

Downtime Announcement From Informatics

Sites Affected	<ul style="list-style-type: none">• <i>All Sites</i>
Service(s) Impacted	<ul style="list-style-type: none">• <i>Help Desk - Self Service (formerly HEAT)</i>
When	<p><i>Date: Friday, June 26, 2026</i> <i>Start Time: 17:30 hrs EST</i></p> <p><i>Date: Saturday, June 27, 2026</i> <i>End Time: 17:30 hrs EST</i></p>
Action Required	<p>Prior to Downtime:</p> <ul style="list-style-type: none">• <i>Ensure that you log out of the affected systems and applications 15 minutes prior to when those systems and applications will become unavailable.</i> <p>During Downtime:</p> <ul style="list-style-type: none">• <i>All requests must be logged by calling the Help Desk at 807-684-6411.</i>• <i>After calling us, any additional information can be sent via email to help.desk@tbh.net.</i>• <i>For non-urgent requests, such as HR forms, please defer until after the maintenance window.</i> <p>Following Downtime:</p> <ul style="list-style-type: none">• <i>N/A</i>
Why	<ul style="list-style-type: none">• <i>To perform software maintenance</i>

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