

Important information about Cortext replacement

Imprivata, the vendor for Cortext Secure Messaging (MyMBT Messaging), will be retiring their messaging product soon. Access to the secure messaging solution will be discontinued as of July 15, 2024.

Starting mid-June 2024, current Cortext users will be transitioned over to Microsoft Teams. New security enhancements are being added in Teams to enable clinical secure messaging, including:

- Enhanced security, including PIN/Biometrics and Multi-Factor Authentication
- All one-on-one and group chats will be deleted after 60 days
- Photos must be taken and shared from within the app

There are several improvements that will be realized with this transition:

- Quick access to video and voice calls from within the app, including directly from active one-to-one or group chats
- Ability to make Teams calls on mobile devices to other Teams users without disclosing personal phone numbers

Any Cortext users who do not currently have Teams will be provisioned as part of this transition and instructions will be provided on how to access Teams.

Please review these Quick Reference Guides (QRGs) for more details on Teams chat features.

- Microsoft Teams Chat Use Basics
<https://mbtelehealth.ca/files/teams-chat-basics.pdf>
- Microsoft Teams Notification Setting – Clinical Secure Messaging
<https://mbtelehealth.ca/files/teams-notifications-clinical-secure-messaging-mobile.pdf>

More details about the transition will be shared in the coming weeks, including how to access support and additional guides and training materials.

If you have questions, contact the Virtual Care team at MBTH_Info@sharedhealthmb.ca.