CONNECT PORTAL RE-BRANDING OVERVIEW

AX EXPLORE is now CONNECT PORTAL

Here’s what you need to know...

› This document is meant to provide you with some of the specific details on what this change means for customers using CONNECT PORTAL (formerly known as AX EXPLORE).

› The AX EXPLORE name change is scheduled to take place automatically on all customer sites effective June 27, 2015 with no anticipated disruptions to any users. Only Tier 2 customers will need to take an action to update references to AX EXPLORE, as needed. Details are below.

What will change on the AX EXPLORE customer sites?

Name change

› The AX EXPLORE header that customers currently see in the top left corner of their site will be replaced with the new name CONNECT PORTAL.

› All communication or content such as confirmation emails as well as any product references in the portal will also reflect the new name.

› TIER 2 CUSTOMERS ONLY - customers who publish content via the custom site messaging feature should change any reference to AX EXPLORE to CONNECT PORTAL (all caps). This is highly recommended in order to avoid any confusion with their users.
Site URL

- The current URL that travelers use to access their AX EXPLORE site will also be changing.
- Today we use the following naming convention for our AX EXPLORE sites: https://www.axexplore.com
- Going forward, the new URL naming convention will be: https://www.connectportal.amexgbt.com
- Timing for this change is still being determined but is planned to start around mid-July. **To avoid traveler disruption, we will support both the old URL to the new URL for a fixed period of time.** During this transition period, site users will still be able to access the site via the old URL. However, all users **must** update their existing bookmarks to reflect the new URL as the old URL will eventually be disabled.
- We will be communicating all the details in the next few weeks informing you of the next steps you and your customers need to take during the URL change phase of the re-branding project in order to make this a seamless transition.

Inbound SSO Customers

- We will be contacting all client managers with customers that have the inbound SSO feature into CONNECT PORTAL with details of the transition in separate communication.
- The same Site URL strategy, stated above, will also be implemented for all inbound SSO customers. The timing of this change will also start around mid-July.

Training Materials/Product Documentation

- We are working to update all training materials and product documentation to reflect these changes, including Quick Reference Guides, and other product specific guides.
- As these documents become available, we will post them on the CONNECT PORTAL SharePoint site. [Click Here for the SharePoint site](#)