Key Steps to a Successful Hosting Transition

IMAGE*TREND*®

TRANSITIONING YOUR HOSTING ENVIRONMENT

WHY ARE WE CHANGING DATA CENTERS?

The decision to transition to a new data center is not an easy one, so you can rest assured that much forethought and planning has been applied to this transition. While our hosting facility for the last 20 years has provided us with a secure, well-managed environment for your systems and data, the time has come to move to an updated facility that offers modern, state-of-the-art equipment, security features and services. The facility that we are transitioning all hosting to offers a host of benefits, including new hardware, updated resources and a more physically secure environment. Here are a few key features of the data center we are moving to:

- Uptime Institute certified, Tier-III constructed facility
- On-site security and support personnel
- Managed Internet service supporting both IPv4 & IPv6, utilizing a multi-carrier blend with a fully redundant routing infrastructure
- Multiple redundant power distribution paths
- Redundant HVAC design for stable airflow, temperature and humidity

So what does this mean to you?

- The data center we are moving to is SOC 2 certified and NIST 800-53 compliant, which means that both the application and hosting environments are certified secure.
- The improved structure and allocation of resources means that you may experience improved application performance.
- To support the updated security options with the new data center, you will be provided a new URL to your Elite application. This URL will need to be updated in all places that it is currently being used, referenced or synced to.

CRITICAL ACTION NEEDED- WHAT YOU NEED TO DO

IMPORTANT! You will be provided a new URL to your Elite application. Your existing URL will need to be updated in all locations it is currently used, referenced or synced to before the date provided. You can begin updating the URL immediately; you do not need to wait until the switchover. *If the URL is not updated in all locations, there is a risk of data loss.*

Locations the URL will need to be updated may include:

- Desktop computers that Elite is used on
- All field devices that sync to Elite Web
- CAD configuration
- Third party data imports
- All bookmarked locations – remove the current bookmark and add one pointing to the new URL (documentation is attached on how to do this)

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21 March 2018   www.ImageTrend.com   Page 1 of 9

Effects if the URL is Not Updated

CAD Integrations

If the CAD service installed in your environment is not updated, CAD data will not be available once the transition has been made.

