



# Memo

**To** Remote Access Service user  
**From** Panorama Application Support  
**Date** August 1, 2018  
**Subject** **New Remote Access Service is ACTIVE**

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Hello Remote Access Service User,

The new remote access service for the Public Health Information Management System (Panorama) is now active. If you are accessing Panorama remotely, i.e. not connected to the Provincial Data Network (PDN), you must enter a security code when you log in. You can use the Imprivata ID app, receive your security code by text message, or if you have been issued a physical token you must enter the security code provided by the device. You will no longer receive your security code by email.

You will be prompted to complete the enrollment steps the next time that you log in to Panorama. Please review the attached quick reference guide for details.

Please ensure that you have your device ready when you log in, as you will use the same device to receive a new security code each time you log in to Panorama remotely.

Contact the Manitoba eHealth Service Desk with any enrollment or login issues. Please clearly state that you are accessing Panorama remotely so that the Service Desk staff can effectively direct your call. The Manitoba eHealth Service Desk is open 24 hours per day, 7 days per week and can resolve most login issues. Issues relating to physical tokens will be addressed the next business day.

Manitoba eHealth Service Desk:

Phone: 204-940-8500

Toll-free: 1-866-999-9698

Thank you,

Panorama App Support

See: Remote Access Quick Start Guide