TORONTO

Coming SMIS Update

The City of Toronto's Shelter, Support and Housing Administration (SSHA) division is releasing the next SMIS Update on **June 9, 2022**, which includes the following three changes. For full details, please see the "Release Notes - SMIS Ver. 3.8 (June 2022)" available at City of Toronto's web site.

1) SMIS is now Compatible with Other Browsers

SMIS is **now compatible** with Microsoft Edge and Google Chrome. SMIS is **no longer compatible** with Internet Explorer, as Internet Explorer is being phased out by Microsoft on June 15, 2022.

What this means for users: Moving forward, please use the existing SMIS URL (website) in Edge and/or Chrome. If you attempt to access SMIS using Internet Explorer, you will receive an error message and be directed to use one of the compatible browsers.

What this means for Access Managers: Access managers **must manually install** the software and drivers to allow for the Signature Pads to be compatible with Edge and Chrome. An installation guide can be found in the Release Notes. This must be performed for (1) all devices that use the Signature Pads, (2) for all user profiles on those devices, and (3) for both Edge and Chrome.

2) Eliminating Endpoint Security (EPS) in SMIS

Purchase-of-Service (POS) agencies **no longer require Endpoint Security (EPS)** to access SMIS. EPS was a process whereby a SMIS Security Key was installed on every unique piece of POS hardware (e.g. laptop) before that specific device could access SMIS. SSHA is replacing EPS, as EPS is only supported by Internet Explorer which is being phased out by Microsoft on June 15, 2022.

What this means for users: Access Managers no longer need to install EPS to access SMIS. POS users can now access SMIS **on any work-issued Windows laptop/desktop!**

All staff must adhere to the following guidelines when accessing SMIS:

1. Only access SMIS for **authorized reasons**, as directed by your Supervisor/Manager**.**
2. Only access SMIS using **devices that are password-protected** (e.g., do not access SMIS through a public library computer).
3. Only access SMIS using **work-issued devices** (e.g., do not use your personal device).
4. Only access SMIS when connected to **networks that are private and password-protected**. In other words, never access SMIS through networks that are public or are not password-protected (e.g., do not access SMIS through your home Wi-Fi without a VPN, or public Wi-Fi).
5. When working remotely, only access SMIS from a **secure remote office** and ensure that your computer is set to automatically **lock the screen** after 10 minutes of inactivity.

For more information on SMIS privacy requirements, please see the (1) SMIS Privacy Guidelines and (2) SMIS Privacy Protocol-Multifactor Authentication", available on the City of Toronto's web site.

3) Adding Multifactor Authentication for POS Users

SSHA is introducing "Multifactor Authentication" (MFA) to replace EPS. MFA requires POS users to confirm their identity using two methods (SMIS Login/Password + Access Code via email). MFA provides POS users with more flexibility and availability of SMIS on site, as it is no longer tied to specific devices. **MFA is only applicable to POS users**. This change is **not applicable to City of Toronto staff**, as City staff already use the City's server as the secondary verification.

What this means for users: POS users will now complete the following steps to access SMIS:
1. The User will enter their username and password into SMIS, per usual;
2. SMIS will then direct the User to a MFA page and send them an email containing a **SMIS Access Code**. This page will provide on-screen instructions; and,
3. The User will (1) retrieve the Access Code and enter it into SMIS, and (2) indicate whether they would like to 'trust' the current device (meaning that they will not be required to enter an Access Code for this device and this browser for the next 3 months).
    a. If the Access Code is correct, the User is granted access to SMIS.
    b. If an incorrect Access Code is entered 3 times, the User's account is locked, and they must connect with smishelp@toronto.ca to unlock their account.

Frequently Asked Questions

Q1. Who can I speak to if I have questions about these changes?

If you have any questions about the changes, please speak with your Supervisor or Access Manager. If you do not know who your Access Manager is, please ask your Supervisor. Additionally, if you require technical support regarding SMIS or these changes, please contact smishelp@toronto.ca.

Q2. Where can I find my SMIS Access Code?

SMIS will send you an Access Code via email **after** you have logged in. Please ensure that you are looking in your **inbox/spam/junk folders** in the correct email mailbox, as listed on the MFA SMIS page.

Q3. Why did my Access Code fail?

Please ensure that your Access Code is not expired (Access Codes expire seven minutes after they were generated, as indicated by the on-screen timer). Also, please ensure that you accurately copied the full Access Code from the SMIS email.

Q4. How do I unlock my account if my password/Access Code fails?

Please contact smishelp@toronto.ca.

Q5. What training and resources will I receive regarding these changes?

SSHA will be providing additional user support for these changes, including:

Type of User Supports	Who is this training available to?	When is it available?
New user training: Virtual training sessions to provide basic training on all applicable SMIS functions, including these changes	New SMIS users	Courses are offered throughout the year and are arranged by your Access Manager.
Access Manager training: Virtual training sessions designed to help designated staff to support colleagues to navigate the changes	SMIS Access Managers and designated site leads	June 6, 2022 (3:30-4:30pm) Link: https://toronto.webex.com/toronto/j.php?MTID=mc64a4c7f1aca6809efd7cd7013f0eb31 June 7, 2022 (10:00-11:00am) Link: https://toronto.webex.com/toronto/j.php?MTID=mc4906c2ccd76c8f3f467a309d9000a3c

Type of User Supports	Who is this training available to?	When is it available?
Drop-in Question and Answer sessions: Virtual sessions where users can ask questions about these changes.	All SMIS users	June 14, 2022 (10:00-11:00am) *Link to be provided* June 15, 2022 (10:00-11:00am) *Link to be provided*
SMIS Privacy Protocol - MFA: A set of new privacy requirements for all POS users.	All POS SMIS users	Available on the City of Toronto's web site
Release Notes: A detailed description of all changes included in this Update	All SMIS users	Available on the City of Toronto's web site