

## 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, access to software will be intermittent as upgrade is being performed</li></ul>  |
| <b>When</b>              | Date: Wednesday, May 27 2026<br>Start Time: 09:00 hrs EST<br>End Time: 11:00 hrs EST   |
| <b>Action Required</b>   | <p><b>Prior to Downtime:</b></p> <ul style="list-style-type: none"><li>• If access to archived email is required, please do so prior to the downtime.</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>• To perform software upgrade</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)