

January 25, 2022

Hello Loren Data Customers –

By now, you're all aware of our new user interface and the final move from our legacy site to our upgraded site. Most of you are already using the new portal site, but for those of you who have not yet logged in to your new portal interface, you have one week to go! Beginning on February 1st, <yoursub-domain>@ecgrid.com will point to your new portal site.

Please click the link below for information on how to log in, tutorials, and documentation for the new site:

www.tinyurl.com/PortalInformation

What to expect: While we have worked very hard to ensure this process goes smoothly, it will take some time for the DNS changes to propagate through the networks. Once the propagation has been completed, you will be able to log in to your ECGrid portal through @ecgrid.com or @ecgrid2.com.

Here is what you can expect:

- If you log into <yoursub-domain>@ecgrid.com, it may take you to the legacy site instead of the new portal or it may show you an error page until the changes have been propagated.
- If you log into <yoursub-domain>@ecgrid2.com, you will continue to go directly to the new portal site.
- If you log into <yoursub-domain>@hubbub.biz, you will see an error page. We ask that you log into <yoursub-domain>@ecgrid.com going forward.

Our entire team will be keeping a close eye on the changes, and we appreciate your patience in these first 2 days. We're excited to finalize this transition, which will enable us to continue bringing you additional features and functions, but in a more agile and streamlined way going forward!

As always, if you have any issues or concerns, please contact our NetOps team at support@ecgrid.com.

Crystal Kuczynski
VP, Customer Success