

The Public Health Information Management System (PHIMS) provides authorized public health-care professionals throughout Manitoba the ability to collect, share and analyze a wide range of health information critical for managing immunization, communicable diseases and outbreaks at the community, regional or provincial levels. A user’s designated PHIMS role is defined in the application as part of their PHIMS account setup.

The purpose of this document is to guide users with requirements as well as general log on and setup instructions when accessing the PHIMS application.

Ensure all steps have been validated, including ‘[Common Issues and Troubleshooting](#)’ scenarios are verified before contacting support (contact information listed in relevant sections of document).

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PHIMS ACCOUNTS & REQUIREMENTS

The following sections are requirements to review/action prior to logging into PHIMS.

PHIMS USER ACCOUNTS

Provisioned User Accounts	<p>Once accounts are provisioned for you, completed account information, such as your Username and Password, are communicated to you via email from a Shared Health Digital Solutions Facilitator (DSF).</p> <p>1. Shared Health Network ID Username and Password (e.g. Username: <i>jdoe</i> and Password: <i>Z3pw!R2</i>)</p> <ul style="list-style-type: none"> An email will be sent to you with your credentials to log into PHIMS Production environment. The first time you log in, you will be prompted to change your Password as the provided password is temporary for security purposes. Passwords must be at least 8 characters long and contain 3 of the 4 types of characters (lowercase letters, uppercase letters, numbers and symbols). Your last name <u>cannot</u> be included in your password. All passwords expire and must be changed every 90 days. Passwords cannot contain a person's last name and they cannot be incremental, i.e., from Or@nge10 to Or@nge11. <p>NOTE: Should you have issues logging on, or changing your password, contact the Shared Health Service Desk at 204-940-8500 or 1-866-999-9698, or email servicedesk@sharedhealthmb.ca.</p>
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ADDITIONAL REQUIREMENTS

Web Browser	<p>PHIMS connectivity recommends Google Chrome browser for optimum functionality.</p> <ul style="list-style-type: none"> Recommended: Google Chrome v.80 Other Supported Browsers: Firefox 60 ESR
Antivirus	<p>Antivirus software is a vital component to protect against data and security breaches along with other threats. Workstations managed by your organization should have an anti-virus program already included as part of their baseline image.</p> <p>If you are using a personal computer, ensure you have an <u>up-to-date antivirus software program</u> installed on your computer.</p>

CHROME BROWSER SETTINGS AND CACHE CLEARING

Autofill Settings: Never save usernames and passwords to your browser when asked. It is important to initially adjust some browser settings to ensure additional security is used when logging on to websites (as intruders could potentially breach a user's computer and obtain stored browser information).

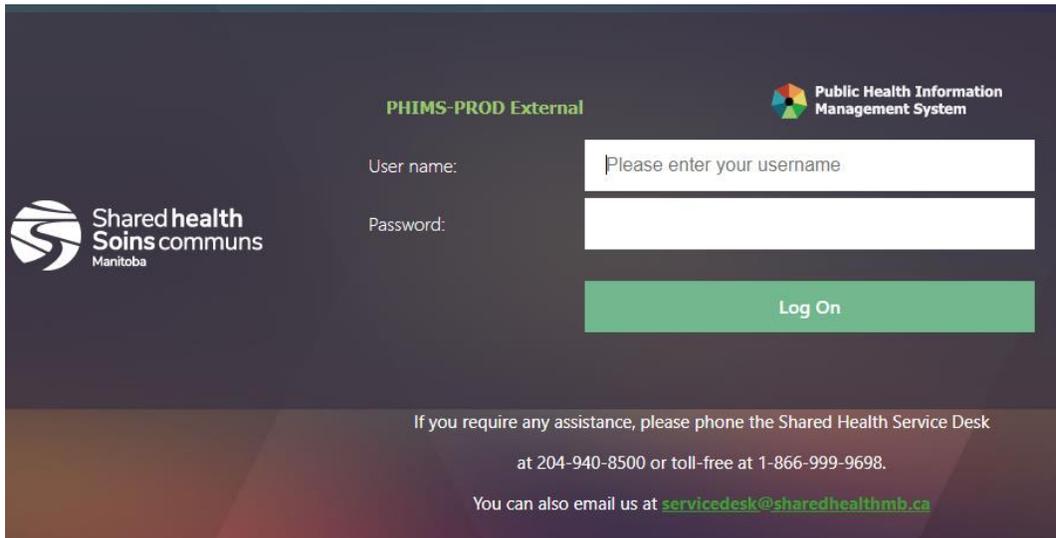
Clearing History/Cache: Periodically clearing history data that's automatically stored (i.e. cached) in your browser may resolve issues when logging into website applications. It is strongly advised to clear your browser's history cache periodically, or when experiencing log on issues with applications.

