

Personal Health Information Management Systems

Frequently Asked Questions

Do all Immunizers get PHIMS access?

Yes, all Immunizers should have PHIMS access. If you are having troubles with access, there is a chance that the account set up was missed. We would suggest taking the following actions first before calling the service desk or contacting your manager.

When is PHIMS set up for me?

Once you are hired and your Shared Health email is created, your PHIMS account will be set up.

What PHIMS training is offered?

As of April 30th, PHIMS COVID-19 Immunizer training is available online through the Shared Health Learning Management System (LMS).

- PHIMS COVID-19 Immunizer eLearning LMS-1601
- LMS login: <https://sharedhealthmb.learnflex.net>

The theory should be supplemented with hands on experience on your first shift.

Is PHIMS course completion at Red River College/LMS required before getting a PHIMS account?

No, they are separate events.

What should I do if I am having issues with my account?

- You may contact the service desk at: **204-940-8500 (within Winnipeg)**
- **1-866-999-9698 (Outside Winnipeg)**
- **Press Option 1 - This option is for Clinical System urgent issues and requests.**

The service desk will take your information, and someone from the PHIMS solution team will connect with you.

What do I do if I lose my PHIMS log in?

You may contact the service desk at the numbers above if you have lost your log in credentials. However, the service desk can only assist you if you have completed your authentication questions. These are sent to you at the time of hire in your onboarding documents, so be sure to complete them as soon as possible.

How do I know I have a PHIMS account?

Find your 'Welcome to Shared Health' email, that email will contain information on your PHIMS account.

What username and password do I use to log in?

You will use your Shared Health username and password to log in to PHIMS.

What do I do if I cannot find or access the email containing my PHIMS information?

You may email VITF training at:

- VITFtraining@sharedhealthmb.ca
- Be sure to put the subject line as 'PHIMS account'

OR

You may call the service desk at:

- 204-940-8500.
- As long as you have completed your set up and authentication questions, the service desk can assist you.

What am I looking for in my emails?

All Shared Health staff will receive a 'Welcome to Shared Health' email when hired. This is sent to the email you used when you applied for your position. The email looks like this:

Welcome to Shared Health!

We greatly appreciate your willingness to support COVID-19-related efforts in the delivery of health care services across Manitoba.

This correspondence provides you with the necessary access information, overview of the Learning Management System (LMS) and your required training.

Please Note: On your first shift, you are responsible to find a clinical manager or lead and sign the ***Personal Health Information Act*** (PHIA) pledge card.

Access Information

As an employee of Shared Health, you have been provided the following **new** login information to enable you to access Shared Health's network and tools for employees:

Name: *First Name Last Name*

User Name / Network ID: *Username*

Shared Health email: *Username@sharedhealthmb.ca*

Temporary password: *xxxxxx*

Note: This account is explicit to your COVID Immunizer/Navigator Role. If you have existing account(s) from other roles/employment they can remain and be used separately.

1. Please log into Microsoft Outlook Web Access (<https://webmail.manitoba-ehealth.ca/>) using your Shared Health User Name and the temporary password from above. You will be prompted to change your password, create a new password **immediately** and save it as the temporary password only works once.

Passwords must be a minimum of 8 characters and must include Capitals and/or number or characters.
Check out [New User Information](#) for information on changing your password as well as additional items.

2. IMPORTANT Protecting Your Account – Authentication Questions & Answers

Your answers to the Authentication Questions are required to allow the Service Desk to identify you if you ever require assistance, including log in or access issues.

After you have accessed your email (step 1) and created a new password, use the **Authentication Link** below to fill out and submit your Questions and Answers.

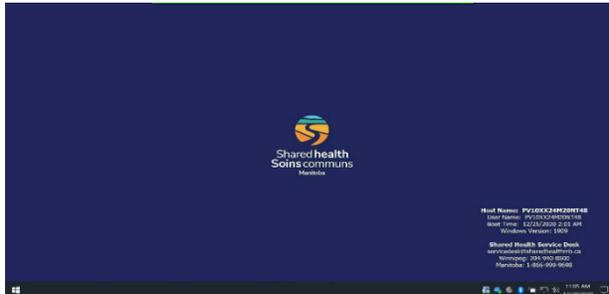
NOTE: Please do NOT share the link, it is only intended for your use only.

Authentication Link <https://manitoba-ehealth-myit.onbmc.com/>

The PHIMS information sent to Immunizers looks like this:

How to Log In to PHIMS

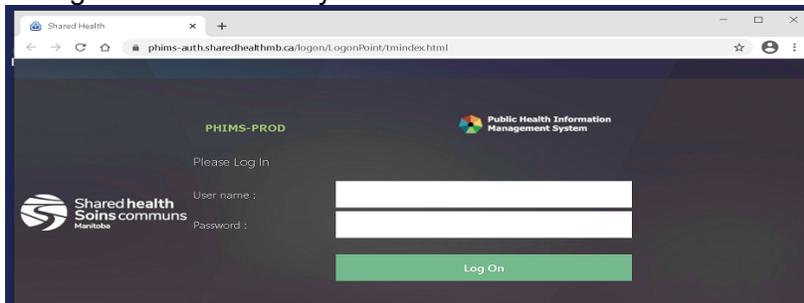
1. Click on the Start menu



2. Click the Google Chrome shortcut found on the Start menu



3. Log in to PHIMS with your **Shared Health User ID and Password**



4. Once you are done with PHIMS, or the clinic is done, please **LOG OUT OF PHIMS** and close the browser. **DO NOT TURN OFF** the laptop.

For any PHIMS issue, please call the service desk at:

- **204-940-8500 (within Winnipeg)**
- **1-866-999-9698 (outside Winnipeg)**
- **press Option 1** - This option is for Clinical System **URGENT** Issues and request.