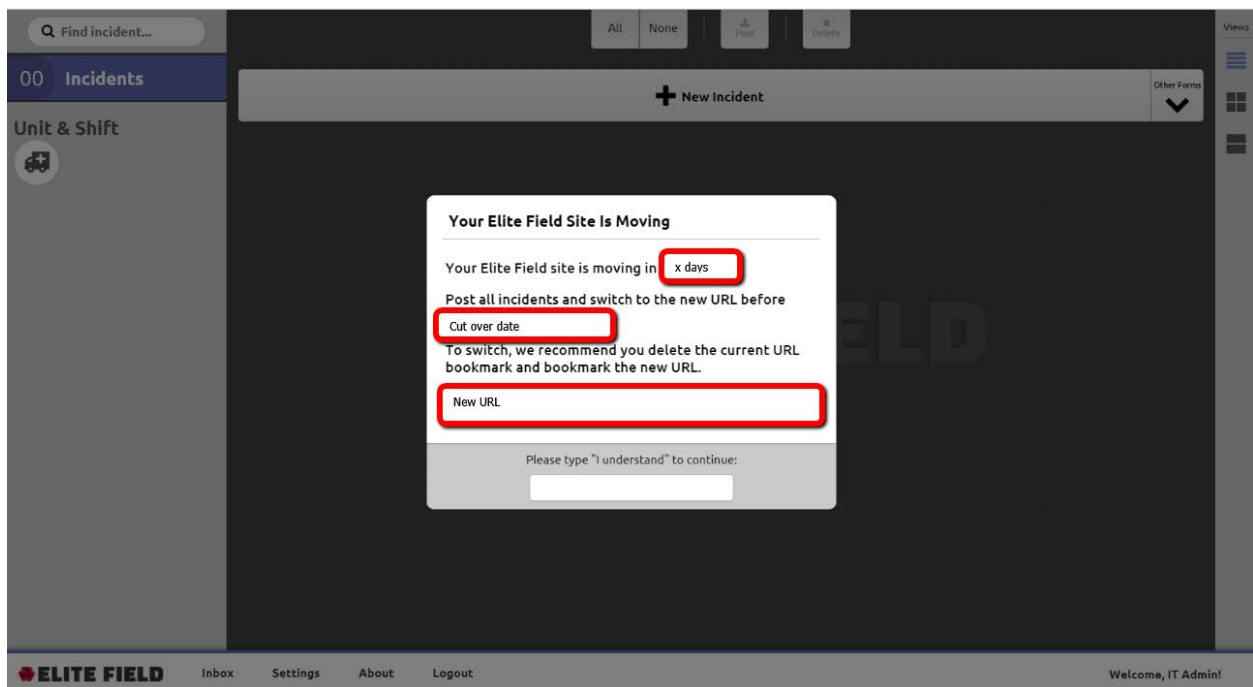## Third Party Integrations

If sites hosted by third party vendors do not update the URL for their integration, you will not receive any imported data. The user will receive data import failure notices.

Synced Field Devices

If the URL is not updated on field devices, there is a risk of data loss. Data collected on a field device that is synced to the old URL will be unable to post that data after the cutover. Prior to using the new URL, post **all** incidents from each device, then sync to the new URL.

Elite Field will display a warning similar to the below image. The URL will be specific to Elite Field for your organization and the cutover date will be the date agreed upon by ImageTrend and your organization. This message can start appearing any number of days before the cutover to best suit your needs.

Bookmarks

If you do not update your Elite and Elite Field bookmarks to the new URL, your existing bookmarks will no longer navigate to your Elite and Elite Field sites after the cutover.

Email Template for Third Party Vendors

Please feel free to use the template below to contact any third party vendors your Elite site integrates with to inform them of the change.

Hello,

We would like to announce a special deadline for those importing data to our ImageTrend Elite application. On December 31st, 2018 our URL (website address) is changing. If you are currently using the URL CURRENT ORGANIZATION URL, please note that the "www" portion of the URL is expiring.

To continue importing data successfully without failure notices, start using this URL immediately: ORGANIZATION URL. This URL must be updated in all places it is currently saved before DATE. If the URL is not updated, you will no longer be able to import data to ImageTrend Elite.

Thank you for your prompt attention.

Best regards,

[signature]

BOOKMARKING THE ELITE FIELD URL

Bookmark your agency's Elite Field URL to allow users to log in to Elite Field on a mobile device or a desktop. For creating iPad links, see Creating a Link for Elite Field on iPads on page 4.

Facts

> ⚠ **IMPORTANT!** All Elite Field devices require a bookmarked Elite Field URL.

> ⚠ **IMPORTANT!** You **must sync** your Elite Field devices (*Settings > Sync*) when saving the Elite Field URL. If you do not sync the devices, users **cannot** log in to Elite Field while the device is **offline**. For sync instructions, see Syncing Resources.

- Bookmarking the Elite Field URL requires internet.

