

MEMO

Date: October 13, 2026

To: iScheduler Users, MBTelehealth Site Contacts and Self-Schedulers

From: Christine Aymont, Manager, Virtual Care
Felice Sgambato, Manager, Virtual Care Support

Re: **iScheduler Upgrade: Scheduled Outage and Go-Live Information**

The **iScheduler** platform is being upgraded to a modern, cloud-based solution. The upgrade will provide users with a more sustainable and secure platform to support virtual care services across Manitoba.

Most users will notice only **minimal changes**, as the upgrade is focused primarily on the underlying technology. Users can expect to continue using the scheduling functions and workflows they are familiar with today.

Scheduled Outage

To complete the upgrade, **iScheduler will be unavailable from October 19-21**. During this time, users will be unable to access iScheduler or make scheduling changes.

Pre-scheduled telehealth events will not be impacted and will continue as scheduled.

Action Required for Site Contacts

To ensure access to appointment information during the outage, site contacts should **print Whiteboard reports for appointments scheduled between October 19 and October 22** on Friday October 16, before the system becomes unavailable.

Go-Live

The upgraded version of iScheduler will be available beginning at **8:00 a.m. on October 22**. Prior to go-live, users will receive:

- Information on how to access the upgraded platform.
- Updated Quick Reference Guides and support materials.

Thank you for your cooperation and support as we complete this important upgrade.

Virtual Care Team