



Downtime Announcement From Informatics

Sites Affected	• All sites
Services Impacted	• Internet facing services down including: ○ Citrix (Note: All applications accessed through Citrix will be down including ALL clinical applications) ○ GroupWise WebAccess ○ Employee Self Service ○ COVID-19 Staff Screening Tool ○ MED e-care ○ PointClickCare
When	Date: Wednesday, November 23 2022 Start Time: 19:00 hrs EST End Time: 20:00 hrs EST
Action Required	Prior to Downtime: • Ensure that you log out of the affected systems and applications 15 minutes prior to when those systems and applications will become unavailable. Following Downtime: • Reboot or restart your computer • Once the computer has finished restarting, log in again.



Thunder Bay Regional
Health Sciences
Centre



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Why

- To perform Tbaytel hardware maintenance on the affected system network
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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