

## California Integrated Vital Records System (CALIVRS) CA-EDRS 4.0 User Go-Live FAQ

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### Frequently Asked Questions (FAQ)

**1. When is the upcoming downtime for the upgrade to EDRS 4.0?**

Saturday, August 7<sup>th</sup>, 2021

**2. When will the planned system downtime begin?**

0700HRS Pacific Standard Time (PST) on 08/07/2021

**3. When do we anticipate the new system will be available?**

1300HRS PST 08/07/2021

**4. Will there be a status page during the system downtime?**

Yes, the standard login page will provide on-going status during the process and any changes to the planned downtime schedule.

**5. Who do I call if I have a question?**

EDRS Help Desk: 916-552-8123

**6. What will be the Help Desk schedule the weekend of 08/07/2021?**

On 08/07/21 Help Desk hours will be 0800 HRS PST to 2000 HRS PST. Help desk coverage will also be available on Sunday, 08/08/2021 from 0800 PST to 1600 PST