Subject: Important updates to the EPIC platform

Dear [client name],

We are writing to inform you that EPIC (Wiley’s Assessment Distribution Platform) will be moving to a cloud-based service **on September 10, 2022**.

This change will have the following impacts on the platform:

* **System transition maintenance outage – Saturday, September 10, 2022**

In order to ensure a smooth transition, EPIC will be undergoing maintenance and won’t be accessible from 10 am to 6 pm Chicago (4 pm to 12 am London) on Saturday, September 10. If there are any tasks you need to carry out on EPIC, please do so before or after this window.

* **EPIC email sender addresses will function as a “no-reply” email starting Thursday, September 8, 2022**

To maintain a secure administrative environment, all emails sent to learners from the EPIC platform will be sent from a “no-reply” email address. This means that any learner who replies to their EPIC email will receive an automatic message directing them back to their original email for appropriate contact information. EPIC administrators will still be able to customize both the email address and the friendly name attached, ensuring that the emails are immediately recognized by learners.

Please make sure to share this information with all your EPIC administrators.

Sincerely,

[YOUR NAME/CONTACT INFO]