



Getting ready for our rebrand

A guide for Risk Manager users

Our rebrand and decoupling from the Sypro brand is coming into effect on 8th October 2024. This guide will cover how you can get you and your organisation ready ahead of time and how it will affect you after 8th October.

We are grateful in advance for your support and cooperation with these changes.

New URLs

The URLs for the platform is changing

Currently our URLs are as follows:

- <https://riskmanager.sypro.co.uk/v2/>
- <https://portal.riskmanager.sypro.co.uk/>

The new URLs will be:

- <https://app.riskmanager.org.uk>
- <https://portal.riskmanager.org.uk/>

We strongly urge you to have these new URLs whitelisted with your IT department ahead of 8th October to avoid these being blocked by your firewall. Not doing this risks you not being able to access the platform through your organisation's systems.

We also suggest you add these to your bookmarked links and favourites lists. Redirects will be in place, but updating these links will ensure you visit the platform directly.

New support email

A new support email address will be available. This will be:

- support@riskmanager.org.uk

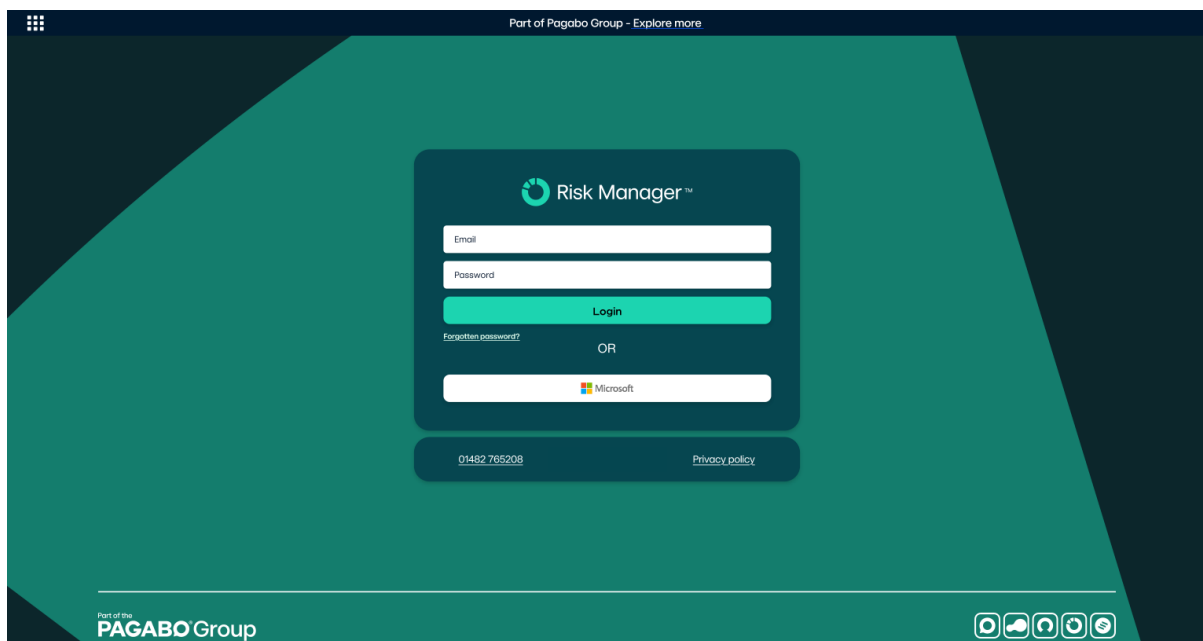
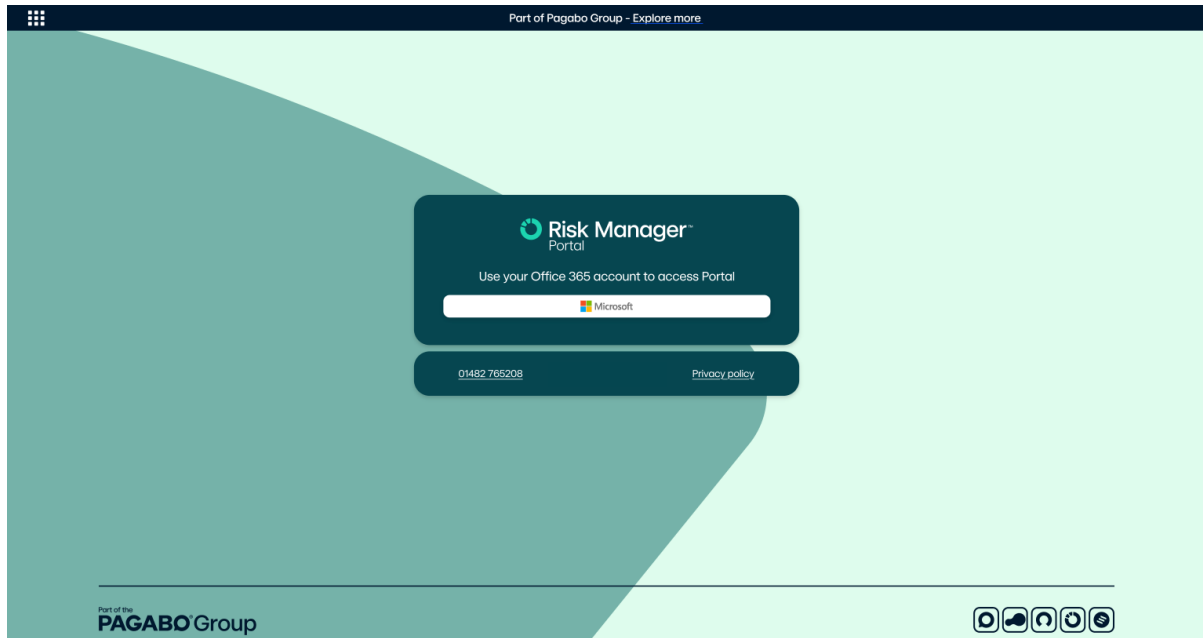
Please use this new address to contact us with any support queries.

You will still be able to find this on both the log in page and within the navigation bar of the platform.



New log in pages

Our log in pages are getting a new look to match the rebrand. Please see below to familiarise yourself with this ahead of time.



Log in processes

Standard email and password log in processes will stay the same, using the new URL listed above.

If you use single sign on (SSO) then you will need to reauthenticate to continue using this log in method. This is a simple process that you will need to go through on the first time of logging in only. Please see below the simple step by step process.

1. Click the Microsoft button on the new log in page
2. Pick the Microsoft account you already use with Risk Manager
3. Click the blue Accept button to accept permissions
4. Confirm your use of SSO on Risk Manager

SSO users will only need to go through this process once. For all log ins after this, the process will be:

1. Click the Microsoft button on the new log in page
2. Pick the Microsoft account you already use with Risk Manager
3. You will then be signed in

What is staying the same?

- Your log in details will remain exactly the same
- You won't lose any data in the platform
- Everything will still work in exactly the same way within the platform

Thank you again for your help in bringing our rebrand to life. If you have any questions or queries on the above please email us at support@riskmanager.org.uk.

