

Memo

To Current users of RSA Adaptive Authentication
From Panorama Operations Team
Date June 29, 2018
Subject **Change in Panorama Remote Access service**

Our records indicate that you have accessed the Public Health Information Management System (Panorama) remotely using RSA Adaptive Authentication in the past two years. The method that you use to receive your security authentication code will change starting **Aug. 1, 2018**.

RSA Adaptive Authentication users currently receive their security code by email when logging in to Panorama. Please note, you may not have been recently prompted to enter a code if you selected the "Remember this computer" option when signing in.

As of Aug. 1, users will need to use one of the following three options to receive their security code:

1. Download the Imprivata ID mobile app to an iPhone or Android smartphone
2. Receive a text message to a cell phone (or smartphone)
3. Use a physical token that provides a security code

*The method you select is linked to your individual Panorama User ID and **cannot** be shared between users.*

The mobile app or text message options (options 1 or 2) are preferred where possible. They do not contain Personal Health Information and do not access Panorama information. However, some users will require a physical token. Please review the additional information about each option on page two.

Users who require a physical token: Please have your manager order your physical token by July 11, 2018 to ensure delivery before August 1, 2018.

Authorized Account Requestors are asked to email orders with subject line "Panorama Remote Access Transformation Project – Physical Token Order" to PanoramaAppSupport@manitoba-ehealth.ca including:



- ✓ User(s) First and Last name,
- ✓ Panorama Username and Role
- ✓ Location to ship physical token and Cost Centre number or billing address.

Users who choose the Imprivata ID mobile app or Text Message options: a quick and easy enrollment process will be part of your first log-in. Specific direction about the enrollment process will be provided by mid-July 2018. If you choose the Imprivata ID

mobile app, you are encouraged to download it in advance from the Apple App Store or Google Play store to have it ready for Aug. 1, 2018.

Any **net new requests** for users to have Remote Access will require your manager to submit a New Remote Access Service request form.

Please review the options below to determine which one best suits the services you provide.

Imprivata ID mobile app	Text Message	Physical Token
<p>User Conditions:</p> <ul style="list-style-type: none"> ✓ Requires remote access. <li style="text-align: center;">AND ✓ Has an iPhone or Android mobile smartphone device. <li style="text-align: center;">AND ✓ Is permitted to use their smartphone device for work purposes. <li style="text-align: center;">AND ✓ Has the ability to download a mobile app (via WiFi or data plan) 	<p>User Conditions:</p> <ul style="list-style-type: none"> ✓ Requires remote access. <li style="text-align: center;">AND ✓ Has a mobile phone. <li style="text-align: center;">AND ✓ Has reliable cell service at remote location. 	<p>User Conditions:</p> <ul style="list-style-type: none"> ✓ Requires remote access. <li style="text-align: center;">AND ⊗ Not permitted to use their iPhone or Android device for work purposes. <li style="text-align: center;">OR ⊗ No ability to download a mobile app to their iPhone or Android device (no WiFi or data plan) 