APAN Upgrade Coming Soon

What You Need to do for Your Community

About This

APAN's Communities platform is upgrading from Verint version 9 to 12. This is a significant upgrade and we want to make sure your Community Group upgrades smoothly. There are a few things that will not automatically update and we need you to backup and save a few items, especially if your Community group is highly customized.

What To Check

Mainly, we need you to save any custom URL links that you might have incorporated into your Community Group's banner. These added URL's will not migrate over. We'll provide easy step-by-step instructions in a separate document. Here's everything you'll need to check on:

Custom Banner Links

If your Group Banner has added navigation links, save a copy of the URL's in a text file for easy reference.

Unfiltered HTML Widgets

Save a copy of any code that was placed on your page from any "Unfiltered HTML" widget as a backup.

Any Added Custom Code

If you have any code in a "RAW HTML Header" in the "Edit This Theme" menu, sumbit a trouble ticket to request a custom theme specific to your site.

When ?

The upgrade is currently scheduled to begin on October 25 at 2300 UTC. This date and time is subject to change.

Service Interruption

APAN will not be available for up to 3 days during the upgrade

Stay Updated

For the latest updates and announcements, please follow our **News and Updates Blog**.

Daily Training

Daily training sessions will continue at **APAN University** from 1200 – 1300 US ET throughout the week, with Tuesday set aside for New Owner Training.

What's New?

There are many new features, here are a few.

- A new "Theme Options" menu for easier styling
- A new user profile banner image option
- A new "Navigation" widget with dropdown menus

1-808-472-7855
Monday – Friday 0800 – 2000
U.S. Eastern Time (ET)

Submit Trouble Tickets At
https://esms.mpe.af.mil/mpco

https://www.apan.org/pages/support