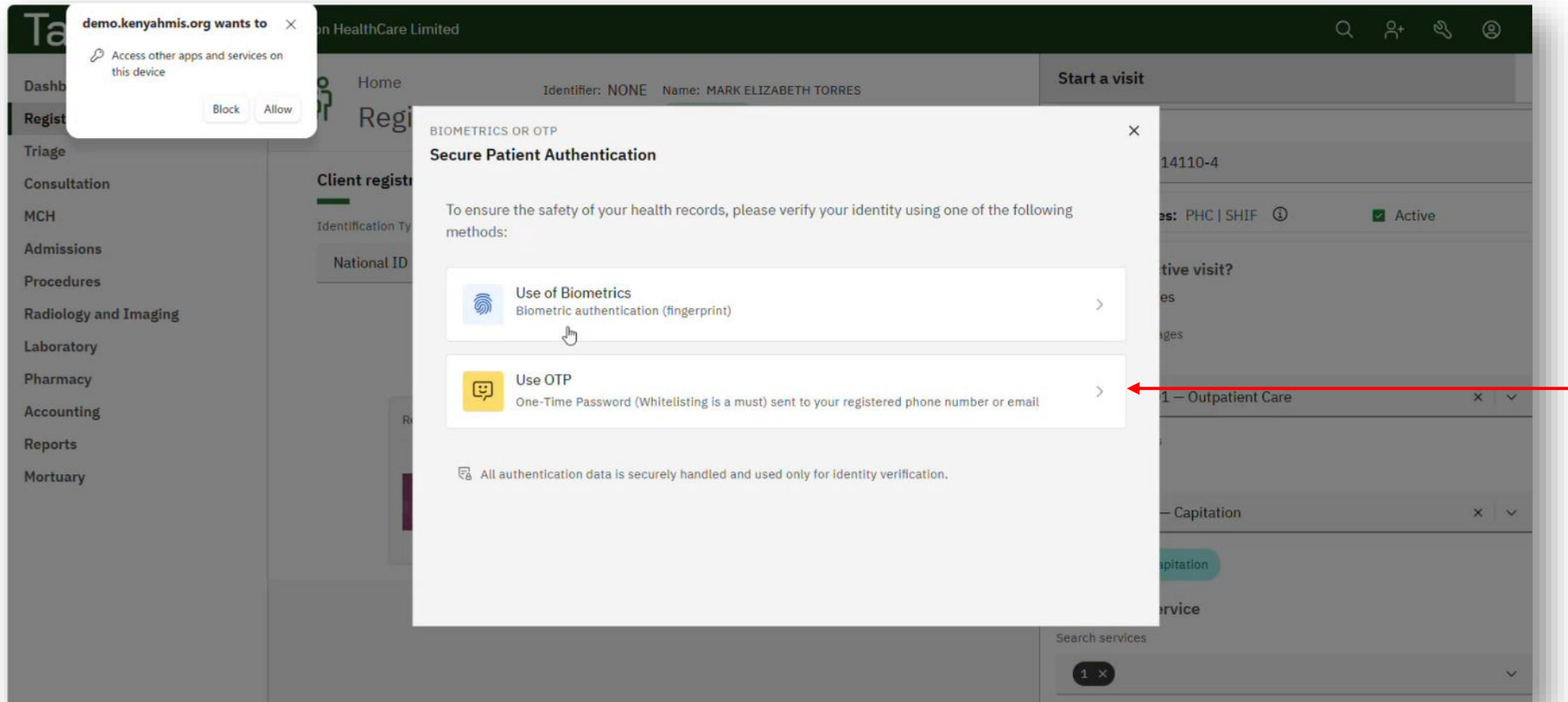
Added patient to queue x
Queue entry added successfully

SHA Virtual Claim x
Virtual claim created successfully.

C2 - Safaricom Internal

Start Visit Process

For OTP edge cases, select OTP option



OTP Option

Start Visit Process

The OTP will be valid for only 5 minutes after it has been sent

Dashboard

Registration

Triage

Consultation

MCH

Admissions

Procedures

Radiology and Imaging

Laboratory

Pharmacy

Accounting

Reports

Mortuary

Home

Identifier: NONE Name: MARK ELIZABETH TORRES

License: 2026-12-30 Valid License

Start a visit

Policy number

141110-4

PHC | SHIF ① Active

Active visit?

es

iges

1 — Outpatient Care x v

— Capitation x v

Chargeable service

Search services

1 x v

OTP Verification

Verify the phone number before OTP

254702****81

The OTP will be valid for 5 minutes after it is sent.

Cancel Send OTP Code

Send OTP Code

Start Visit Process

Enter the OTP code before 5 minutes elapses

Registration

Identifier: NONE Name: MARK ELIZABETH TORRES License: 2026-12-30 Valid License

Client registration

Identification Type National ID

OTP Verification

Enter the OTP code sent to 254702****81

04:39
TIME REMAINING

0 - 0 - 3 - 7 - 2 - 8

Cancel Verifying OTP

OTP Code

Start Visit Process

Once the OTP has been verified, the visit shall be automatically started and notifications shall be sent as indicated below

TaifaCare | Halcyon HealthCare Limited

Dashboard
Registration
Triage
Consultation
MCH
Admissions
Procedures
Radiology and Imaging
Laboratory

Home
Registration

Identifier: NONE Name: MARK ELIZABETH TORRES License: 2026-12-30 Valid Licen

Client registry verification

Identification Type Identifier number*

National ID x | v Q 34838150 x Search for Patient(s) Q

Emergency registration + Clear All x

Revisit patient(s) (1)

TK TI*****KA***** Male Active visit
27 yrs · 22-Dec-1998 · CR Number: CR6729740014110-4 ·
Check In Show dependents v

Success

Visit started x
Outpatient started successfully

Patient Bill x
Patient has been billed successfully

Added patient to queue x
Queue entry added successfully

SHA Virtual Claim x
Virtual claim created successfully.

C2 - Safaricom Internal

THANK YOU