See [Appendix A](#) for sections on how to 'Disable Autofill Settings' and 'Clearing Browser Cache'.

LOGGING ON TO PHIMS

The PHIMS application is available to authorized users working from home or work locations. To ensure a secure connection is established, PHIMS log on requires a 2-factor authentication (i.e. 2 forms of identification). The first factor is your username and password and the second is provided by the service provider Imprivata.

1. Log onto PHIMS Production External site at <https://phims.sharedhealthmb.ca>.
2. The PHIMS log on screen appears. Type in your **Shared Health Network ID Username and Password**.



PHIMS-PROD External

Public Health Information Management System

User name:

Password:

Log On

If you require any assistance, please phone the Shared Health Service Desk at 204-940-8500 or toll-free at 1-866-999-9698. You can also email us at servicedesk@sharedhealthmb.ca

NOTE: If you receive an error 'Target URL not found', first clear your browser's cache (see [Appendix A](#)).

 **REMINDEES:** A *first time new network ID log on* prompts a password change. Passwords must contain a minimum of 8 characters with at least three (3) of the following four (4) character types: upper case letters, lower case letters, numbers, or a special character.

PHIMS log in will time out after 20 minutes of inactivity, in which you will need to log on again.

3. Once initial log on is complete, you will be prompted to enter a security code for second factor authentication.
4. **For a first time log on**, you will be prompted to set up an *initial second factor enrollment method*. Enrollment is only done once, and when complete, it becomes your default method for second factor authentication each time you log on. You can choose to either install the Imprivata application on your smartphone, or receive text (SMS) messages on your cell phone (smart or otherwise).

 **DOCUMENT:** Reference the [Second Factor Services Guide](#) for instructions on your enrollment method.

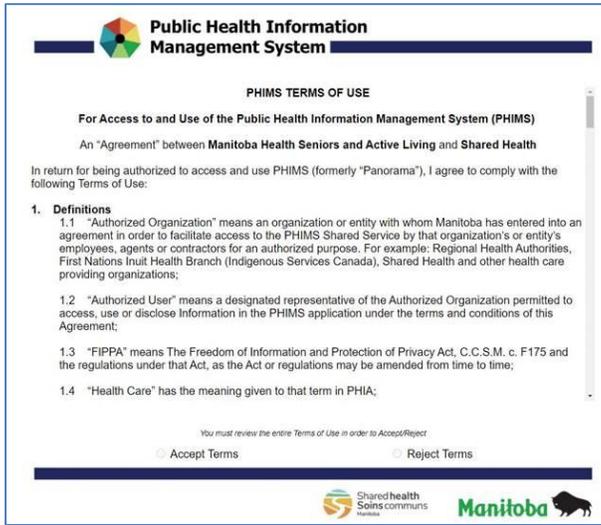
5. Depending on your chosen enrollment method, follow the prompts to submit security code in the password field to proceed to the PHIMS Application.

 **REMINDER:** *The second factor authentication service is time sensitive, and if it takes too long to submit the security code, the login service will timeout. Please have your cell phone ready at the time of log in.*



If you experience issues logging onto PHIMS or with the 2nd factor authentication (Imprivata) after following all instructions in these steps and the reference documents, contact the Shared Health Service Desk at (204)-940-8500 or 1-866-999-9698 and press option 3 from menu prompt. You must speak to a live agent as password reset requests cannot be made via email.

6. Once second factor authentication is complete, the following screens will appear to launch the PHIMS application.
- ***For a first time log on***, a one-time only PHIMS Terms of Agreement page appears for you to accept. You must read the document in its entirety and click the 'Accept Terms' button to proceed. Once accepted, this screen will no longer appear unless a revised Terms of Agreement is presented.



