



Animal &
Plant Health
Agency

APHA Briefing Note 39/22

Upcoming changes to iSam

Date issued: 18 October 2022

Purpose

1. To further inform Official Veterinarians (OVs) and all iSam users about the upcoming changes to iSam, due to go live on 24 October 2022.
2. To inform users of planned system downtime in October and November 2022

Information

3. The go live date for the iSam changes is 24 October 2022
4. After the upgrade iSam will be accessible through a greater range of internet browsers including Safari, Firefox, Chrome and Edge (however Internet Explorer will no longer be a supported browser).
5. The upgrade will look significantly different but functionally will behave in the same way.
6. iSam will not be available at the following dates and times due to necessary downtime:
 - Friday 21 October 5pm until Monday 24 October 7am
 - Tuesday 1 November 7pm until Wednesday 2 November 7am
 - Tuesday 8 November 7pm until Wednesday 9 November 7am
 - Tuesday 15 November 7pm until Wednesday 16 November 7am
7. Users should continue to contact the APHA IT Service Desk as they do now if they have an issues

Action

8. Users should continue to access iSam via Microsoft Edge in Internet Explorer (IE) mode until Monday 24 October 2022
9. Users should not attempt to log into iSam at the following dates and times:
 - Friday 21 October 5pm until Monday 24 October 7am

- Tuesday 1 November 7pm until Wednesday 2 November 7am
- Tuesday 8 November 7pm until Wednesday 9 November 7am
- Tuesday 15 November 7pm until Wednesday 16 November 7am

Further Information

Any questions relating to the project should be directed to samupgrade@apha.gov.uk

For any queries relating to the use of iSam please contact the APHA IT Service Desk
aphaservicedesk@apha.gov.uk