Logging In the First Time

> ⚠ **IMPORTANT!** Users that create incidents on Elite Field while offline, first need to log in to Elite Field while the device has an internet connection. This is necessary for the device to sync resources and login information. Repeat this process for each user on each device that will be used offline.
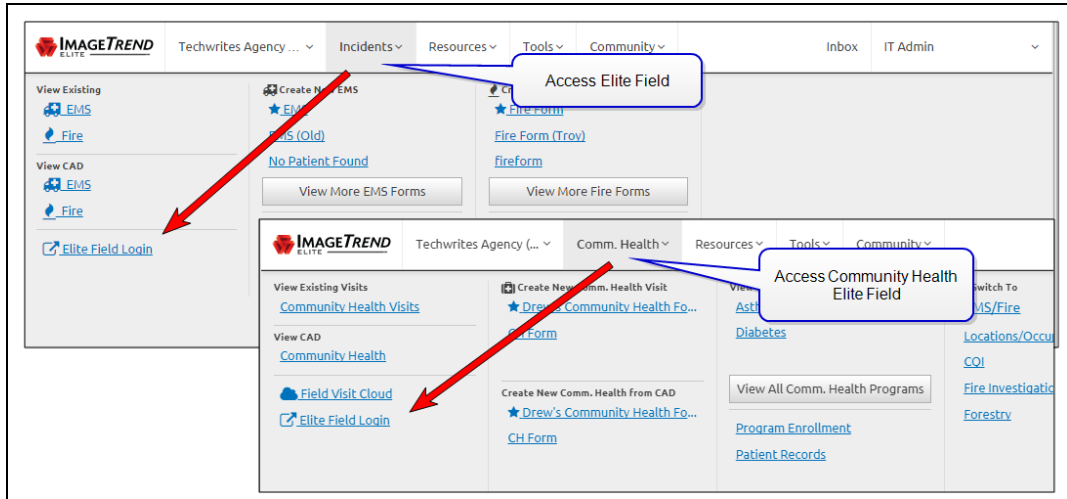
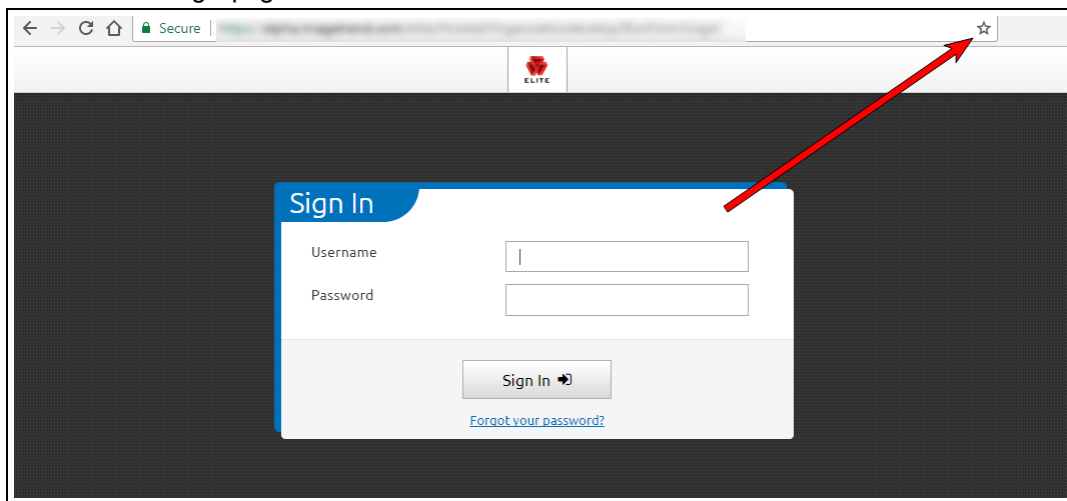## How to Bookmark the Elite Field URL

To use Elite Field offline, all devices require the Elite Field Login page bookmarked; this must occur while the device is online. After the login page is bookmarked, use the bookmark to open Elite Field while on or offline.

1. Log in to Elite.

2. Open the Incidents tab and click *Elite Field Login*.

3. Bookmark the login page.

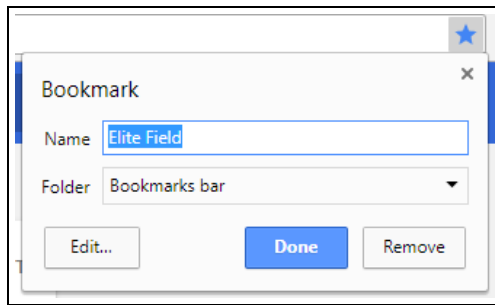> 🖊 **NOTE:** The icon you click may be different if you are using a browser other than Chrome.

