Sites Affected	• Thunder Bay Regional Health Sciences Centre • St. Joseph's Care Group
Service(s) Impacted	• Imprivata OneSign Single Sign On (SSO)
When	Date: Wednesday, February 5th 2025 Start Time: 19:00 hrs EST End Time: 21:00 hrs EST
Action Required	**During Downtime:** • Tapping your badge to login may not function • You may need to enter network and/or application passwords manually • You may be prompted to re-enter your network password while using the computer during downtime • If you forget your clinical application password and can't sign in contact IT after hours support at (807) 626-6804 **After Downtime:** • Any clinical application password changes performed during downtime may not be updated in Imprivata SSO and will need to be updated manually - contact the IT help desk at (807) 684-6411 during business hours if assistance is required
Why	• Routine software update to Imprivata OneSign servers

Ensure this information is distributed / posted for all affected staff.

Questions or comments? Contact TBRHSC/SJCG Help Desk
(807) 684-6411 | 1-888-291-9636 | help@tbh.net