

Medication Administration Notification of System Upgrade and Lock-out Period starting **September 26, 2024**

ODP Announcement 24-064 Update

AUDIENCE:

Medication Administration Trainers and Learners

PURPOSE:

To notify Trainers and Learners that the start of the Medication Administration system upgrade has been delayed. The upcoming system upgrade for the Medication Administration system will be starting **Thursday, September 26, 2024**, and ending **Thursday, October 10, 2024**.

DISCUSSION:

Attention! The start of the Medication Administration system upgrade has been delayed. The [Medication Administration system](#) will be undergoing a system upgrade starting **Thursday, September 26, 2024**, and ending **Thursday, October 10, 2024**. During this time, the system will be completely unavailable to learners and trainers. Please finish any self-paced learning by **Monday, September 23, 2024 including online lessons, quizzes, activities, post multiple choice and post written documentation exams.**

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. Further communication will be sent when we approach the system upgrade period. 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 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, September 23, 2024** at 11:59 PM.

For Trainers:

Trainer grading including Observation scores, dates, and trainer attestations must be entered and completed by **Wednesday, September 25, 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.