



## OnBase Upgrades Temporarily Impact Some City Systems

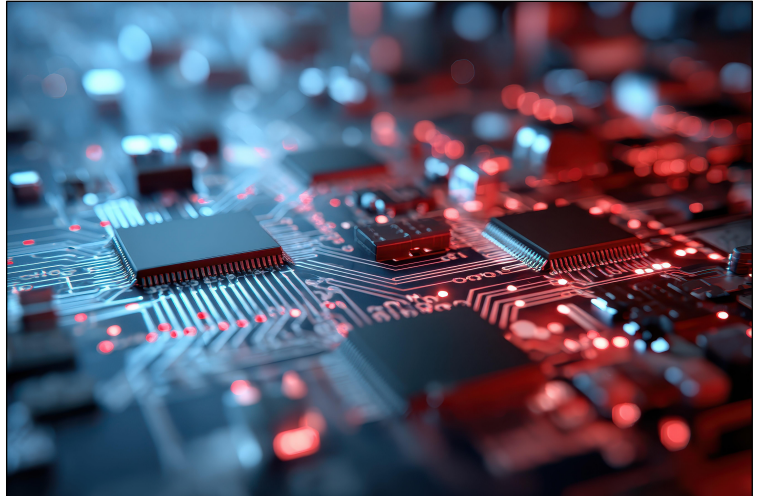
Scheduled Outage Planned for Friday, Sept 5 starting at 11:30am

**Steamboat Springs, Colorado-August 27, 2025**-The city will be performing a scheduled upgrade to its OnBase software system on Friday, September 5, 2025 starting at 11:30am. This important update will improve system security, performance, and reliability.

“We appreciate the community’s patience as we complete this upgrade,” said Interim IT Manager Chris Dover “These improvements will help us provide faster, more reliable, and more secure services for residents.”

Because OnBase integrates with several other city programs, the following services will be completely unavailable starting at 11:30am on Friday, September 5, until after 7am on Saturday, September 6:

- CityView
- OnBase Agenda on the city website (public meeting portal)
- Agenda to Go
- Document retrieval through Caselle
- Public website links that open OnBase PDFs
- Email/scan import queues and OnBase workflow processing



Residents are encouraged to plan ahead for any business requiring these services and, if possible, complete tasks before or after the upgrade window. Essential city operations, including emergency response, utilities, and public safety services, will not be affected.

All systems are expected to be restored by the following morning, Saturday, September 6. Should that timeline change, updates will be shared on the city’s website and social media channels.

-WeServeTheCity-

### Contact

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