

MEMO

Date: October 26, 2023

To: Shared Health Employees

From: Shaun Twist, Executive Director ICT, Digital Shared Services

cc: Kevin Holowachuk, Director Cybersecurity, Digital Shared Services

Re: **Subject: External Email Security Improvements**

As part of ongoing changes to improve the security of Manitoba's health system information, Digital Shared Services will be implementing Microsoft Multi-Factor Authentication (MFA) on provincial external webmail (Outlook Web Access) starting October 27, 2023.

MFA is a multi-step process that provides an added layer of protection by requiring additional information along with your password to prove it is you trying to access email from outside of the Shared Health network. This change is targeted at Outlook Web Access only and will not change how the Outlook desktop app functions for users connected to our network (remotely from home or in the office).

This change will require enrollment and use of the Microsoft Authenticator application on a smart device by any user who wants to continue to use Outlook Web Access, and will have impacts on other application usage (e.g., MS Teams) once the action is completed. This is a necessary step to ensuring the security and integrity of the Manitoba Health System and also addresses past Office of the Auditor General (OAG) audit findings.

Enrollment into MFA is available immediately and is strongly recommended in advance of the enforcement period starting October 27, 2023. Once the enforcement period has started and you attempt to log into OWA, you will be guided to enroll in MFA before accessing OWA.

Please review these Quick Reference Guides (QRGs) for further details on how to enroll and use MFA:

- [Microsoft Multi-Factor Authentication \(MFA\) Enrolment](#)
- [Using Microsoft Multi-Factor Authentication](#)



If you have any questions, please feel free to contact the Shared Health Service Desk at 204-940-8500, toll-free 1-866-999-9698, or email servicedesk@sharedhealthmb.ca.