

## Downtime Announcement From Informatics

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<b>Sites Affected</b>	<ul style="list-style-type: none"><li>• All Sites</li></ul>
<b>Services Impacted</b>	<ul style="list-style-type: none"><li>• Help Desk Self Service (formerly HEAT)</li></ul>
<b>When</b>	Date: Wednesday, February 21, 2024 Start Time: 20:00 hrs EST End Time: 23:00 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 affected systems and applications 15 minutes prior to when those systems and applications will become unavailable.</li></ul> <p><b>Following Downtime:</b></p> <ul style="list-style-type: none"><li>• Reboot or restart your computer</li><li>• Once the computer has finished restarting, log in again.</li></ul>
<b>Why</b>	<ul style="list-style-type: none"><li>• To perform software/hardware maintenance on the affected systems</li></ul>

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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](mailto:help@tbh.net)