ACTION REQUIRED: Windows Time Zone Update for Nov 1

Change Impacted Regions: British Columbia, Alberta, Manitoba, and Northwestern Ontario (Kenora)

Applicable Systems: Kroll Pharmacy Management Workstations & Servers, PharmacyLink / ManagerWeb, PharmaConnect

Target Audience: Pharmacy Owners, Store Managers, Pharmacy Staff, and Store IT Administrators

1. Overview & Potential Impacts

On **Sunday, November 1, 2026, at 2:00 AM local time**, key provinces across Canada will permanently end seasonal time shifts and remain on permanent summer time year-round. Because pharmacy management platforms—including **Kroll** and **PharmacyLink**—rely on the underlying Windows operating system for accurate timekeeping, proper OS configuration and software updates are mandatory.

Failure to apply required patches or verify time settings will cause a **1-hour time discrepancy**, leading to severe operational impacts including corrupted transaction timestamps, inaccurate prescription logs, failed provincial network submissions (PharmaNet, Alberta Netcare, DPIN), and misaligned customer appointment or ready/pickup notifications.

Summary of Regional Legislative Changes

- **British Columbia:** Permanent Pacific Time (UTC-07:00) Pacific Time (British Columbia)
- **Alberta, NWT, Yellowknife, Inuvik & SE BC:** Permanent Mountain Time (UTC-06:00) Mountain Time (Alberta)
- **Manitoba (including Kenora area, NW Ontario):** Permanent Central Time (UTC-05:00) Manitoba
- **Non-Changing Regions (ON, QC, Atlantic, SK, YT):** No time zone reassignment required. (Note: Saskatchewan remains on permanent Standard Time).

2. Store Preparation & Action Plan

To ensure seamless operations prior to opening on November 1, 2026, all store teams and IT staff must follow the standardized timeline and action items below.

Step	Responsible Party	Action Required	Deadline
1. Deploy Windows Updates	Central IT / Store IT	**Windows 11**: Ensure October 13, 2026 Cumulative Windows Update is applied across all workstations and servers. **Windows 10**: Ensure devices are on version 22H2 and enrolled in Extended Security Updates (ESU).	October 28, 2026
2. *PharmaConnect or any White Label Customers:* Update Store Time Zone (ManagerWeb)	Pharmacy Manager / IT	Verify that ManagerWeb is configured to the correct new permanent provincial time zone dropdown option available following the October 23 PharmacyLink release.	October 30, 2026

Step	Responsible Party	Action Required	Deadline
3. Reconfigure Windows Time Zone	Store IT / Staff	**MB, AB, BC, NWT, NW ON stores only:** Manually change the Windows Time Zone on all Kroll PCs to match the new permanent regional time zone. (SQL Server inherits time automatically).	October 31, 2026
4. Full System Restart	Store Teams	Perform a full system reboot across all pharmacy servers and client workstations prior to closing for the weekend.	October 31, 2026 (Before Close)
5. Morning Verification	Store Lead / Pharmacy Staff	Confirm that all workstation clocks, ready times, fax timestamps, and active time zones reflect correct local time prior to opening.	November 1, 2026 (Before Opening)

3. Technical & Operating System Specifications

Operating System Security Baseline & Patching

- **Windows 11 Devices:** Maintain regular updates via Windows Update. Confirm installation of the October 13, 2026 Cumulative Update.

- **Windows 10 Devices:** Must be updated to the final feature version (Windows 10, version 22H2). Because standard lifecycle support has concluded, active enrollment in the Extended Security Updates (ESU) program is required to receive security and time zone definitions. If your devices still run Windows 10 and do not have ESU coverage, we strongly recommend enrolling before November 1 to prevent disruptions.

- **Database Servers:** Microsoft SQL Server inherits time directly from the Windows OS host and does not require a separate patch.

Manual Windows Clock & Time Zone Adjustment Instructions

If a workstation displays an incorrect time or requires manual time zone reassignment, execute the following steps:

1. Open Settings by pressing Windows Key + I (or Start Menu > Settings gear icon).
2. Navigate to **Time & language** → **Date & time**.
3. Ensure the toggle for **Set time automatically** is turned **On**.
4. For non-changing regions, confirm **Adjust for daylight saving time automatically** is toggled **On**.
5. For affected provinces (BC, AB, MB, NWT, NW Ontario), manually set the **Time zone** dropdown to your new permanent provincial setting.
6. Scroll to the synchronization section and click **Sync now** to instantly force Windows to synchronize display time with network servers.

4. Application Updates & Support Troubleshooting

PharmacyLink & PharmaConnect Updates

- **ManagerWeb Application Update:** Released on Friday, October 23, 2026. Includes 3 new options in the store Time Zone dropdown: (UTC-07:00) Pacific Time (British Columbia), (UTC-06:00) Mountain Time (Alberta), and (UTC-05:00) Manitoba.
- **Patient Mobile & Web Apps:** Native Android, iOS, and Web app updates for PharmaConnect will roll out in a subsequent release (Date TBD).

Troubleshooting Steps

If pharmacy staff or patients report 1-hour time discrepancies on or after November 1 (e.g., store hours showing incorrectly, appointment/reminder times off by 1 hour, or wrong ready/pickup timestamps), perform the following checks before escalating:

1. **Check ManagerWeb:** Access ManagerWeb and verify that the store's designated time zone matches the new permanent provincial zone.
2. **Check Windows Time Zone:** Verify the local Windows Time Zone setting on the Kroll server and workstations, and confirm the October Windows Update is installed.

3. **Force Clock Sync:** Use the **Sync now** option under Windows Settings > Date & time.
4. **Escalation Protocol:** If settings are verified and issues persist, submit a ticket to the Kroll CC team (1-800-263-5876) including:
    - Store Name and Store ID
    - Specific examples of incorrect timestamps (with screenshots)
    - Confirmation of completed OS and ManagerWeb checks