

Downtime Announcement From Informatics

Sites Affected	<ul style="list-style-type: none">• TBRHSC/SJCG• All Region hospital partners currently using Imprivata
Service(s) Impacted	<ul style="list-style-type: none">• Imprivata Single Sign-On (SSO) will be undergoing an upgrade to the latest software version. There is no anticipated impact. If, however, SSO becomes temporarily unavailable, the ability to manually enter your login credentials will not be affected.
When	<p>Date: Tuesday, June 3, 2025</p> <p>Start Time: 08:00 hrs EST</p> <p>End Time: 11:00 hrs EST</p>
Action Required	<p>Prior to Downtime:</p> <ul style="list-style-type: none">• No action required <p>Following Downtime:</p> <ul style="list-style-type: none">• No action required.
Why	<ul style="list-style-type: none">• Upgrade the Imprivata environment from v24.3 to v25.1.

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