4. Continue with the next step.

iPads

a. iPads, continue to add the Elite Field icon to your desktop, see Creating the iPad Desktop Link.

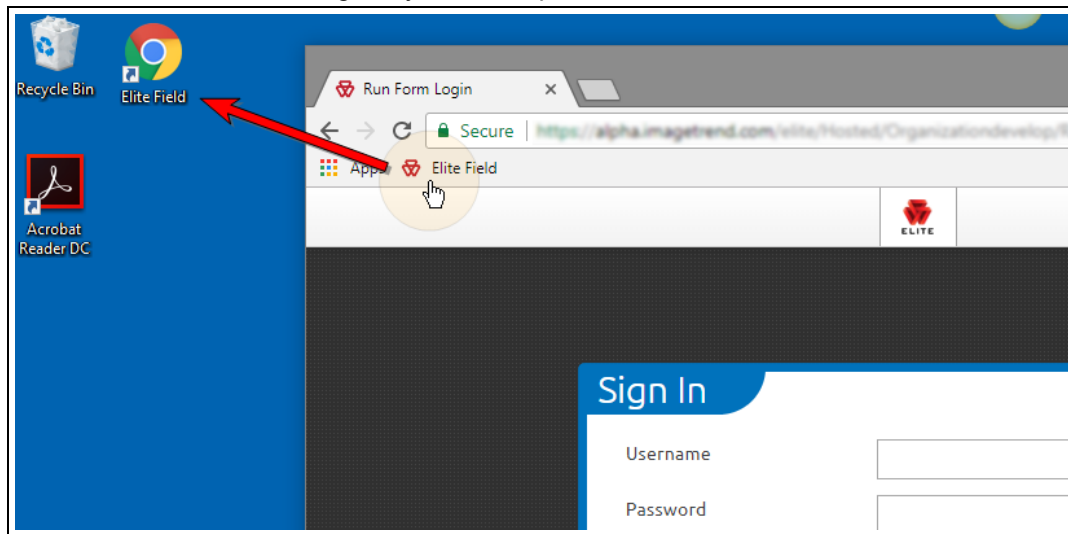### Desktop Computers

a. Choose where to save the bookmark and click Save.

💡 **HINT:** Save it to your Bookmarks Bar to quickly find the link in the future.

b. Locate the bookmark and drag it to your desktop.
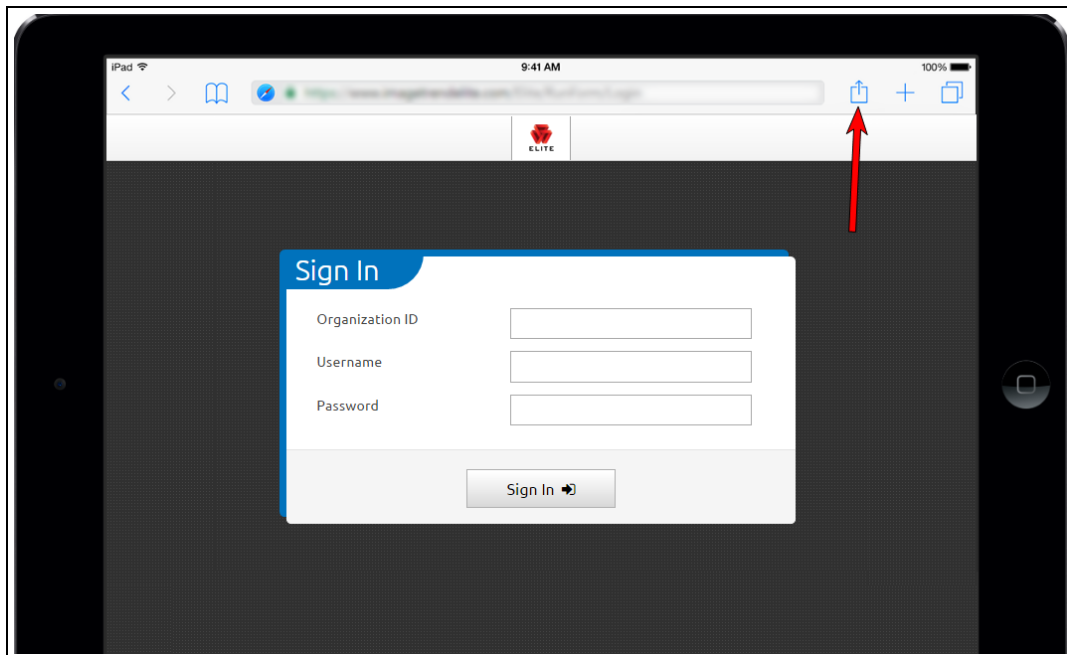
CREATING A LINK FOR ELITE FIELD ON IPADS

