

MEMO

Date: October 4, 2024

To: All PHIMS Remote Access Users (Pharmacy)

From: PHIMS Operations Support Team
Kieran Savage, Manager, Public Health Systems, Digital Shared Services

cc: Lynn Fillion, Supervisor, Process Management, Business Services, Digital Shared Services, Shared Health
Jordan Kroeger, Supervisor, Business Services, Digital Shared Services Shared Health
Shane Gillis, Supervisor, Business Services, Digital Shared Services Shared Health

Re: **Changes to Remote Access Expiry – Confirm ID (formerly Imprivata)**

To ensure security best practices, Digital Shared Services will be implementing an account expiry process for two factor authentication – Confirm ID (formerly known as Imprivata).

- All PHIMS accounts that have NOT been accessed since July 1, 2023, have been disabled.
- Effective December 1, 2024, all user accounts that have not accessed PHIMS within the previous 90 days will automatically be removed.
- Reinstating PHIMS access will require a **New PHIMS Pharmacy Account Request Form (Fillable PDF)** be submitted to the Shared Health service desk by the PHIMS account authorized sponsor/requester.

In order to maintain access to PHIMS, it is recommended that users login to PHIMS at least once every 90 days.

If you experience any issues, please call the Shared Health Service Desk at 204-940-8500, toll-free 1-866-999-9698, or email servicedesk@sharedhealthmb.ca.

This mailbox is not monitored for responses.