

November 2, 2022

Dear Client,

According to our records, at some time in the past, one or more of your Compulink licenses (users) accessed the Compulink Advantage Cloud using a PC running Windows 7. As you are probably aware, Microsoft stopped supporting Windows 7 as of January 14, 2020, and is no longer providing security updates making those PCs more vulnerable to attacks.

The growing number of attacks, data breaches and other incidents that harm businesses like yours has been well publicized in the media. We want to help make sure you are protected. As an information security best practice, we strongly encourage you to update your Windows 7 PCs to a supported version of Windows such as Windows 10 or 11, where Microsoft is actively providing security updates. However, we recognize such updates may not be possible or feasible for you right away due to various circumstances.

Our clients' success is very important to us. Compulink does not wish to disrupt our valued client's business flow, but we also take the security of the Advantage Cloud very seriously. Our Product Support team may have already contacted your office and discussed this security concern. We found most have opted to upgrade to a supported operating system. If you have Windows 7 PCs that need to continue to access the Advantage Cloud, they must be migrated to a new isolated environment, specifically designed for Windows 7, **by or prior to January 1, 2023**. This migration will properly protect all Advantage Cloud clients while providing Windows 7 PC clients additional time to update. Windows 7 users that are not migrated by this date will no longer be able to access the Advantage Cloud.

If you have Windows 7 PCs that need to continue accessing the Advantage Cloud after January 1, 2023:

- Click [here](#) to OPT IN and complete our online *Advantage Cloud Windows 7 Access Request*. For planning purposes, we must receive your response by November 18, 2022. **(As Compulink must add Cloud resources to accommodate clients still using Windows 7, please note we must increase our Cloud fees for such users by \$10 per Windows 7 user per month to cover operating costs.)**
- We will then email you instructions to install a new version of our Cloud connector software on your Windows 7 workstations, and you should do this ASAP. This way you will be all set, with no further action needed prior to the January 13, 2023 cutoff date. If you need any assistance with this process, please contact Compulink Client Care. (Look for this email in mid to late November if submitting earlier.)
- If you update to a supported operating system later on, and no longer need Advantage Cloud Windows 7 PC access for some or all of your PCs, click [here](#) and complete the online form again to stop the charges.

If you have any questions, please contact Compulink Client Care by calling 805-716-8677; by logging a call in the software (Help>Product Question) and selecting IT; or by emailing us at [support@compulinkadvantage.com](mailto:support@compulinkadvantage.com).

Sincerely,  
Compulink Healthcare Solutions