

# LOSCAM ONLINE V6 RELEASE ANNOUNCEMENT

## IMPORTANT DATES & TIMES

### GO-LIVE

Tuesday 6th April

NEW ZEALAND: 6am

AUSTRALIA: AEST: 3am, AWST: 1am

### SYSTEM CLOSURE

Thursday 1st April until Tuesday 6th April Go-Live

NEW ZEALAND: 10pm

AUSTRALIA: AEDT: 8pm, AWST: 5pm

### CUSTOMER SUPPORT AVAILABILITY

Tuesday 6th April

NEW ZEALAND: 6am - 5pm

AUSTRALIA: AEST: 6am - 5pm, AWST: 6am - 3pm

**LOSCAM ONLINE**

## **SYSTEM CLOSURE**

Loscam Online will be unavailable while the changeover occurs from Thursday 1st April until Tuesday 6th April.

We understand that some customers might be operating over the long weekend and will need to raise dockets for movements. Please use the Loscam manual docket book during this period. If you require more books, please contact your Local Customer Service Representative for assistance.

## **LOGGING IN**

On Monday 5th April, all registered Loscam Online Users with a valid email address will receive an email with a temporary password and instructions on how to set up your new password.

Once you have logged in, all of your current data (clients, profiles, previous transactions etc) will be available in the Loscam Online v6.

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## TRAINING

Thank you to the customers who registered for training. Below are links to videos that provide an overview of the main features of Loscam Online v6.

If you selected “One-on-one” or “Group Training”, our Customer Service team will commence scheduling training sessions, from Friday 26th March. We recommend you review these videos before your training session.

 [LOGIN PROCESS](#)

 [RECONCILIATION](#)

 [IOU FUNCTION](#)

 [REPORTS](#)

## USER MANUAL

The full User Manual will be available for download in Loscam Online v6 via the Help menu.

## SUPPORT

We have a dedicated team ready to support customers during the transition to Loscam Online v6. Support will be available via email: [Online.support@loscam.com](mailto:Online.support@loscam.com) or phone: +613 9843 3777 (Opt 1 = AUS, Opt 2 = NZ).