**Dear Valued Supplier**,

We are excited to announce a significant upgrade to the foundations of our portal platform scheduled for July 7, 2024. This update is essential in modernizing our infrastructure and preparing for future enhancements. Below, you will find detailed information about the transition and steps you need to take to ensure a smooth changeover.

**System Upgrade Overview:**

* **Transition Details:** We will migrate from our current portal platform to a new, state-of-the-art platform. All user information and permissions will be seamlessly transferred to the new platform, ensuring continuity and security. Note: At this time, the portal content and visualization will not be changing beyond the initial login screen and the IAM (Admin Tools) component.
* **Go-Live will begin on Friday, July 5, 2024, at 6:00 PM EST**
  + The Legacy System will be inaccessible after this time to allow final data synchronization to Active Access.
  + Backend processes will also be halted.
  + No changes will be permitted until the system returns online in Active Access.
  + All changes must be processed before the cutover begins, or they will be lost.
* **The new platform will be available on Sunday, July 7th, at approximately 7:00 AM EST**
  + We request that access be limited on Sunday to urgent needs only.
  + Monday, July 8th, will be the new platform's first 'Normal' business day.
* **Supplier Administrators:**
  + Please check for pending requests before 6:00 PM on July 5, 2024.
  + All processed system data will be copied to the new platform before the final changes on July 7, 2024.
  + Any unprocessed or pending requests as of July 5, 2024, at 6:00 PM EST will be lost.

**Introduction of the New Identity and Access Management (IAM) Tool:**

* **Replacement of CCA Admin Tool:** The current Admin Tool will be replaced by a more intuitive and user-friendly Identity and Access Management (IAM) tool. While the interface will be refreshed, all existing functionalities will remain.
* **Training Resources:** To assist in your transition, we have prepared some short training videos that provide an overview of the new IAM tool for End Users and a slightly longer Administrators orientation video. In addition, once you are working on the new platform, there will also be a series of short task-oriented training videos for Organization Administrators on the OpenText Support Portal.

**Critical Initial Login Information:**

* **Activation of User Accounts:** Upon initial migration, all user accounts will be in 'unactivated' status. You must log in promptly after the launch to activate your account and restore email notifications for pending requests. ***This is critical for Organization Administrators because you will not receive any pending action requests via email until your account is activated.***
* **Login Process:**
  1. **Use Existing Credentials:** Log in with your current User ID and Password.
  2. **Security Setup:** You will be prompted to set a new security question and answer—a mandatory step for enhancing account security.
  3. **Password Update:** If your password does not meet the new, stronger security standards, you will be prompted to update it. The updated password policy is as follows:
     + Length: 8-20 characters
     + Contains at least 3 of the following: Numbers, Lowercase Letters, Uppercase Letters, Special Characters
     + Excludes disallowed words and cannot repeat the last seven passwords used.

**[Optional] Multi-Factor Authentication Setup:**

* Setting up Multi-Factor Authentication (MFA) is advised for enhanced security. To facilitate a smooth first login experience, we recommend initially using email as your primary MFA method.

**Support and Assistance:**

If assistance is required, please follow the steps below.

1. **Support portal / Knowledge Base Articles:** We will have a series of Knowledge Base articles available on the OpenText Support Portal. These items can be used for self-help. <https://support.portal.covisint.com/web/portal/home>
2. **Local Organization Admin is first Point of Contact (POC):** We encourage you to work with your local organization administrators to attempt to resolve your problems.
3. **OpenText Service Desk Support:** The Service Desk will assist you and/or your security administrators if they encounter difficulties.

We appreciate your attention to this critical transition and your continued partnership. Please ensure your team reviews the training materials and prepares for the upcoming system changes. If you have any questions or need further assistance, please get in touch with us.

Thank you,

**PHINIA Supply Chain Excellence Team**