



Downtime Announcement From Informatics

Sites Affected	• All Sites
Service(s) Impacted	• The Citrix environment will be undergoing a software update with possible service degradation during the maintenance window.
When	Date: Tuesday, September 22, 2026 Start Time: 19:00 hrs EST End Time: 21:00 hrs EST
Action Required	Prior to Downtime: • Users may have intermittent difficulty accessing Citrix applications during maintenance window. No downtime is expected, and any impacts should be brief.
Why	• To perform software update on Citrix infrastructure

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