



The Connect Dashboard provides a modern and intuitive portal for accessing all of PPAR & RSC's online tools, apps, and services. Below are answers to some of the questions we have received.

Q: When are we changing to the Connect Dashboard?

A: The migration will start on the afternoon of Sunday, June 18th and should be completed by the morning of Monday, June 19th.

Q: Will Matrix be available during the migration?

A: Every effort possible will be made to minimize the potential for downtime during the migration process.

Q: Why is it changing?

A: PPAR is moving to a more powerful association management software (AMS) solution that will save staff time in day-to-day activities and simplify the member experience. The current Member Portal is from the AMS vendor that PPAR is moving away from, and this is driving the change.

Q: Will it change Matrix?

A: No. Matrix will stay the same. It is not impacted by the AMS or Connect Dashboard change.

Q: Will my dues go up?

A: No. This change will have no impact on the dues that are paid to PPAR.

Q: Will I have the same username and password?

A: Yes. You will have the same username and password. However, if you have your password stored and do not remember it, it may be beneficial to change and set a new password before the migration.

Q: Will it remember my credit card?

A: **No. Neither PPAR nor the new vendor store your credit card information in their systems.** Every member will need to add a new credit card and enroll in Auto Pay again if they so desire.

Q: Will there be classes to teach the new Connect Dashboard?

A: There will be a webinar on Monday, June 19th to highlight the new Connect Dashboard features. Training videos will be available on the Connect Dashboard on the day of launch and after. PPAR and RSC staff are always happy to help and assist you in customizing the Connect Dashboard to best meet your needs.