

# MEMO

**Date:** September 27, 2024

**To:** All PHIMS Pharmacy Users

**From:** Clare Hargrave, Acting Director, Public Health Information Systems, Population and Public Health, Manitoba Health, Seniors and Long-Term Care  
Kieran Savage, Manager, Public Health Systems, Digital Shared Services

**CC:** Dr. Natalie Casaclang, Medical Officer of Health, Population and Public Health, Manitoba Health, Seniors and Long-Term Care  
Richard Baydack, Director of CDC, Population and Public Health, Manitoba Health, Seniors and Long-Term Care  
Inga Hossack, Manager, Policy and Operations, Immunization and Inventory, Population and Public Health, Manitoba Health, Seniors and Long-Term Care

**RE:** **TIME SENSITIVE: Reminders and tips for the upcoming respiratory season: PHIMS Pharmacy users**

In our ongoing efforts to maintain the highest standards of security and efficiency, we would like to provide you with the following information as a reminder, to ensure a smooth, accurate, and secure user experience. These guidelines will help contribute to an improved overall experience for pharmacy users, a more efficient PHIMS platform, and lead to a more thorough protection of sensitive data.

**In advance of respiratory season, all pharmacists must check to ensure current access to PHIMS by completing the following steps:**

## 1. Login

To log into PHIMS:

- 1) Go to: <https://phims.sharedhealthmb.ca>
- 2) Enter your Username and Password
- 3) Verify using your two-factor authentication
- 4) Click the PHIMS log-on button

## 2. Troubleshooting

### 2.1 Password Resets

PHIMS passwords expire **every 90 days**. If you have an expired password, forgotten your password, or entered too many incorrect passwords, call the Shared Health Service Desk for assistance, 204-940-8500 or toll free 1-866-999-9698 **It is recommended to also ask the agent to check the status of your two-factor authentication in case it has expired as well.**

Please remain on the line to reset your password. Do not leave a voicemail or send password reset requests by email. All password or two-factor authentication issues will require a live agent.

### 2.2 Authentication Questions

PHIMS users must submit Authentication Questions. Users who do not have or are unsure if they have Authentication Questions on file, can fill out the attached form and submit it to the **Shared Health Service Desk** via email at [servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca) or fax, 204-940-8700 Please include “PHIMS-Authentication Questions” in the subject line.

These security questions are used by the Shared Health Service Desk agents to verify your identity when asked to perform a password reset. Password resets when Authentication Questions are not on file will result in delays in the ability to access PHIMS.

## 3. Additional Important Information

### 3.1 Reference Materials

Reference Materials for PHIMS functions are available at [www.phimsmb.ca](http://www.phimsmb.ca) under Support Tools -> Pharmacy.

### 3.2 Working at more than one pharmacy

Pharmacists who work at more than one pharmacy, must be provisioned with a PHIMS account for each pharmacy location. **Each pharmacy is an individual entity in PHIMS, and PHIMS access is not interchangeable between locations.** When documenting in PHIMS, select the log-in organization and service delivery location for your current physical location.

### 3.3 Support

The Digital Health Service Desk is available 24/7, 365 days a year. Calls can be placed to the Service Desk at any time and will be routed to the appropriate queue.

PHIMS application support follows standard business hours Mon-Fri, 8:00 – 16:30 for questions related to: PHIMS application functionality (e.g., inability to enter, receive or save vaccines, generating reports, etc.); PHIMS accounts, including logins via remote access;

Issues triaged as being Critical will invoke on-call support resources. Examples of critical issues are; PHIMS is NOT accessible by anyone at a particular location (Indication of a connectivity failure or the application has failed.)

Problems related to accessing PHIMS remotely using two-factor authentication, are NOT considered critical. Users are encouraged to contact the Service Desk to report the issue. Please see the memo regarding this: [PHIMS Support Options](#)

Issues deemed to be NON-critical will be addressed on the next business day.

Non-urgent support requests can be submitted by email with “PHIMS” in the subject line to: [servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca). It is preferred that the email is sent from the same address associated with the initial account provisioning. If emailing from a personal account, include the name of the pharmacy in the subject.

Support Type	Hours of Support	Description
Service Desk	24/7	Basic technical resolution for password resets, connectivity issues, etc. If no solution is available, level 1 support can escalate to a higher tier.
Application Support Analysts	Regular shift Mon-Fri, 8am-430pm	PHIMS system and infrastructure support. Resolution of unexpected system outages, system wide issues, interface errors, etc.
	On call evenings and weekends	

### 3.4 Other Support Resources

Questions about Manitoba’s Immunization program, ordering and billing including the respiratory season program (influenza, COVID-19, pneumococcal)	<a href="mailto:Vaccines@gov.mb.ca">Vaccines@gov.mb.ca</a>
Vaccine returns	<a href="#">Vaccine and Biologics Return Policy and Procedure (gov.mb.ca)</a>

If you require support with PHIMS access or PHIMS software related issues, please contact the Shared Health Service Desk at: [servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca) (please state “PHIMS” in the subject line of the email). For urgent matters contact the Shared Health Service Desk by phone and speak with a live agent. Phone: (204) 940-8500, Toll-free: 1-866-999-9698. Do not leave a voicemail for urgent needs/requests.