

# Medication Administration Notification of System Upgrade and Lock-out Period starting October 10, 2024

## ODP Announcement 24-064 Update

### AUDIENCE:

Medication Administration Trainers and Learners

### PURPOSE:

To notify Trainers and Learners that the upcoming system upgrade for the Medication Administration system will be starting **Thursday, October 10, 2024**, and ending **Wednesday, October 23, 2024 at 9:00am**.

### DISCUSSION:

The [Medication Administration system](#) will be undergoing a system upgrade starting **Thursday, October 10, 2024**, and ending **Wednesday, October 23, 2024 at 9:00am**. During this time, the system will be completely unavailable to learners and trainers.

As a result of the upgrade, the user experience will be altered. Some functionality will change, and documentation about any changes to the learner workflow will be provided. As a reminder the system will be locked and unavailable during this time.

If you have questions about this upgrade or if you need assistance during this transition, you may contact the Medication Administration help desk website at [www.mahelpdesk.com](http://www.mahelpdesk.com) to log a ticket. The help desk will be available to address any concerns during this transition.

The Med Admin team appreciates your understanding while we perform the upgrade and introduce learners to the new experience.

**For Learners:**

Please be sure to finish any open courses and or activities, including online lessons, quizzes, activities, post multiple choice and post written documentation exams, on or before **Monday, October 7, 2024** at 11:59 PM.

**For Trainers:**

Trainer grading including Observation scores, dates, and trainer attestations must be entered and completed by **Wednesday, October 9, 2024** at 11:59 pm.

Please review our [upgrade support page](#) for updates and the latest information about this upgrade. If you need support with preparing for the upgrade, please contact the [Medication Administration Helpdesk](#) website.