Public Health Information Management System

PHIMS TERMS OF USE

For Access to and Use of the Public Health Information Management System (PHIMS)

An "Agreement" between **Manitoba Health Seniors and Active Living** and **Shared Health**

In return for being authorized to access and use PHIMS (formerly "Panorama"), I agree to comply with the following Terms of Use:

1. Definitions

1.1 "Authorized Organization" means an organization or entity with whom Manitoba has entered into an agreement in order to facilitate access to the PHIMS Shared Service by that organization's or entity's employees, agents or contractors for an authorized purpose. For example: Regional Health Authorities, First Nations Inuit Health Branch (Indigenous Services Canada), Shared Health and other health care providing organizations;

1.2 "Authorized User" means a designated representative of the Authorized Organization permitted to access, use or disclose Information in the PHIMS application under the terms and conditions of this Agreement;

1.3 "FIPPA" means The Freedom of Information and Protection of Privacy Act, C.C.S.M. c. F175 and the regulations under that Act, as the Act or regulations may be amended from time to time;

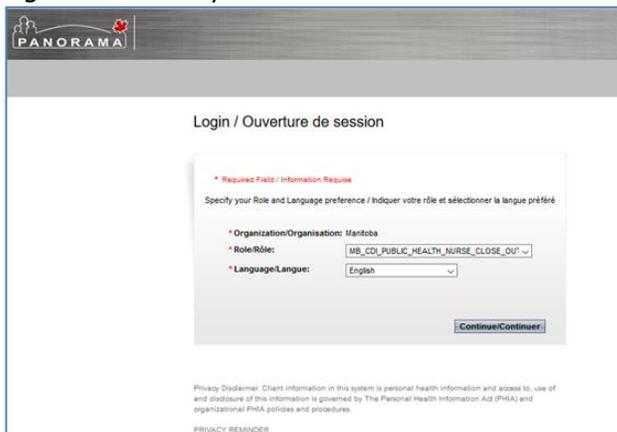
1.4 "Health Care" has the meaning given to that term in PHIA;

You must review the entire Terms of Use in order to Accept/Reject

Accept Terms Reject Terms

Shared health Soins communs Manitoba **Manitoba**

- The below Login screen appears to specify a role selection. At this point, create a [bookmark](#) on your browser to simplify accessing PHIMS. Select your designated 'Role' (if applicable) from the drop down menu the default language is only English. Select 'Continue' to open the PHIMS Home page. This completes log on connectivity.



PANORAMA

Login / Ouverture de session

* Required Field / Information Requise

Specify your Role and Language preference / Indiquer votre rôle et sélectionner la langue préféré

* Organization/Organisation: Manitoba

* Role/Rôle: MB_CD_PUBLIC_HEALTH_NURSE_CLOSE_OUT

* Language/Langue: English

Continue/Continuer

Privacy Disclaimer: Client information in this system is personal health information and access to, use of and disclosure of this information is governed by The Personal Health Information Act (PHIA) and organizational PHIA policies and procedures.

PRIVACY REMINDER

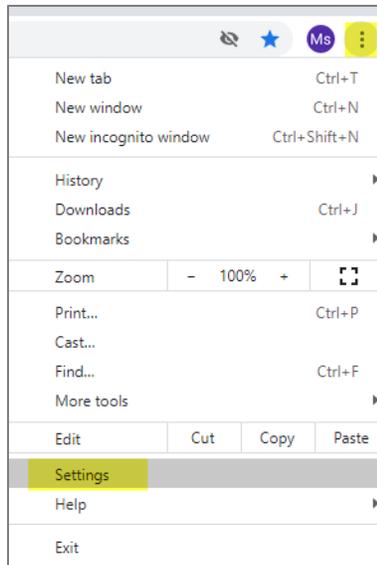


If you experience issues using the PHIMS application after successfully logging on, contact the Shared Health Service Desk at (204)-940-8500 or 1-866-999-9698 and press option 1 from menu prompt. Stay on the line to speak to a live agent.

