



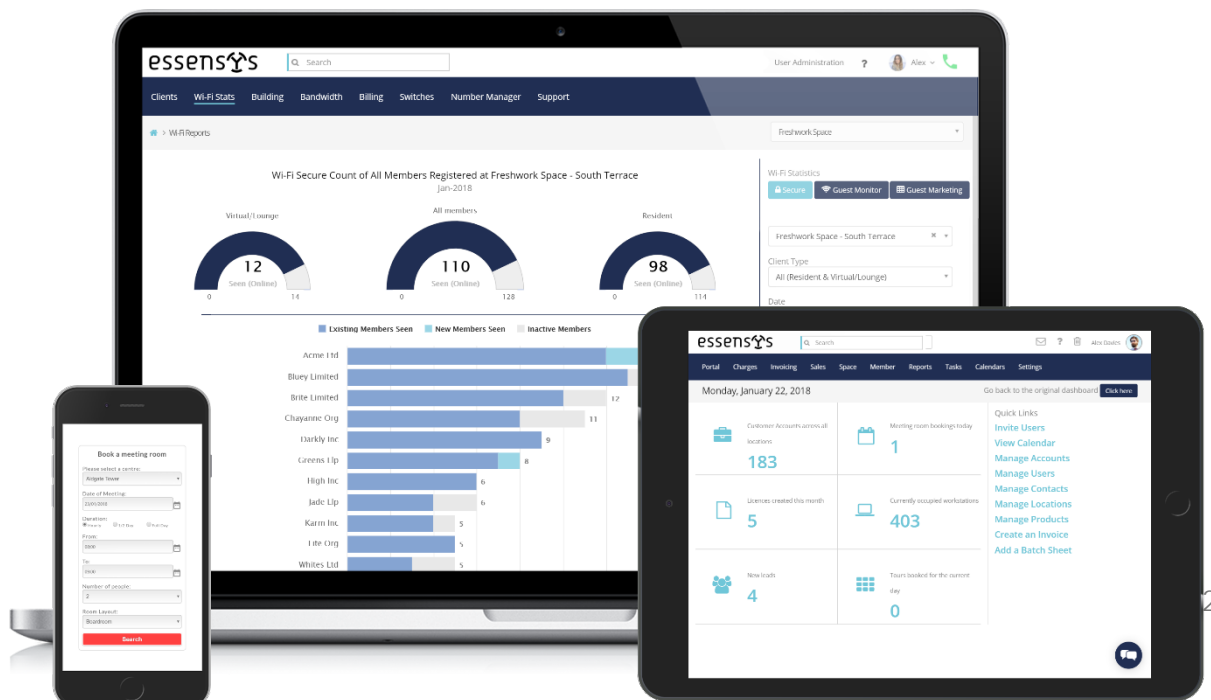
# Occupie name change & Member Portal Vanity URL

Jan. 2018.



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## Summary of changes

**From 28 Feb. 2018:**

### 1. Occupie will be replaced with essensys

- Occupie Connect changes to essensys Connect
  - Login URL: connect.essensys.tech / connect.us.essensys.tech
  - In-app Generic Occupie Branding is replaced with essensys Logo & text references
  - From "@occupie.com" emails change to "@essensys.tech"
  - Connect Mobile App Branding is replaced with Connect from essensys
- Occupie Operate changes to essensys Operate
  - Login URL: operate.essensys.tech / operate.us.essensys.tech
  - In-app Generic Occupie Branding is replaced with essensys Logo & text references
  - From "@occupie.com" emails change to "@essensys.tech"

### 2. Member Portal URLs will be replaced

#### a) Operate customers using.occupie.com domains

- get a premium domain URL – member.site by default
- or a Vanity URL (subdomain of operator main domain name)

Example:

- Existing URL: freshwork.occupie.com
- New default URL: freshwork.member.site
- Vanity URL: my.freshwork.space  
subdomain (my) on your domain name (freshwork.space)

#### b) CentreCharge Customers using .hubcreate.com / cassieinthecloud.com

- are assigned a – member.site domain
- can opt for a Vanity URL (subdomain of operator main domain name)
- don't need to make any changes to existing domains unless deciding to use the premium or vanity domain option

## Timelines and Actions

Although auto-redirects will be in place for all domain name changes, to minimise any disruption for you and your customers, you will need to update any internal or member facing references to ensure a good long-term experience.

