**Subject: Scheduled CKAN Maintenance – Service Unavailable on Mon, Oct 13, 2025 (Taiwan time) 08:00–17:00 (UTC+08:00)**

Dear users,

We will perform a scheduled upgrade to our CKAN-based medical data sharing platform on **Monday, October 13, 2025**, from **08:00 to 17:00 (Taiwan Time, UTC+08:00)**. During this maintenance window the service will be **unavailable**.

**What’s changing**

* After the upgrade, single sign-on (SSO) will be **disabled**.
* User authentication will switch to CKAN’s **native login** (email + password).

**What you need to do**

1. After the upgrade completes, go to the platform login page.
2. Click **“Forgot password”** (or “Reset password”).
3. Enter the email address you used to register with the platform.
4. Check your inbox (and spam/junk folder) for the password-reset email and follow the link to set a new password.
5. Use that email/password combination to sign in going forward.

**Tips**

* If your organization used SSO credentials only and you never set a local password, use the “Forgot password” flow to create a CKAN password tied to your account email.
* If you do not receive a reset email within 15 minutes, please check your spam/junk folder and any email filters.

**Support / Urgent issues**
If you have questions or account problems after the upgrade, contact us at **[****replace-with-your-support-email@example.com****]** or reply to this announcement. Please include:

* Your full name
* Registered email
* Short description of the issue

We apologize for any inconvenience and appreciate your patience while we improve the platform.

Sincerely,
The Platform Team