



trustgrid



## Frequently Asked Questions

<p><b>Question:</b> When should I install the new device?</p>	<p><b>Answer:</b> Please install the new device as soon as possible.</p>
<p><b>Question:</b> What is required to install the new device?</p>	<p><b>Answer:</b> The packaging for the new device includes power, ethernet cable, and simple instructions.</p>
<p><b>Question:</b> How do I configure the device?</p>	<p><b>Answer:</b> The device (or devices) was pre-configured for your environment with IP information provided by your organization.</p>
<p><b>Question:</b> Are we adding an internet connection or other physical circuit?</p>	<p><b>Answer:</b> No. Your existing internet service is used to connect Alkami.</p>
<p><b>Question:</b> Do I need to change my firewall settings?</p>	<p><b>Answer:</b> Yes, if installing the Trustgrid devices behind a firewall. Traffic must be permitted from your institution to our data centers and Trustgrid’s management system. Outbound access is required to the following IP’s on ports 443 and 8443:</p> <p style="text-align: center;"> <b>34.196.216.242 (8443)    52.27.219.19 (8443)</b>  <b>52.202.194.142 (8443)    52.37.115.225 (8443)</b>  <b>35.171.100.16/28 (ports 443 and 8443)</b>  <b>34.223.12.192/28 (ports 443 and 8443)</b> </p> <p>Additionally DNS (port 53) access is required to the DNS servers provided by your organization.</p>
<p><b>Question:</b> Who do we contact for support?</p>	<p><b>Answer:</b> For installation of the new device, contact <b>Trustgrid Support</b>, please call <b>888.308.8995 x2</b> or email <b>provisioning@trustgrid.io</b></p> <p>Should you experience an issue after cutting over to the Trustgrid solution, please contact the <b>Alkami NOC</b> at <b>877.725.5264 option 322</b>, or log a Jira ticket.</p>

### This Section For Existing Alkami Customers Only

<p><b>Question:</b> What will happen to the old connection?</p>	<p><b>Answer:</b> 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.</p>
<p><b>Question:</b> Will there be any impact to digital or mobile banking?</p>	<p><b>Answer:</b> 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.</p>
<p><b>Question:</b> Do the installation and cutover to the Trustgrid solution need to be scheduled in advance?</p>	<p><b>Answer:</b> Once you receive the Trustgrid nodes, those should be connected as soon as possible (they will exist side-by-side the existing device with no impact to production). However, the actual cutover to Trustgrid will happen during a scheduled cutover event. These are the time windows when cutovers can take place:</p> <p><b>Monday through Friday: 9AM – 5PM.</b>  <b>Sunday through Thursday: 10PM – 12AM.</b>  <b>Exceptions: The 1st and 15th day of every month.</b></p>