

## Downtime Announcement From Informatics

|                          |                                                                                                                                                                                                                                                                                                                        |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Sites Affected</b>    | <ul style="list-style-type: none"> <li>• TBRHSC</li> <li>• SJCG</li> </ul>                                                                                                                                                                                                                                             |
| <b>Services Impacted</b> | <p>MModal Dictation and Transcription applications:</p> <ul style="list-style-type: none"> <li>• FFT Manager</li> <li>• FFT Editor</li> <li>• Fluency Flex</li> <li>• Fluency Mobile</li> </ul> <p><b>*Phone dictation services are not impacted.</b></p>                                                              |
| <b>When</b>              | <p>Date: Wed May 25th, 2022</p> <p>Start Time: 23:00 hrs EST</p> <p>End Time: 23:59 hrs EST</p>                                                                                                                                                                                                                        |
| <b>Action Required</b>   | <p><b>Prior to Downtime:</b></p> <ul style="list-style-type: none"> <li>• Ensure that you log out of the affected systems and applications 10 minutes prior to when they will become unavailable.</li> </ul> <p><b>Following Downtime:</b></p> <ul style="list-style-type: none"> <li>• No action required.</li> </ul> |
| <b>Why</b>               | <ul style="list-style-type: none"> <li>• Vendor maintenance</li> </ul>                                                                                                                                                                                                                                                 |

**Ensure this information is distributed / posted for all affected staff.**

**Questions or comments?** Contact TBRHSC IT Service Desk.  
(807) 684-6411 | 1-888-291-9636 | [help@tbh.net](mailto:help@tbh.net)