



## **Transition to New Platform: FAQ**

On April 3, 2023, ALZConnected will begin the transition to a new platform. The website will be temporarily unavailable beginning April 3rd and will resume functionality on April 5th. Please read below for commonly asked questions and answers about this transition.

### **Why is the ALZConnected transitioning to a new platform?**

The Alzheimer's Association is continually seeking ways to enhance the way people impacted by Alzheimer's disease and other dementias get peer support from those who understand what they're going through. Over a year ago, we made a commitment to create a more user-friendly platform that enhanced community engagement between members while continuing to offer a safe and enjoyable place for people with a shared experience to connect and get support from one another. While we know change can be difficult, we're confident you will enjoy the new ALZConnected experience.

### **What are some features I can expect on the new platform?**

While ALZConnected will have a new look and feel, it will still have discussion forums (currently known as "forums") specific to people living with dementia and caregivers, and we've expanded the categories for both english and spanish-speaking members. Search functionality will be improved by allowing members to "Tag" their discussions with keywords and filter by recent or popular discussions. Members will still be able to engage with others by starting a discussion and replying to a post, and we've added the option for quick reactions that show support to "like", "care" and even indicate that a post is "insightful." The ability to send a private message and create a group will also carry over, with new features to create public and private groups based on shared experiences or interests.

### **What will happen to my account?**

Active members will have their account information automatically migrated over to the new platform. An active member is a person who has logged into ALZConnected at least once during the last two years (1/1/2021 or later). Members who have not logged into ALZConnected within the last two years are not considered an 'active member' and will not have their account information migrated over to the new platform, but will be able to create a new account.

**What information from my account will be migrated over to the new platform?** Your screen name, user profile information and any posts and replies you made over the last two years will be visible on the new platform.

### **What information from my account will not be migrated over to the new platform?**

Member profile photos, connections, groups and inbox messages will not be transferred over to the new platform.

### **How can I save my account information that is not being migrated over to the new platform?**

Beginning April 3rd, members will no longer be able to access their account information on the old platform. We understand that in some circumstances, members may want to save their account history. Please follow these instructions to save information prior to April 3rd:

- Forum posts and replies
  - Use the printer icon within a thread to save and/or print discussions
- Member profile picture
  - Select “edit profile” link
  - Right click “save image as” to download and save
- Member profile bio
  - Copy and paste biography content to a word document
- Inbox messages
  - Members can select the print option to save and/or print individual inbox messages
- Private groups
  - Member are encouraged to write down private group member screen names or take a screenshot image of list ([instructions to take a screenshot](#))
- Connections
  - Write down names of connection or take a screenshot image of contacts ([instructions to take a screenshot](#))

**If you have any additional questions, please contact [admin@alzconnected.org](mailto:admin@alzconnected.org)**