

Cortext FAQs

Q: I am locked out of my Cortext. What do I do?

A: You may be running an older version of Imprivata Cortext, causing the app to malfunction and lock you out of your account. Delete the app and reinstall the most updated Imprivata Cortext app from your App Store/Google Play.

Q: How do I log into Cortext if I forgot my User Name and/or Password?

If you have a Kaleida Health User ID

A: Contact Kaleida Technical Assistance at **716-859-7777** for a password reset. For security reasons, they will ONLY release login information to the user after verifying user's identity.

If you do not have a Kaleida Health User ID

A: Contact your OPA Physician Engagement Consultant (PEC) to request a password reset.

Q: Is Cortext HIPAA compliant?

A: Imprivata Cortext is a secure messaging application that allows healthcare professionals to exchange text messages and photos with Protected Health Information (PHI) while remaining in full compliance with HIPAA requirements.

Q: How can I find Optimum Physician Alliance (OPA) Members/PCPs/ Specialists?

A: Create a new message and begin typing your search in the **TO:** field. If you are unsure of the exact name to search, you can search by titles.

Examples:

- Searching OPA PHARM will retrieve a list of our OPA Pharmacists.
- Searching OPA PCP or OPA SPEC will retrieve a list of OPA PCPs or Specialists, respectively.

If you have any other questions regarding Cortext installation or use, please contact your OPA Physician Engagement Consultant for further assistance.