**Please share this message with your teams –**

On **January 18, 2020,** ComfortSite and ASDealerNet will be migrating to a new IAM (Identify Access Management) platform due to the transition to Trane Technologies. All 60,000+ users will be affected, but no large change should be seen from a visual or usage standpoint. The one exception is that all users will now be required to change their password every 90 days, such as we already do with many of our other applications.

Below is the upcoming schedule & communications our customers will receive for this migration.

* January 11 - Migration User Dry Run (between the hours of 8 a.m. and 12 p.m. EST)
* January 13 – Below communications to go out to our external users
* January 17 – Below communications to go out to our external users as a reminder
* January 18 – Migration begins
* January 18 – Users will be contacted in waves to change their password within 90 days to start their 90 day window.

If you have any questions regarding this migration or required password reset, please reach out to Kristine Baldwin or Kevin Black. Our customers are encouraged to reach out through their Account Manager or Regional Manager if they have questions.

We appreciate your support!

Greetings ComfortSite Users,

Beginning Saturday, January 18, minor changes are coming to our ComfortSite server. However, as a user, the sign-in experience will not change for you.

**What is changing?**

* **Beginning January 18**, when attempting to access ComfortSite, if you have previously registered for the Push Notification as one of your multi-factor authentication options, you will be required to re-register for that option if you want to use it in the future.
* You will now be required to change your password every 90 days for security purposes.

**What is not changing?**

* Your ComfortSite user ID
* All other multi-factor authentication options that you have previously registered for.

If you have any questions, please reach out to your Account Manager.

Thank you,

ComfortSite Team

Greetings ASDealerNet Users,

Beginning Saturday, January 18, minor changes are coming to our ASDealerNet server. However, as a user, the sign-in experience will not change for you.

**What is changing?**

* **Beginning January 18**, when attempting to access ASDealerNet, if you have previously registered for the Push Notification as one of your multi-factor authentication options, you will be required to re-register for that option if you want to use it in the future.
* You will now be required to change your password every 90 days for security purposes.

**What is not changing?**

* Your ASDealerNet user ID
* All other multi-factor authentication options that you have previously registered for.

If you have any questions, please reach out to your Regional Manager

Thank you,

ASDealerNet Team