

What will the overall upgrade process look like?

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Once your Admin requests an upgrade, a Customer Success Manager will reach out to you to schedule a scope call. During this scope call, we will discuss your upgrade options and how best to implement version 5.0.

Once the upgrade begins, you can expect an average 2 hour down time for the process to complete. Upgrades are usually scheduled between Monday and Thursday.

Your users will also be emailed to take part in [Flight School](#) so they are comfortable with using the new system!



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