



Important Change in Service Pack 47:

Move to Common Identity Service (CIS) for Login

In the continuous effort to enhance security and streamline user experience, RedSail Technologies has been transitioning to a Common Identity Service (CIS) for logging into and accessing your pharmacy software. This transition brings several benefits and important changes that users need to be aware of. ***Most importantly, a unique email address for each user will be required (not optional) beginning with Service Pack 47, which is slated for general release in August 2024.***

Why CIS?

CIS offers a centralized platform where users can access multiple RedSail products with a single set of credentials—a username (email address) and password. This means you'll no longer need to manage separate login details for each application, simplifying access and reducing the risk of password fatigue or forgetting login information. For example, customers using CIS for RedSail Patient Chart will now have one login for both.

Additionally, upon full integration of CIS, many of your system's Security Options will be standardized and user authentication managed by RedSail Technologies. CIS security requirements are among the industry's most stringent, including those of EPCS, NIST, and PCI DSS.

Below are the current CIS password requirements:

- Minimum password length – 8
- Upper/lower case characters required – false
- At least one numeric digit – false
- At least one special character – false
- Password reuse count – 4
- Password expiration days – 90
- Maximum unsuccessful login attempts – 6
- Temporarily lock account if exceed max unsuccessful attempts – 15 minutes
- Automatic idle logout time – 15 minutes

Does This Apply to All Users, Even Those with Limited Access?

The email requirement is applicable to users of NRx and PrimeCare and also of Point-of-Sale (POS) or HME configured to integrate with NRx or PrimeCare.

How Does This Work when We Have Locations Sharing Employees?

The requirement for a unique email address is per system. If you have two PMS systems, you can have duplication across multiple systems.

What Do I Need to Do Before Service Pack 47?

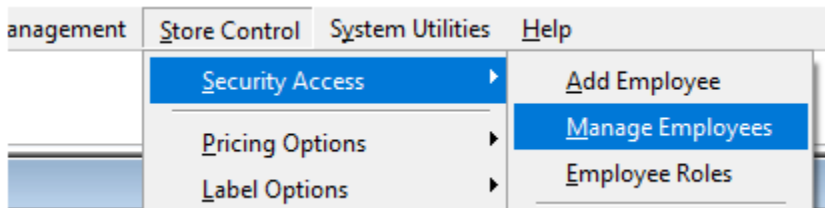
- Before installing Service Pack 47 for NRx®, PrimeCare®, POS, or HME (GUI for all applications), it's crucial to ensure that all active employee users have a valid email address saved on their employee record in the pharmacy software. ***Failure to do so will result in the inability to log into these applications after installing SP 47.***
- RedSail recommends that you do NOT update to SP 47 if you do not have at least one active user who has entered a valid email address in the pharmacy system. Please remember that lagging more than two service

packs behind the most recent release will trigger a surcharge to your maintenance fee until the pharmacy becomes compliant.

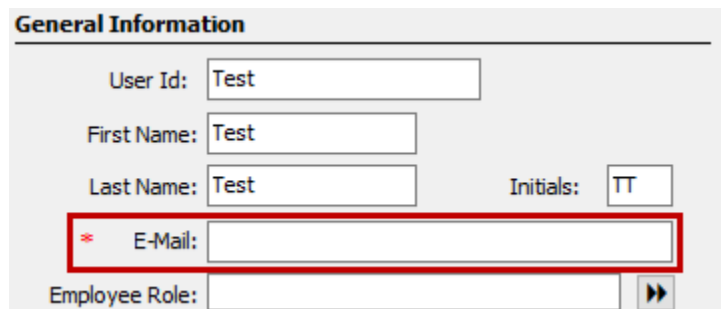
- If you or any users do not have a company email address, click for instructions to [create a Gmail account](#) or [create a Yahoo account](#). These are just two of many email options available via internet search.
- Note that all customers adding a new, valid email address to their system will receive an email to establish their CIS password. The email will come from this address: no-reply@redsailapp.com
- We also strongly recommend, as a matter of best practice for security, that pharmacies deactivate all employees who are no longer part of the pharmacy.

How Do I Verify If Employees Have an Email Address?

1. Have an Administrator log in and go to **Store Control > Security Access > Manage Employees**.



2. Choose the User from the list of employees.
3. Verify a valid email address is on file:



Benefits of CIS / Email Integration

1. **Password Recovery:** Email integration allows for "forgot password" functionality, making it easier to recover passwords securely. This facilitates the use of stronger passwords and aligns with eRx requirements for password strength and renewal.
2. **Security Enhancement:** Considering recent incidents in our industry, leveraging email-based password recovery serves as a critical security measure. It ensures that password management follows stringent security protocols, mitigating the risk of unauthorized access.
3. **Future Integration:** For larger customers with domain-based credentials, we are working towards supporting



Active Directory integration. This highly requested feature will enable authentication through your domain credentials, further enhancing security and user management.

Additional Note on Whitelisting CIS

Networks secured with a firewall should be configured to allow transmission with the URL and TCP port below. Networks secured with proxy servers will need a custom filter created to allow dedicated connections to pass through the proxy server to this URL and specified TCP port.

- Application/Service: CIS
- IP Address: 20.94.17.9
- URL: <https://auth.redsailapp.com>
- TCP Port: 443

In conclusion, we urge all users to ensure their email addresses and whitelists are updated and to embrace this transition for a smoother and more secure experience. If you have questions or need assistance, please contact our support team.