

# HEALTHeNET Planned System Downtime

## Monthly Maintenance Schedule

Date	Start Time	Duration	User Impact	System Impact	Description	Status
<b>1/15/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>2/19/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>3/19/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>4/16/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>5/21/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>6/18/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>7/16/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>8/20/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>9/17/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>10/15/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>11/19/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	Minimal to None	Regular System Maintenance	Scheduled
<b>12/17/2022</b>	6:00 PM	Up to 24 hrs.	Minimal	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](mailto:support@wnyhealthelink.com)