



## Downtime Announcement From Informatics

<b>Sites Affected</b>	<ul style="list-style-type: none"><li>• TBRHSC - Cancer Centre</li></ul>
<b>Services Impacted</b>	<ul style="list-style-type: none"><li>• MonacoSim Application will be inaccessible</li><li>• MonacoSim Citrix Portal will be inaccessible (<a href="https://citrixcc.tbh.net">https://citrixcc.tbh.net</a>)</li></ul>
<b>When</b>	Date: Wednesday, December 7, 2022 Start Time: 07:00 hrs EST End Time: 08:00 hrs EST
<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 MonacoSim application and Citrix Workspace App 15 minutes prior to downtime.</li></ul> <p><b>Following Downtime:</b></p> <ul style="list-style-type: none"><li>• Login to Citrix Workspace App and start using MonacoSim application again</li></ul>
<b>Why</b>	<ul style="list-style-type: none"><li>• To enable Multi-Factor Authentication on the affected system</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)