

MEMO

Date: November 5, 2021

To: All Public Health Managers and Directors, All PHIMS Users, All PHIMS Authorized Requestors and Sponsors

From: Lynda Tjaden, Executive Director, Population and Public Health, Manitoba Health and Seniors Care, Unified Public Health Operations
Kathy Koschik, Manager, Public Health Systems, Digital Health, Shared Health

CC: Dr. Carol Kurbis, Medical Officer of Health, MHSC
Dr. Carla Loeppky, Director Epidemiology and Surveillance, MHSC
Debbie Nowicki, Epidemiologist, Manager, Program Privacy Officer, Population Health Surveillance

RE:

- **All Users – PHIMS Security – Access within Canada only**
- **Website Updates**

All Users – PHIMS Security – Access within Canada Only

All users are reminded that PHIMS is only to be accessed within Canadian territorial borders. The use of unauthorized VPN services such as NordVPN etc. when using PHIMS is strictly prohibited.

As well, users are not to use “spoofing” or such other means to disguise their location with the intent to access PHIMS outside of Canada. “Spoofing” is the act of disguising a communication from an unknown source as being from a known, trusted source.

Authorized Users must comply with this update in accordance with section 3.3. of the PHIMS Terms of Use: https://phimsmb.ca/files/Schedule-A-eTerms_of_Use_Final_Nov-2020.pdf

Website updates

On October 22, 2021, there was a change to the PHIMS website’s locked page, which contains various documents and videos for users. PHIMS users will now be able to use their current

355 Portage Ave. Winnipeg, MB R3B 0J6
Phone 204-940-8500 | Toll-free 1-866-999-9698

Email: servicedesk@sharedhealthmb.ca



network username and password to login to the locked page. If there are any questions related to this change, please contact the Shared Health Service Desk.

Need PHIMS support? If you require support with PHIMS access or PHIMS software related issues, please contact the Shared Health Service Desk at:

Email: servicedesk@sharedhealthmb.ca (please state "PHIMS" in the subject line of the email)

Phone: (204) 940-8500

Toll-free: 1-866-999-9698

For urgent matters contact the Service Desk by phone and speak with an agent to escalate your request. Please consult with a local peer supporter or trainer before logging any service requests.

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