#ecgrid

Loren Data's New ECGrid Portal Interface Is LIVE!

The new ECGrid portal is now available and active in production for all our customers. The new portal was in direct response to feedback from our customers and represents over a year of effort with many customers providing design feedback and participation in both our private beta in April as well as our public beta throughout the summer.

**HOW TO ACCESS YOUR NEW PORTAL SITE:** As a reminder, you can access the new portal, using the same subdomain (usually your company name = yoursubdomain.ecgrid.com) but replacing the high-level domain (ecgrid.com) with ecgrid2.com. To clarify, instead of yoursubdomain.ecgrid.com or yoursubdomain.hubbub.net, you will now use yoursubdomain.ecgrid**2**.com. For Example:

- ❖ _Company ABC currently uses companyabc.ecgrid.com_
- ❖ _Company ABC will now use companyabc.ecgrid**2**.com_

This new user interface still allows you full visibility into your data flow, as well as functionality to manage trading partners, configure connections, create mailboxes, and resend files.

Once you have browsed to the new URL at yoursubdomain.ecgrid2.com, your existing username and password will work. There may be a small subset of users who experience authentication issues due to our password security requirements having been updated and strengthened. To address any logon issues, go to your previous portal login URL (yoursubdomain.ecgrid.com) and change your password to meet the following requirements:

- Contain at least 8 alphanumeric characters
- Contain both upper and lowercase letters
- Contain at least one number (for example, 0-9)
- Contain at least one special character (for example: ,!$%^&*()_+|~-=\`{}[]:";'<>?,/)

Once you have confirmed your new password meets the requirements above, you should be able to login to the new portal. If you have any questions or problems, please feel free to contact NetOps Support.

**Please note your current portal will be deprecated by the end of the year, so please familiarize yourself with the new interface at your earliest convenience.

To assist with your transition, we have created a FAQ document and a series of video overviews to familiarize you with the new functionalities, which can be found here:

- ECGrid Portal FAQ: https://tinyurl.com/ECGridPortalFAQ
- Dashboard Overview: https://youtu.be/Eqa34WsmJBg
- Mailbox Management: https://youtu.be/p_eo5MG0LII
- Trading Partner Management: https://youtu.be/piOQBSCqHlg

From all of us here at Loren Data, we appreciate your continued partnership!

Crystal Kuczynski
VP, Customer Success