

## Downtime Announcement From Informatics

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| <b>Sites Affected</b>    | <ul style="list-style-type: none"><li>• St. Joseph's Hospital</li><li>• Thunder Bay Regional Health Sciences Centre</li></ul>                                                                                                                                                                                                                                                                                    |
| <b>Services Impacted</b> | <ul style="list-style-type: none"><li>• Retain - Email archive</li></ul>                                                                                                                                                                                                                                                                                                                                         |
| <b>When</b>              | Date: <b>Thursday March 7 &amp; Friday March 8 2024</b><br>Time: <b>1400 -1600 hrs EST Thursday March 7</b><br>Time: <b>1200 - 1600 hrs EST Friday March 8</b>                                                                                                                                                                                                                                                   |
| <b>Action Required</b>   | <ul style="list-style-type: none"><li>• Users may still be able to login to Retain during this window, however access may be intermittent as upgrade is being performed and services are interrupted. If unable to login, please try again at a later time.</li></ul> <p><b>Following Downtime:</b></p> <ul style="list-style-type: none"><li>• Users can login to Retain again to view archived email</li></ul> |
| <b>Why</b>               | <ul style="list-style-type: none"><li>• Vendor to perform software upgrade and configuration changes.</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)