

From: [University Registrar \(registrar@yale.edu\)](mailto:registrar@yale.edu)
To:
Subject: System and Platform Upgrade Monday,
Date: March 17, 2025 2:27:00 PM

University Registrar's Office

Monday, March 17, 2025

System and Platform Upgrade

Dear Colleagues,

We want to inform you that ITS will be performing a mandatory system and platform upgrade this weekend, which will impact access to Banner and several related applications, including the Hub, Dynamic Forms, and Transcript Ordering. This temporary system outage will affect students, faculty, and staff.

Outage Details:

- **Start:** Saturday at 7:00 AM
- **End:** Saturday at 6:00 PM (with the potential to extend later, even into Sunday)

Outage notifications are posted on key [websites](#) and will be presented upon login when systems are down, but we're sharing this update to help you assist students who may have questions.

Key Points for Student Support:

- No action is required by you or students during the upgrade.
- If students encounter issues accessing services, let them know about the planned outage and suggest they try again after the upgrade window.
- ITS and many administrative offices have conducted thorough, advanced testing; however, should any issues arise on Monday (e.g., systems not functioning as expected), please notify registrar@yale.edu.

Sincerely,

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