### 1. Name change - essensys Connect, Operate, Knowledge Base

- 7 Feb 2018

  - You will see notification banners announcing the domain name change on existing Login URLs for Connect and Operate
  
- 14 Feb 2018

  - You will see In-app messages flagging domain name change
  
- 28 Feb 2018

  - Auto-redirects in place for occupie.com URLs to resolve to essensys.tech
  - You will see notification banners advising to bookmark the new Login URLs
  - You will see In-App messages advising to bookmark the new URLs

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  - **essensys Connect & Operate customers**
    - Please update any internal and member facing references of Occupie/ occupie.com with essensys/ essensys.tech
  - **Essensys Operate customers**
    - Please update the Web-to-Lead Form Action URL on your website if in use:  
<form action="https://xxx.essensys.tech/spacecontrol/WebToLead/...">
    - If using the Operate API, please update the URL to operateapi.essensys.tech

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- 30 Mar 2018

  - *Auto-redirects for occupie.com URLs will stop working. Please ensure you have updated any internal and member facing references of occupie.com based URLs.*

## essensys Connect Action Checklist

<b>essensys Connect</b>	
<b>Brand reference</b>	
Name/Product	essensys Connect
<b>Domains (Web &amp; email)</b>	
Login Pages	connect.essensys.tech connect.us.essensys.tech
From Email Address	@essensys.tech
Knowledge Base	support.essensys.tech help.essensys.tech
<b>In-App</b>	
Standard Occupie Logo	essensys Logo
Occupie Text References	essensys text references
<b>Mobile App</b>	
Name/Text reference	Connect from essensys
<b>Operator Action Required</b>	
Login Page URLs	<b>28 Feb. 2018</b> "occupie.com" URLs will be automatically redirected to "essensys.tech".
	Please inform your team and customers of the URL changes, update any references and bookmark the new URLs by 30 Mar. 2018.
	<b>30 Mar 2018:</b> Auto-redirects for occupie.com URLs will stop working, please ensure you have updated any references.

## essensys Operate Action Checklist

essensys Operate	
Brand reference	
Name/Product	essensys Operate
Domains (Web & email)	
Login Pages	operate.essensys.tech operate.us.essensys.tech
Emails	@essensys.tech
API URL	operateapi.essensys.tech
Knowledge Base	support.essensys.tech   help.essensys.tech
In-App	
Logo & Text References	essensys
Operator Action Required	
	<p><b>28 Feb. 2018</b> occupie.com" URLs will be automatically redirected to "essensys.tech".</p> <p>Please inform your team and customers of the URL changes and bookmark the new URLs.</p> <p><b>Please update:</b></p> <p><u>Web-to-lead Form Action URL on your website if in use</u> &lt;form action="https://xxx.<a href="https://www.essensys.tech">essensys.tech</a>/spacecontrol/WebToLead/..." method="POST"&gt;</p> <p><u>Operate API URL if in use:</u> <a href="https://operateapi.essensys.tech">https://operateapi.essensys.tech</a></p>
URL References	<p><b>30 Mar 2018:</b> Auto-redirects for occupie.com URLs will stop working, please ensure you have updated all references</p>

## 2. Member Portal Domain/URL changes

### a) Operate customers using .occupie.com domains

By 14 Feb 2018

- Decide if you want to use the default URL (.member.site) or opt for Vanity URL option
- If you are interested in the Vanity URL Option, register your interest via [this link](#) to receive setup instructions. Steps required will include creating a subdomain, making your subdomain an alias of your default portal URL and setting it up in essensys Operate

28 Feb 2018

- Existing occupie.com URLs will be redirected to either ".member.site" or vanity URL, depending on your decision to opt for one or the other.

*Please update any internal and member facing Member Portal Login Links with either .member.site or your vanity URL if you have set up one.*

- Update Meeting Room and Desk Booking Widgets iframe link on your website:  
`<iframe src="https://freshwork.member.site/externalbooker.aspx" >`  
`<iframe src="https://freshwork.member.site/portal/desks/externaldeskbooker.aspx" >`
- Update Online Plans Link on your website:  
`https://freshwork.member.site/portal/onlineplans/onlineplans.aspx?onlineplan=`
- If using Infintech as a payment processor, please update the page redirect link  
`https://xxx.member.site/payment/InfintechAuthNotification.aspx`

30 Mar 2018

- *Auto-redirects for occupie.com URLs will stop working. Please ensure you have updated any internal and member facing references of Operate Member Portal URLs with either .member.site or Vanity URL if you have set up one.*

### b) CentreCharge customers using .hubcreate / .cassieinthecloud.com

You don't have to take any actions as your ".hubcreate.com" or ".cassieinthecloud.com" URLs will not change. However, you as you will be allocated a ".member.site" domain and have the option to go for a vanity URL, we suggest you get one to leverage your brand better. You can register interest and download a guide [here](#).

