

Downtime Announcement From Informatics

Sites Affected	• TBRHSC • SJCG • Nipigon
Service(s) Impacted	• All Virtuo MIS applications will be unavailable as access to the MediSolution licensing server will be down, including Android and Legacy Handheld access. • Virtuo MIS xChange processes will be unavailable: EDI and EFT.
When	Date: Monday, September 14, 2026 Start Time: 17:00 hrs EST End Time: 22:00 hrs EST
Action Required	Prior to Downtime: • Ensure that you log out of the affected systems and applications 15 minutes prior to when those systems and applications will become unavailable. Following Downtime: • Reboot or restart your computer • Once the computer has finished restarting, log in again.
Why	• Vendor downtime

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