HYPERCARE

Upcoming changes to Hypercare: 2025

What is changing?

- **Simplified account management**: User accounts will be tied exclusively to one organization. This enables cleaner account-based access control, more consistent audit logs, and improved account security. User settings, such as availability status and contact info, will now be organization-specific.

- **Email-based login**: Usernames will no longer be supported. All users must login using their email address, simplifying account recovery and aligning with industry best practices.

- **Streamlined administrative operations**: Faster onboarding with pre-setup shell accounts when inviting new users, so they can be placed on-call schedules immediately.

When are these changes going into effect?

- An updated deployment date will be shared soon.
- The previously scheduled deployment on June 14 (USA) and June 15 (Canada) from 12:01 a.m. to 4 a.m. EST has been **CANCELLED**.

What should I do after the deployment?

- Users of Hypercare's mobile apps (iOS and Android) should open their app and verify that they have remained logged into the platform. This is especially important if the user is a part of multiple Hypercare organizations.

- Ensure you can access your key Hypercare services, such as sending a message and viewing the on-call schedule.

FAQs

Who should I contact if I need to know my organization's downtime procedure during the deployment?
Contact your organization's designated Hypercare administrator or IT team.

Who should I contact if I experience technical issues with Hypercare after the deployment?
If the issue is urgent, call Hypercare at 1-877-379-3533. Non-urgent inquiries can be emailed to support@hypercare.com.

Will I remain logged into Hypercare app after the deployment?
Yes, users are expected to stay logged into the Hypercare app after the deployment is completed. However, it is recommended that all users open the app and verify this.

If you are not logged into an organization(s) you need access to, use the email associated to that account to login and follow the prompts.

How do I login if I do not remember the email associated to my Hypercare account?
Contact your organization's designated Hypercare administrator or IT team.

You must be able to access the email associated with your Hypercare account(s) to login to the platform.

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How to prepare for the upcoming Hypercare downtime: End Users and Schedulers

1. Ensure your account has a valid email address

- Ensure you have a valid email attached to your Hypercare profile by June 13, 2025. Click here to learn how to add an email address to your Hypercare profile (link: bit.ly/4kFPCds).
- NOTE: Accounts without a valid email will be decommissioned after the deployment.
- If you are a part of multiple Hypercare organizations, ensure there is an email attached to your account to ensure you do not lose access after the deployment.

2. If you are on-call during the scheduled downtime, understand your organization's downtime procedures

- All Hypercare services will be **unavailable** during the scheduled downtime. You will not be able to access Hypercare messaging, on-call scheduling and code activations services during the scheduled downtime.
- Ensure you understand your organization's relevant downtime procedures. Be sure to note how you will get in touch with critical contacts outside of the app and how you will access the on-call schedule (if applicable).

3. Ensure your department's on-call schedule is accurate before the scheduled downtime *(If Applicable)*

- Ensure your department on-call schedule(s) is accurate in Hypercare before the scheduled downtime.
- NOTE: During the schedule downtime, you will not be able to make any changes to the on-call schedule in Hypercare.

FAQs

When will the downtime occur?
Previously scheduled deployments for June 14 and 15 have been cancelled. Administrators will be informed of a new date once confirmed.

Who should I contact if I experience technical issues with Hypercare after the changes come into effect?
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How do I access additional resources on the upcoming changes to Hypercare?
Visit support.hypercare.com/hc/en-us/sections/29042644997261-Single-Tenant-Account-STA or scan the QR code indicated below.

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Hypercare Support is available 24 hours a day, 7 days a week   📞 +1 877-379-3533   ✉ support@hypercare.com

HYPERCARE

Users with access to multiple organizations on Hypercare *(upcoming changes in June 2025)*

Profile status and contact information will be exclusive to one organization

Previously, setting your status and contact information on one organization updated your profile across all your other Hypercare organizations. **Now, users will be able to specify their status and contact information on a <u>per</u> organization basis.**

For users who work at multiple organizations, this gives you more granular control on setting your current availability for receiving Hypercare messages at the individual organizations, as well as add/remove additional contact information (such as work mobile phone, pager numbers, emails) that are bound to a specific organization, and not all.
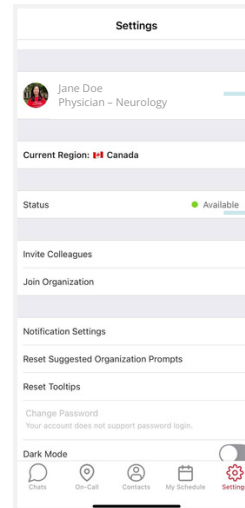
*Click here to access your **Profile**. Contact info is specific to an organization. Be sure to verify your profile's contact info for each organization.*

*Click here to adjust your **Status**. This will be specific to an organization. Be sure to verify you are updating your status in the correct organization.*

Login to multiple organizations on Hypercare

Previously, your one Hypercare login allowed you access to all of your Hypercare organizations. **Now, users will be required to use their designated organizational credentials to login to each organization.**

You must be able to access the email associated with each of your Hypercare account(s) to login to the desired organization.

Click here to add an organization.
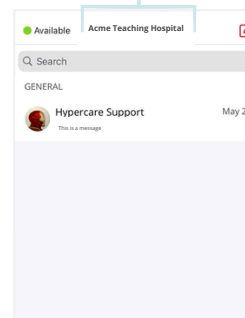
Click here to login to another organization.

FAQs

When will the downtime occur?
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How do I access video tutorials?
Visit <u>support.hypercare.com/hc/en-us/sections/29042644997261-Single-Tenant-Account-STA</u> or scan the QR code.

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24 hours a day, 7 days a week

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