## Member Portal URL Changes – FAQs

### a) Operate customers using.occupie.com domains

#### What will my default Member Portal URL be?

youexistingsubdomain.*member.site* - eg. freshwork.**member.site** (previously freshwork.occupie.com)

#### Do I have to get a vanity domain?

No. We have enabled this option for those who wish to further align URLs to their own brand. A vanity URL is a unique web address that is branded for marketing purposes. Vanity URLs are a type of custom URL that exists to help users remember and find specific web addresses easier.

#### What happens when I opt for a vanity URL?

- You will need to create a subdomain on you main/owned domain (eg. my.freshwork.space)
- Make your new subdomain (my) an alias of your default Member Portal URL (freshwork.member.site) by pointing the CNAME to it.
- Set up your Vanity URL in essensys Operate, where an SSL certificate will be provisioned automatically for you.

#### If I opt for a vanity URL, will I still be able to use “.member.site”?

Yes, both “.member.site” and your vanity URLs will work. What a vanity URL allows you to do is point your desired URL (my.freshwork.space) to the default Member Portal URL (freshwork.member.site) so that it displays the same content.

#### What happens if I don't update old occupie.com links on my website with the new URL?

Between 25 Feb 2018 and 30 Mar 2018, “.occupie.com” URLs will be automatically redirected to “.member.site” or vanity URL if one is in place. This will avoid any disruption in your or your members' experience. Your login page, web-to-lead forms, meeting room and desk booking widget and online plans embedded/ referenced on your website will still work.

After 30 Mar 2018, the automatic redirects will be disabled and any “occupie.com” links will result in errors. To provide a seamless experience for your team and your members, we suggest you notify them of the changes, update the links and encourage bookmarks by 30 Mar 2018.

#### What happens if I can't decide whether I want a vanity URL by 12 Feb 2018?

Your Member Portal URL will change to “.member.site” on 28 Feb. 2018. You will still be able to opt for a vanity domain at any point in the future. You will need to update internal and member facing references of the Member Portal URLs more than once if you opt for a vanity URL after 28 Feb. 2018.



## Member Portal Action Checklist

Member Portal		
Brand reference		
Existing URL	.occupie.com	.hubcreate.com / cassieinthecloud.com
Domains (Web & email)		
Login Pages	<p>existingsubdomain.<b>member.site</b> (new default URL) or</p> <p>yoursubdomain.yourdomain.com (vanity URL)</p>	<p>If your existing Member Portal URL is <b>.hubcreate.com or cassieinthecloud.com</b> you don't need to take any actions, however:</p> <p>A .member.site URL will be created for you and it is your choice if you use it and when</p> <p>- in case you do start using it, please follow the update login page and URL reference update actions on the left -</p> <p>You can opt for a vanity URL whenever you want</p> <p>you register your interest and download the guide using the link below <a href="http://tour.essensys.tech/vanityurl">tour.essensys.tech/vanityurl</a></p>
Operator Action Required		
Login Pages	<p><b>By 14 Feb 2018:</b> Decide on new default URL (.member.site) vs Vanity URL option - If opting for vanity URL download the setup guide: <a href="http://tour.essensys.tech/vanityurl">tour.essensys.tech/vanityurl</a></p>	
	<p><b>28 Feb. 2018</b> "occupie.com" URLs will be automatically redirected to .member.site or vanity URL.</p> <p>Please inform your team and customers of the URL changes, update and bookmark the new Member Portal URL - .member.site or Vanity URL if you set one up.</p> <p><b>Please update:</b></p> <p><u>External Booking Widgets URLs:</u> &lt;iframe src="https://xxx.<b>member.site</b>/externalbooker.aspx" &gt;&lt;/iframe&gt; &lt;iframe src="https://xxx.<b>member.site</b>/portal/desks/externaldeskbooker.aspx" &gt;&lt;/iframe&gt;</p> <p><u>Online plans URL</u> https://xxx.<b>member.site</b>/portal/onlineplans/onlineplans.aspx?onlineplan=</p> <p><b>Infintech Payment Processor, if in use, please update - redirect URL</b> https://xxx.<b>member.site</b>/payment/InfintechAuthNotification.aspx</p>	
URL References	<p><b>30 Mar 2018:</b> Auto-redirects for occupie.com URLs will stop working, please ensure you have updated all references</p>	

[www.essensys.tech](http://www.essensys.tech)

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