

## Downtime Announcement From Informatics

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| <b>Sites Affected</b>    | <ul style="list-style-type: none"><li>• SJCG and TBRHSC</li></ul>  |
| <b>Services Impacted</b> | <ul style="list-style-type: none"><li>• MModal Fluency Dictation and Transcription Software</li><li>• During this 2-hour window, toll-free access for dictation will remain available but users signed into the following modules of the 3M™ M*Modal Fluency for Transcription (FFT) platform will be disconnected from their session:<ul style="list-style-type: none"><li>○ FFT Manager (Health Records Transcriptionists)</li><li>○ FFT Editor (Health Records Transcriptionists)</li><li>○ Fluency Flex/Direct (Front End Dictation)</li></ul></li></ul> |
| <b>When</b>              | Date: Mon Mar 25 <sup>th</sup> 2024<br>Start Time: 04:00 hrs EDT<br>End Time: 06:00 hrs EDT  |
| <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/restart your computer or refresh your application launcher</li><li>• Once the computer has finished restarting, log in again.</li></ul>  |
| <b>Why</b>               | <ul style="list-style-type: none"><li>• 3M™ M*Modal database maintenance event</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)