# Coloplast Care Connect

## IT Security of new enrollment portal: ColoplastCareConnect.US

### How do we manage logins / credentials for accessing coloplastcareconnect.us?

- User accounts are stored in Azure AD B2C completely separated from the coloplastcareconnect.us portal
- User account registration and login are handled in secure flows separated from the coloplastcareconnect.us portal
- All users are required to use MFA (Multi-Factor Authentication) during login
- All users are using individual logins, no shared logins are allowed
- Active User Sessions has an inactivity timeout of ½ hour before it's invalidated

### How do we store and protect information about Care program enrollees in coloplastcareconnect.us?

- No enrollee data is stored in coloplastcareconnect.us itself
- Data for completed enrollments and enrollments in draft mode are stored in an Azure cosmos DB with enabled encryption at rest. Data for completed enrollments are stored in our Salesforce CRM
- No data is stored on webservers but accessed and stored via API's through microservices with Azure API management in front for additional security.
- Azure security center is enabled on subscription and warnings/recommendations are continuously evaluated

### How do we handle / transfer information about Care program enrollees in coloplastcareconnect.us?

- All data flowing to and from coloplastcareconnect.us are encrypted using https
- Data flowing between coloplastcareconnect.us and Salesforce CRM are also encrypted using https
- Any kind of unencrypted dataflows have been completely disabled

### Email troubles:

If you aren't getting the email, or you are getting an error while trying to log-in, we recommend you contact your IT department and inform them that as you are utilizing CareConnect to support your patients you will be interacting with 3 domains owned by Coloplast. These domains should be whitelisted as the domains are utilized for secure communication between you, as a nurse, and Coloplast to exchange information safely and securely:

- **@mail.coloplast.com** is the domain used for emails, for 2 step verification, and reset/forgot password. This mail domain is never used to communicate sensitive information.
- The login flow on CareConnect that allows you as a nurse to easily create a prescription, order samples, and sign a patient up to Coloplast Care uses a Microsoft official B2C login flow (Azure) and reset password flow domain: **https://sharedprweaadb2c.b2clogin.com/** and **safelinks.protection.outlook.com**
- Finally, Azure also has hidden redirects via hptprwest.blob.core.windows.net

We see that sometimes login and emails are not available if the above domains aren't whitelisted by the Hospital or Clinic IT department. The above will help IT troubleshoot this.

For clarifications or questions in US, Health System IT departments can reach out to:

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