



# INFORMATIONAL BULLETIN

## User/Testing Portal Maintenance Schedule

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### OVERVIEW

This document is intended to provide information for all State Fire Training (SFT) stakeholders who may use or interface with the SFT User Portal in order to access individual online training records, the SFT Available Training webpage or the SFT Testing Portal to access an online certification examination. All three systems are hosted by SFT's online records management software called Acadis, which undergoes routine scheduled maintenance that may impact users seeking to use the system during the maintenance window.

### SCHEDULED OUTAGES AND IMPACTS

On the 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of each month beginning at 19:00 Pacific Standard Time, Acadis will undergo routine scheduled maintenance for up to four hours. During the scheduled maintenance window system access and/or certain features within Acadis may be offline or unavailable.

SFT Accredited Academies should implement policies to ensure that online certification testing events are not scheduled during the maintenance window to avoid service disruptions during a testing event.