

Dear Client,

We referred you here because you contacted Compulink Client Care and stated you have PCs running Windows 7 that can no longer access the Advantage Cloud. Please keep reading to quickly restore access.

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. 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 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 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*. **(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. If you went live on the Cloud before January 1, 2023, billing will not start for 60 days to first give you an opportunity to update your Windows 7 PCs to a supported operating system.)**
- We will then email you instructions to install a new version of our Cloud connector software on your Windows 7 workstations. Please allow up to 24 hours to receive email. Install ASAP to restore access. If you need any assistance with this process, please contact Compulink Client Care.
- 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.

Need help? 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.

Sincerely,
Compulink Healthcare Solutions