

MEMO

Date: November 25, 2024

To: All PHIMS Remote Access Users (Pharmacy)

From: PHIMS Operations Support Team
Kieran Savage, Manager, Public Health Systems, Digital Shared Services
Katrina Will, Director, Public Health Information Systems, Population and Public Health, Manitoba Health, Seniors and Long-Term Care
Clare Hargrave, Director, Immunization Provincial COVID-19, CDC Clinical Director, Population and Public Health, Manitoba Health, Seniors and Long-Term Care

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: **Remote Access Expiry Update and Security Questions Reminder**

Digital Shared Services has implemented an account expiry process for two factor authentication – Confirm ID (formerly known as Imprivata).

- 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.

REMINDER:

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 or fax, 204-940-8700 Please include “PHIMS-Authentication Questions” in the subject line.

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.

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.