



# Transact Support Hub FAQ

## **What's changing?**

Transact is upgrading your Support experience to improve how you find and get help quickly! Transact Support Hub is a best-in-class help center. All current functions will remain while featuring an improved experience designed with your needs in mind.

## **Will I still have access to the Connect Portal?**

Yes, the Connect Portal will still be the central client portal where you can manage system outages and notifications, and add/modify users to the Connect Portal.

## **When will the new Support Hub go live?**

The new Support Hub will be live July 19, 2023.

## **Will my old cases transfer over?**

All new cases created after May 15, 2023 will be available in the Support Hub. Cases previously closed will remain in the current system for data integrity and can be retrieved by Transact engineers upon request.

## **Will my user information and permissions stay the same?**

Yes. User permissions that exist in the Connect Portal today will stay the same, along with all current settings. All contact information will be migrated to the new Support Hub through our integration to prevent any issues. When creating your new username, please use the same email address to ensure all cases and permissions remain unchanged.

## **If I currently can view all cases for my organization (admin permissions), will I still be able to see them in the Support Hub?**

Yes. Additionally, if you have access to multiple organizations today in the Connect Portal, this will be included in our integration so you can continue to create and view cases for these separate organizations. If you need access to additional organizations in the future, the process will not change; simply notify your Client Success Manager (CSM) and they can add this for you.

## **How will new users get added?**

You will be able to add/modify users like you do today in the Connect Portal.