Frequently Asked Questions

Question: **Are we adding an internet connection or other physical circuit?**	**Answer:** No. Just as with the current connection, your existing internet service is used to connect.
Question: **How do I configure the device?**	**Answer:** The device (or devices) was pre-configured for your environment.
Question: **What will happen to the old connection?**	**Answer:** It will continue to exist side-by-side with the current infrastructure until further notice. At the appropriate time a cut-over will be performed and the old connection will be decommissioned.
Question: **Who do we contact for support?**	**Answer:** For the installation of the new device, contact Trustgrid at **provisioning@trustgrid.io.**
Question: **When should I install the new device?**	**Answer:** Please install the new device as soon as possible.
Question: **What is required to install the new device?**	**Answer:** The packaging for the new device includes power, ethernet cable, and simple instructions.
Question: **Do I need to change my firewall settings?**	**Answer:** Yes. The move to Amazon Web Services will result in an IP address change for your provider's applications. Traffic must be permitted from your financial institution to our AWS data centers and Trustgrid's management system. An email was sent with this information.
Question: **How do I know if the device installation was successful?**	**Answer:** Please, contact Trustgrid at **provisioning@trustgrid.io**.