

Cortext Message 2

Date: June 21, 2024
To: All Cortext Users – Provincial & Leadership
From: Christine Pawlett, Executive Director Clinical Digital Solutions • Integration and Care Coordination
Doug Snell, Chief Operating Officer • Digital Shared Services
Dr. Trevor Lee, Chief Medical Information Officer
Re: Cortext software replacement

**Please forward this message as appropriate.*

On July 23, 2024, at 0900, Cortext Secure Messaging (MyMBT) will be replaced with Microsoft Teams. This is being done because the vendor for Cortext has stopped supporting the application. Cortext users who do not currently have Teams will be provisioned as part of this transition and additional security enhancements will be applied to enable clinical secure messaging. Over the next two weeks, Cortext users will receive detailed information to guide them through this set-up process.

HOW TO PREPARE

A few applications must be installed on your mobile device to use Teams for clinical secure messaging before July 23, 2024. Starting next week, user groups will receive detailed instructions on how to download and set up the following applications on their mobile devices.

Note: Emails will be sent in batches throughout the week

- **Microsoft Teams:** a collaboration application that will be used for clinical secure messaging
- **Microsoft Authenticator:** provides additional security when accessing external facing applications remotely (Multi-Factor Authentication (MFA))
- **InTune Company Portal** (Android users only): allows android users secure access to external facing applications.

HOW WILL I GET SUPPORT?

The following resources will be available next week to guide you through this transition period:

- **Self-Service Guides:** step-by-step instructions on how to download and prepare to use Teams for clinical secure messaging
- **Virtual Support Sessions:** join the support team to walk through the steps to download the applications on your mobile device
- Schedule a **1:1 appointment** with service desk support
- **In-person support** will be available at select health-care facilities. Schedule to follow
- **Service Desk** is available to assist if required, email servicedesk@sharedhealthmb.ca or call 204-940-8500 (Winnipeg) or 1-866-999-9698 (Manitoba)

More Details
COMING SOON

WHAT DO I NEED TO DO NOW?

- Continue to use Cortext as you do today**
- Watch your inbox for important updates and reminders**

TRAINING

Self-directed learning guides will be available soon to help you get started using Teams for clinical secure messaging. As well, in the coming weeks, a series of Quick Reference Guides, short videos and learning plans will be shared directly with you so you can learn at your own pace.

More information can be found at the [Microsoft Teams for Clinical Secure Messaging](#) page; content will be updated daily.