

Building Automation Systems (BAS) Outage Notifications

All BAS outage notifications should be posted as a resource on the FM website on the [Building Automation System Outages – UVA Facilities Management \(virginia.edu\)](#) page.

Outage information should include:

- Outage Start date and time.
- Outage expected end date and time.
- Specific system affected (Metasys, WebCTRL, Both)
- Outage Type (Scheduled, Unscheduled, Emergency)
- Outage Status (Scheduled -Active, or Canceled)

Users can also subscribe and unsubscribe to receive email notifications when an outage is posted using the [BAS Outage Subscription Manager – UVA Facilities Management \(virginia.edu\)](#) page.

- There are two subscription lists. One for Metasys and one for WebCTRL.

All current users with active BAS accounts should already be subscribed to receive notifications for the systems they have access to. If they are subscribed and do not wish to receive these notifications, they will need to unsubscribe by:

- Navigating to the [BAS Outage Subscription Manager – UVA Facilities Management \(virginia.edu\)](#)
- Selecting the “Unsubscribe” link for either system.
- Enter their email address when prompted.
- Selecting the blue “I unsubscribe” button.
- If they wish to unsubscribe to both systems, they will need to follow these steps for each of them.

As new BAS accounts are created, users should automatically be enrolled to receive email notifications. Those individuals will need to unsubscribe if they do not wish to receive them. They can do so by using the same process described above.

Any FM employee or customer that wishes to receive email notifications for BAS outages can subscribe by:

- Navigating to the [BAS Outage Subscription Manager – UVA Facilities Management \(virginia.edu\)](#)
- Selecting the “Subscribe” link for either system.
- Enter their email address and name when prompted.
- Select the blue “I Subscribe” button.
- If they no longer wish to receive notifications, they can follow the same procedures outlined above.

There are 3 distinct outage types:

- Scheduled – These outages are for routine maintenance actions that are predictable (monthly patching, version updates, etc.)
- Unscheduled – These outages are for maintenance actions that need to occur due to an issue that needs to be resolved. These outages should still allow for enough time to coordinate with stakeholders.
- Emergency – These outages are for maintenance actions that need to occur within the same business day and should be used only when necessary.

If there are any changes (start/stop dates and/or times, cancellations, etc.) those subscribed should receive an email notification and the outage webpage should update.

Please share this information with any team members or customers interested in knowing when there will be a BAS outage.

Remember, during outages, controllers should be functional; however, the SCC cannot monitor or perform any maintenance actions. FM Maintenance Teams and Customers should periodically check their critical spaces and report issues to the SCC at 434-982-4685.