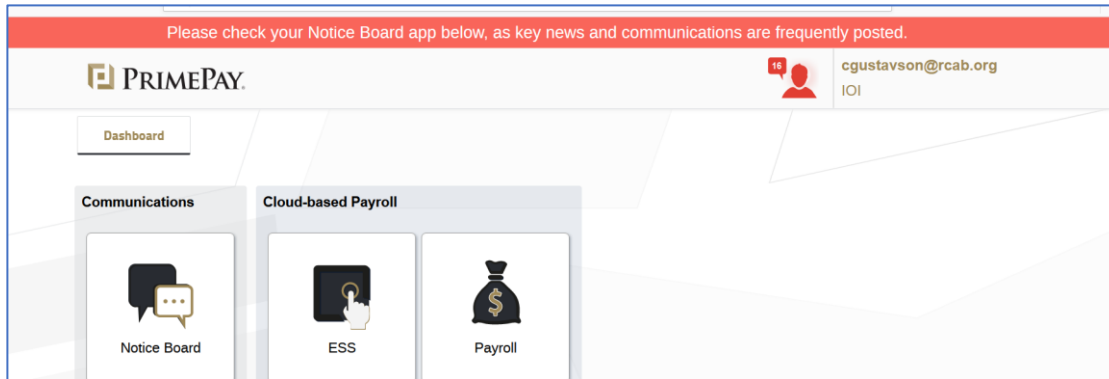


Prime Pay Outage (November 20-22) and New Web Address and Dashboard Look Effective Monday, November 23, 2020

Please check your Notice Board in Prime Pay for several new and important announcements. The Notice Board is in the upper right corner of the dashboard screen you see after log-in. A summary of the messages is below.



1. Temporary Outage and Domain (URL) change

Planned System Updates and Maintenance Outage – Friday, November 20 to Monday, November 23

An outage for system updates, scheduled upgrades, and maintenance will take place on Friday, November 20, 2020 at 9:00pm EDT through Monday, November 23, 2020 at 7:00am EDT. We scheduled this window outside of normal operating hours in the effort to minimize any potential disruptions. Access to all PrimePay CS systems will be unavailable during the outage.

Domain Name and IP Address Update

Effective Monday, November 23, 2020, the domain name for accessing the Payroll system will change from secure2.ioipay.com to cs.primepay.com. Please utilize this new domain name beginning November 23. If you navigate to the product via the log-in button on primepay.com, you will notice that the domain name in the navigation bar will change from secure2.ioipay.com to cs.primepay.com. With this change, there is no impact to product or any system functionality. However, please note: We recommend that if you previously had a bookmark with the secure2.ioipay.com link set-up, you update the bookmark to cs.primepay.com.

This update also includes a new IP address: 52.226.94.182. With this change, there is no impact to product or any system functionality. However, please note: You may need to update this information within your network or system, if your organization whitelisted the IP address previously.

2. Message announcing the new PrimePay user experience

Nov 9
2020

The New PrimePay Experience – Pre-Launch in November 2020

Dear PrimePay Clients,

We are excited to announce that the pre-launch of the New PrimePay Experience will be available for you within the next few weeks.

Click [here](#) to see a quick video to learn more.

This pre-launch includes a streamlined, configurable interface, designed to provide you with insights to help drive your organization forward. Focused on making your interactions as efficient and effective as possible, the enhanced interface includes: A restructured menu navigation; a customizable, user-friendly insights dashboard and other enriched functionalities available in just one click.

This introduction will be available for you to experience soon, and we will notify you as pre-launch occurs. You will still have access to your previous experience with the product; however, the new experience will be available for you to interact with as well.

We will continue adding and expanding capabilities in the weeks and months ahead. We invite you to provide us with feedback on the New PrimePay Experience once it is available, and welcome ideas and suggestions as we work to make the most amazing experiences possible.

We believe the future is bright and are grateful for your continued partnership.

Thank you,

The PrimePay Team