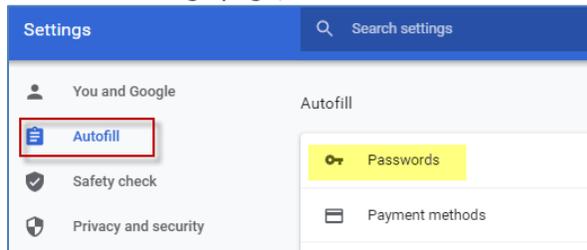
APPENDIX A: CHROME BROWSER SETTINGS & HISTORY CLEARING

DISABLE AUTOFILL SETTINGS

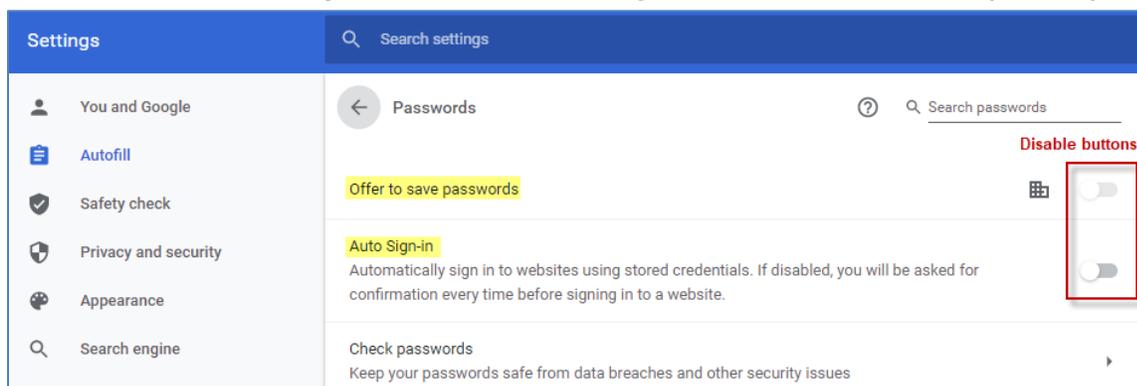
1. Open your Chrome web browser and go to the top right-hand corner. Select the button with three dots to open the browser's menu. Select **'Settings'**.



2. From the Settings page, click the **'Autofill'** selection on the left side, then the **'Passwords'** selection.



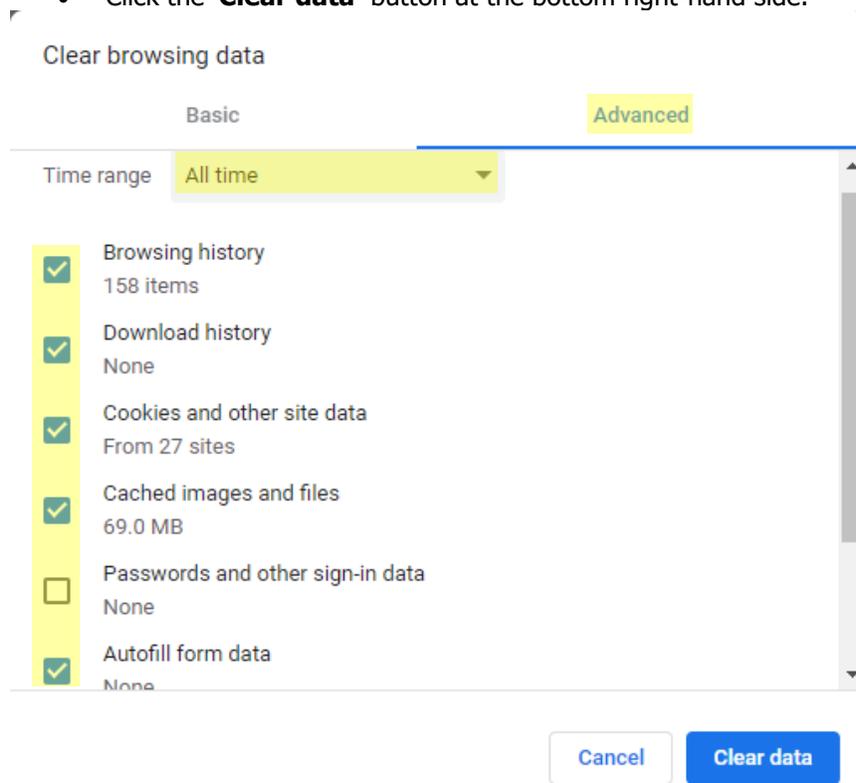
3. Ensure the **'Offer to save passwords'** and **'Auto Sign-in'** buttons are turned off (disabled).



