



Upcoming Maintenance Schedule

Greetings,

Based on information from Oracle and with the go-live of HCM in January, UW will be transitioning to a mandatory regular maintenance schedule. As maintenance will require system downtime, we are providing you with the schedule for the next 14 months. **All maintenance will occur the third weekend of each month.**

If this schedule is adjusted, we will send a communication. Further, please know this schedule does not include unanticipated/emergency maintenance that may arise from time to time. We will provide as much notification as possible in advance of unscheduled maintenance.

There are two main types of mandatory maintenance: monthly maintenance and quarterly updates. Monthly maintenance addresses issues with the system and a quarterly update provides new system functionalities. In general, you should not notice any changes to the system after monthly maintenance. Please see below when each of these instances take place:

- **Monthly System Maintenance:** occurs the 3rd weekend each month (*except February, May, August and November*) beginning Friday 7:30 p.m. through (in general) Saturday afternoon or Sunday morning. During this time, the system will be unavailable. Please be sure to log out of the system by 7:30 p.m. on Friday.
- **Quarterly System Update:** occurs in **February, May, August and November** on the 3rd weekend beginning Friday at 5:00 p.m. through Monday at 8:00 a.m. During this time, the system will be unavailable. Please be sure to log out of the system by 5:00pm on Friday. Please know this includes the upcoming third weekend this month (November 16, 2018).

It is recommended you mark your calendar. Notifications will be sent as reminders in advance of each maintenance.

If you encounter any issues, please contact the UW Help Desk and submit a ticket. The UW Help Desk is your first resource and quickest response for questions. You can contact the Help Desk by emailing userhelp@uwyo.edu or by calling 766-4357 and selecting option #1.

Best,
The WyoCloud Team

Contact Information

The WyoCloud Team
Email: wyocloud@uwyo.edu
www.uwyo.edu/wyocloud

Need help with WyoCloud?
Contact the UW Help Desk
766-4357, Option #1
userhelp@uwyo.edu

© University of Wyoming