

CareFirst Update

CareFirst is being migrated to the cloud. This follows a planned roadmap of updates to provide essential upgrade for the continued running of the CareFirst platform.

The changeover weekend will happen from the evening of Friday 14th January 2022 from 8:15pm and will affect most of Saturday 15th.

In preparation for this change:

- The CareFirst desktop package is being updated so CareFirst will open in Edge rather than Internet Explorer. This is being rolled-out to users in November and December.
- NHS users who currently access CareFirst using reverse proxy are being contacted with instructions on how to access CareFirst using a different method and will need to authenticate access usually using a mobile phone. The reverse proxy method of access will be taken offline after the CareFirst migration.

On the change weekend:

- The changeover weekend will mean the CareFirst Live environment will be down briefly on the evening of Friday 14th of January at 8:15pm until about 11:30pm. The EDT read-only environment will be available during this time. After this CareFirst Live will be brought back up – HOWEVER - any changes made in Live will not be transferred to the new system. There will be a CareFirst notice displayed explaining this when you log in. If all goes well the new environment will be available on Saturday the 15th January from about 3:30pm and the old Live environment will be shut down. An email will be sent to all users with details of the change.

After the migration:

- The new CareFirst Live will be running from a new address so any shortcuts you have saved will no longer work. Accessing CareFirst from your start menu will take you to the new address from the morning of Monday 17th for most users.