CLEARING BROWSER HISTORY

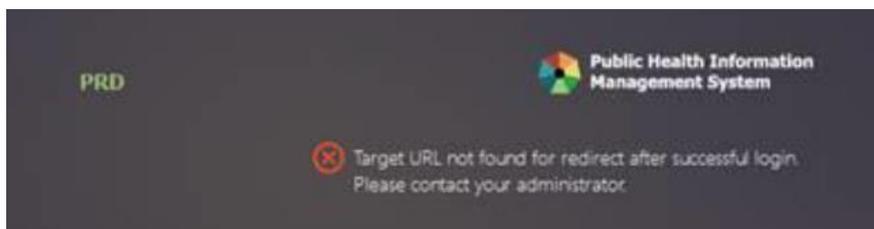
A web browser's cache (history) should be cleared prior to logging onto systems to prevent common log on errors.

1. Open your Chrome web browser.
2. Select the **Ctrl+Shift+Delete** keys at the same time to open the 'Clear browsing data' pop up window.
 - Select the '**Advanced**' tab.
 - From the Time Range section, select '**All time**' from the drop down menu.
 - Ensure the first 5 boxes are checked as shown.
 - Click the '**Clear data**' button at the bottom right-hand side.



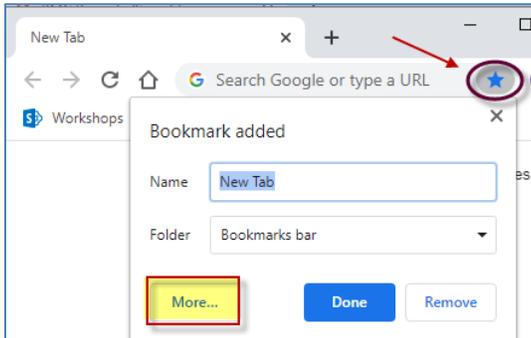
3. Restart your browser by first **closing all Chrome Windows and Tabs**. Open Chrome browser again.

 **NOTE:** Clearing history from Chrome also resolves the '**Target URL not Found Error**' when logging on to PHIMS.

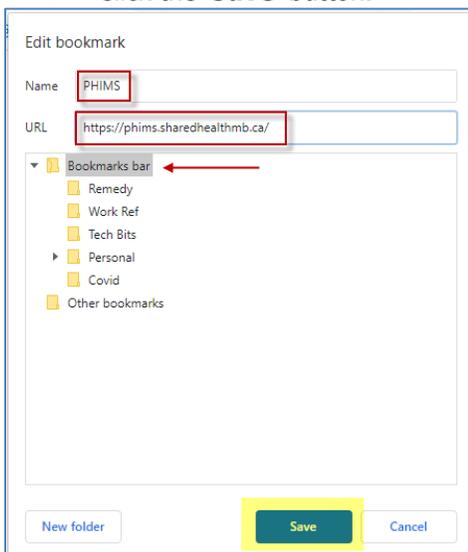


APPENDIX B: CREATING CHROME BROWSER BOOKMARKS

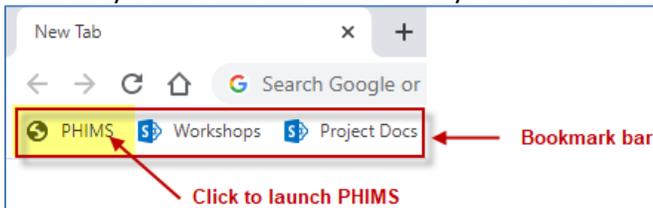
1. Open your Chrome web browser.
2. Click the '**Star**' button at the end of the address bar to open up the bookmark menu. Click the '**More**' button.



3. From the 'Edit bookmark' window:
 - Type the word PHIMS in the bookmark's '**Name**' field.
 - Copy the PHIMS website link <https://phims.sharedhealthmb.ca/> and paste into the bookmark's '**URL**' field.
 - Click once on the '**Bookmark bar**' folder to store the new link in your Chrome browser's bookmark bar.
 - Click the '**Save**' button.



4. To make your Bookmark bar visible in your Chrome browser, press the **Ctrl+Shift+B** keys at the same time.



NOTE: Steps above can be followed for creating bookmarks for other commonly used links (e.g. Web Mail etc.).

APPENDIX C: COMMON ISSUES AND TROUBLESHOOTING

1. PHIMS LOG ON 'TARGET URL NOT FOUND' ERROR

If you receive 'Target URL not found' error, clear your web browser's cache and restart browser (see [Appendix A](#) 'Clearing Cache' section for steps). If issue persists after steps are followed, call Shared Health Service Desk at (204)-940-8500 or 1-866-999-9698 and press option 3 from menu prompt. Stay on the line to speak to a live agent.

