



September 3, 2014

Subject: **Patient Portal and Kiosk Check-in Access to be Restored Tonight**

Dear Valued Customer:

For those of you who utilize the Patient Portal and Kiosk Check-In features of our software, you may have observed that these services are unavailable today. We are aware of the problem and apologize for the inconvenience.

Due to a change in Microsoft Cloud services, we need to redeploy our servers this evening to minimize disruption to your practice. The Patient Portal and Kiosk Check-In features should be fully operational again around 2am Eastern Time.

In the meantime, you should be able to continue using the rest of our system without any issues or interruption. Rest assured, this does not involve any security concerns or any loss of data. Again, we sincerely apologize for this temporary inconvenience.

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