Add the Elite Field button to the iPads desktop to quickly open the Elite Field login screen.
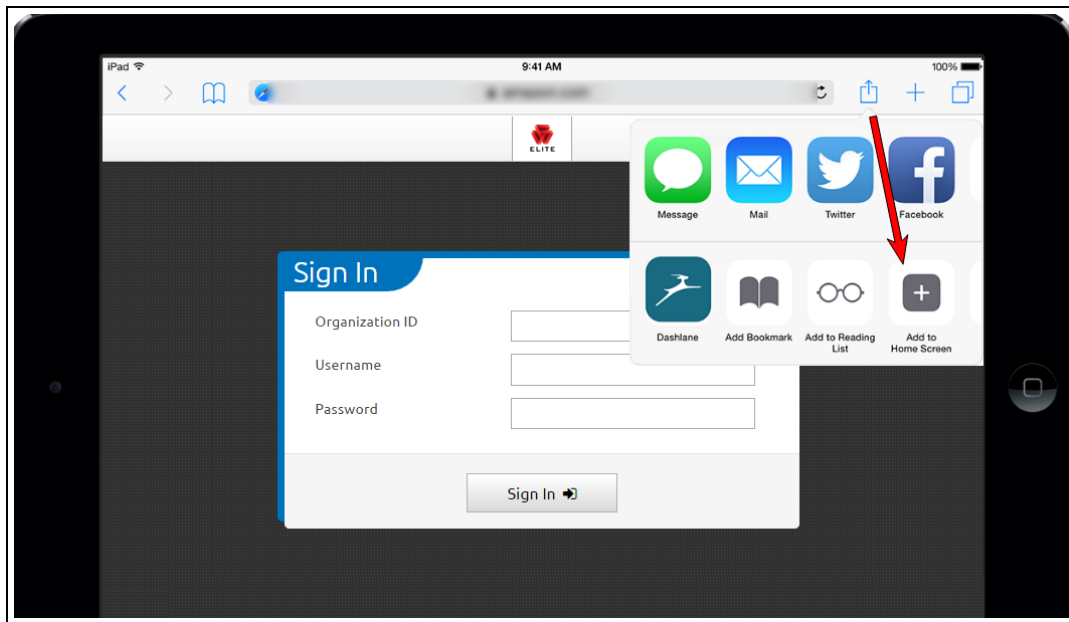
How to Create a Desktop Icon on iPads Elite Field

1. In Safari on an iPad, navigate to your Elite Field login page and log in.
2. Elite Field begins syncing automatically. If it does not, select *Settings > Sync*.
3. Log out of Elite Field.
4. Select the *Send to* ⬆ icon.

5. Select the Add to Home Screen button.

The Elite Field link appears on the iPad's desktop.

REMOVING DESKTOP BOOKMARKS

Remove an old or unused Elite Field bookmark from your desktop.

How to Delete the Desktop Bookmark

Delete the Bookmark from iPads

1. Press and hold the Elite Field icon on the iPad's desktop.
2. When all the icons begin wiggling, press the X in the top right corner of the Elite Field's icon.

Delete the Bookmark from Computer Desktops

1. Locate the Elite Field link on a computer's desktop.
2. Right-click the icon.
3. Click *Delete*.