

Q2



trustgrid

Frequently Asked Questions

Question: Will there be any impact to digital or mobile banking?

Answer: No. The installation of the new connection will be performed side-by-side the existing connection. After extensive testing the cutover will occur during normal maintenance windows and not affect either digital or mobile banking services.

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 to Q2.

Question: How do I configure the device?

Answer: The device (or devices) was pre-configured for your environment with IP information provided by your organization.

Question: What will happen to the old connection?

Answer: It will continue to exist side-by-side with the Trustgrid connection until further notice. At the appropriate time a cutover 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 support, please call **888.308.8995x2** or email **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, if installing the Trustgrid devices behind a firewall. Traffic must be permitted from your financial institution to our data centers and Trustgrid's management system. Outbound access is required to the following IPs on ports 443 and 8443:

- 192.0.48.0/20
- 35.171.100.16/28
- 34.223.12.192/28
- 8.8.8.8
- 8.8.4.4

Question: How do I know if the device installation was successful?

Answer: Please, contact Trustgrid Support at **888.308.8995x2** or email **provisioning@trustgrid.io**.
