

PERSONALYSIS[®]

Personalysis Portal Migration FAQ

What is happening with the Personalysis system?

We are launching a brand-new Personalysis Portal to better serve you with faster performance, modern features, and improved access to insights.

When will the migration start?

Beginning **Friday, August 29, 2025 at 2:00 PM Central Time (CT)**, the current legacy system will be available for “view only”. No edits or changes will be saved after 2pm CT. The new system will go live on **Tuesday September 2, 2025**.

What happens if I try to use the system after 2 PM on August 29th?

You can view all of your existing information in the legacy system during the migration. Any edits entered after 2:00 PM on August 29 will **not** be saved or processed, including questionnaires. Please plan accordingly.

Will questionnaires be processed during migration?

No. Questionnaires will not be processed during migration beginning Friday, August 29, 2025. Please plan accordingly.

Will my data and past reports still be available?

Yes. Your historical data, profiles, teams, and reports will be securely migrated to the new platform. You'll see them when you log in.

How will I access the new platform?

You'll receive an **email invitation** to access the new platform on or around **September 1**. The invitation will go to the **email address you currently use to log in to the legacy system**.

Will I need a new password?

Yes. You'll be prompted to create a new password when accessing the new platform for the first time.

Will there be support if I get stuck?

Absolutely! We're hosting several **open Zoom help sessions beginning on Tuesday, September 2, from 9 AM to 5 PM CT**. You can drop in anytime for real-time support. More info and a Zoom links will be emailed to you.

Are there new features I should know about?

Yes! The new Personalysis Portal includes:

- A browser-based application. No downloading required.
- Greater visibility to information; billing reports, shipment tracking, questionnaire processing.
- A modern platform that supports future growth and enhancements.
- Self-service profile assignments (for eligible users)

More updates coming soon!

Is there training available?

Yes. You'll receive quick-start guides, video walkthroughs, and access to our support team.

What if I have additional questions or feedback?

We'd love to hear from you. You can email us at support@personalysis.com or join one of the Zoom support sessions beginning on **September 2nd, 9 AM to 5 PM CT**. Check your email for support session schedules and Zoom links.