



Downtime Announcement From Informatics

Sites Affected	<ul style="list-style-type: none">• All sites
Services Impacted	<ul style="list-style-type: none">• Internet facing services down including:<ul style="list-style-type: none">○ 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○ Internet browsing○ Cloud based services such as Webex
When	<p>Date: Wednesday, January 25 2023</p> <p>Start Time: 20:00 hrs EST</p> <p>End Time: 22:00 hrs EST</p>
Action Required	<p>Prior to Downtime:</p> <ul style="list-style-type: none">• Ensure that you log out of the affected systems and applications 15 minutes prior to when those systems and applications will become unavailable. <p>Following Downtime:</p> <ul style="list-style-type: none">• 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