HEALTHeNET Planned System Downtime

Monthly Maintenance Schedule

Date	Start Time	Duration	User Impact	System Impact	Description	Status
1/27/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Complete
2/24/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Complete
3/23/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Complete
4/27/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Complete
5/25/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Complete
6/22/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Complete
7/27/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Complete
8/24/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Complete
9/28/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Scheduled
10/26/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Scheduled
11/23/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Scheduled
12/28/2024	7:00 PM	Up to 24 hrs.	Low	Minimal to None	Regular System Maintenance	Scheduled

Holiday Schedule

- With the exception of a non-routine scheduled system upgrade, the HeN System is available 365 Days a year including holidays.

Software Release Schedule

- Software releases are planned roughly every quarter. The time and details of the release are posted here at least 1 week in advance and do not usually cause any disruption to users in the system.

Unscheduled Downtime

- Unplanned Outages are communicated to the users within 1 hour of discovery via a message on the dashboard of the users' login and a publicly available notice is placed on the public website at https://wnyhealthenet.com/

Issue Reporting

- For assistance, please contact the HeN Help Desk at 877-895-4724 or 716-842-6343 or email support@wnyhealthelink.com