



TODAY@HFSC

JUNE 21, 2021

HFSC REQUEST PORTAL **OUTAGE**: 8:30 A.M. JUNE 24 TO JUNE 26

The Houston Forensic Science Center's request portal, *Where's My Result*, will be down for maintenance beginning **Thursday, June 24th at 8:30 AM CST.**

The maintenance outage is anticipated to last 48 hours. During the outage, the website will be unavailable and users will not be able to make request. All users will be notified once maintenance is complete or if there are delays.

What is affected?

During the outage, the LIMS request portal, *Where's My Result*, will be unavailable. Users will not be able to make request.

What if I have a rush or urgent request?

For **urgent requests** during the 48-hour outage, please call Dr. Amy Castillo, HFSC's COO and vice president, at 832-993-0148.

How long will this last?

The maintenance outage is anticipated to last 48 hours. Users will be notified if there are delays.

Why is this happening?

The connection between HFSC's LIMS and the portal needs to be upgraded.

Does this impact CSU?

No. Please use the normal channels for crime scene services. The phone number to request the unit to respond to a scene is 713-929-6760.

