



## Downtime Announcement From Informatics

<b>Sites Affected</b>	<ul style="list-style-type: none"><li>• TBRHSC</li><li>• SJCG</li><li>• Nipigon</li></ul>	
<b>Service(s) Impacted</b>	<ul style="list-style-type: none"><li>• <b>Virtuo MIS</b><ul style="list-style-type: none"><li>○ All applications</li><li>○ Android and Legacy Handheld access</li><li>○ xChange processes</li></ul></li><li>• <b>Virtuo Payroll:</b><ul style="list-style-type: none"><li>○ Access to T4</li><li>○ Virtuo Payroll access will remain available for internal work; however, you will not be able to submit time files or batches to the MediSolution Payroll Website.</li></ul></li></ul>	
<ul style="list-style-type: none"><li>• <b>When</b></li></ul>	Date:	<b>Saturday, April 5<sup>th</sup>- Sunday, April 6<sup>th</sup></b>
	Start Time:	08:00 hrs EST
	End Time:	20:00 hrs EST
<b>Action Required</b>	<b>Prior to Downtime:</b> <ul style="list-style-type: none"><li>• We advise clients to complete all necessary processes and year-end procedures by <b>end of day Friday, April 4<sup>th</sup></b>, and then log out of all Virtuo MIS applications.</li><li>• All employees please <b>save or print their T4s</b> before <b>Saturday, April 5<sup>th</sup></b>.</li><li>• We suggest downloading any reports or pay files from the website <b>before Saturday, April 5<sup>th</sup></b>.</li></ul>	
<b>Why</b>	This downtime is necessary to upgrade the firewall in our Data Center as part of our continued efforts to improve system performance and security.	

**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](mailto:help@tbh.net)