

CR Essentials Frequently Asked Questions



Introducing: CentralReach Essentials

As one company unified on all fronts, we are now better positioned to support your continued success. We are committed to further developing CR Essentials' solutions to meet your ever-changing business needs and help you produce superior outcomes.

Why are you rebranding PHI to CentralReach Essentials/CR Essentials?

This rebrand will enable us to bring all our solutions under the CentralReach brand. As one unified company we are now better positioned to support our mission of providing all our customers end-to-end solutions to help you produce superior outcomes for your clients.

What are you rebranding?

We will be updating the look and feel of the following products:

- Pathfinder practice management login page and platform
- Patient Portal login page
- Zendesk, the help site
- Pathfinder's website, which will now be accessible via the CentralReach website at CentralReach.com/Essentials

We are not rebranding the reports generated on the platform, the Scout data collection application, nor the Patient Portal platform interface (even though the login page of the Patient Portal will be rebranded).

How will you refer to the platforms from now on?

We will reference the products as follows:

- Pathfinder practice management is now CR Essentials Practice Management
- Scout will continue to be referred to the same way as we do today.

Are features and functionality changing in any way?

Yes, we are making a minimal change to CR Essentials Practice Management. We are removing the top navigation bar in the platform to help streamline your browsing experience and we are enhancing a variety of screens within the product. You can continue to access all sections and menus via the main navigation bar on the left-hand-side. Other than that, apart from having a cleaner look and feel, new colors and logos, everything else is exactly where you left it.

Is my login username and password changing?

Your username and password for the products will remain the same and are not changing.

Are you changing the URLs to access the platforms, website and support site?

Yes, there are minor changes to the URLs, which are detailed below:

- Pathfinder: [yourcompany].cressentials.net
- Patient Portal: [yourcompany].cressentials.net
- Support Site: support.cressentials.net
- Website: CentralReach.com/Essentials

To ensure a smooth and non disruptive transition, all legacy URLs will automatically redirect you to the new URLs listed above. We encourage you to update your bookmarks and go directly to the new URLs as soon as possible.

Your Scout URL will remain the same for the time being but we are planning to update it in an upcoming release. You will be notified well in advance when this change is expected to occur.

Please note that even though the Patient Portal platform is not rebranded, the login page will be rebranded and you may want to communicate the updated Parent Portal URL to your clients.

Is there anything I should do prior to these changes going live on the platforms?

As a best practice, CentralReach recommends saving, locking data, transferring offline data in Scout, and logging off of both platforms in advance of any upcoming releases. For the rebrand of PHI, these tasks should be completed by midnight on Sunday, September 15th.

Is my invoice changing?

You will continue to receive your invoices via email. Starting in October, you will begin to receive your invoices from the CentralReach customer portal powered by NetSuite. Once the NetSuite portal is live, you will receive an automated email invitation to set up your portal account. If you have questions about your invoice at any time, you may reach out to accounts. receivable@centralreach.com or your Customer Success Lead.

Is there a new company website?

Yes, you can access the company website at www.CentralReach.com, where you will find information on all our products and service offerings, including CR Essentials.

Is the support site changing?

Apart from a new URL, support.cressentials.net, the help site is not changing. The site will only be rebranded with a new look and feel, colors and logos.

Are you changing the way I can submit a support ticket?

No, you can continue to submit your support tickets via the help site at support.cressentials.net

Are you changing your support email address?

Yes, the support email is changing to support@centralreach.com. To ensure there is a smooth transition, any emails sent to the old email address will be automatically redirected to the new email address. We encourage you to update our email as soon as possible.

Will the same people who supported Pathfinder products continue to deliver support for CR Essentials?

Yes, the team will remain as is and will have additional support from other CentralReach team members. CentralReach is providing expanded resources to ensure we maintain and elevate the quality of innovation, support, and service we provide to our customers. We are dedicating significant resources to ensure that customers experience minimal disruption during the integration and transition process.

Where should I expect to receive corporate communications (Release details, news & other updates) from?

Corporate emails will now be sent to you directly from CentralReach. Please be on the lookout for emails coming from careteam@centralreach.com.

Are you changing your team members email addresses?

Yes, as part of the rebrand all employees will now have a CentralReach email. However, to ensure a smooth transition, communications sent to the old PHI email will be automatically redirected to the new CR email address. We

encourage you to start emailing our team members to their new CR email. They will share more information with you on this in the coming days.

Where can I contact my Customer Success Lead starting on the day of the rebrand?

You can contact your Customer Success Lead via their PHI email address or their new CR email. You will see their email responses coming from their new CentralReach email. We encourage you to start contacting them via their new CentralReach email from then on.

Is your phone number changing?

No, you can continue to contact the CR Essentials team at (877) 972-8434.

Are you still investing in CR Essentials practice management and clinical solutions?

Yes, we are heavily investing in the CR Essentials platform and will continue to improve and enhance the product features and functionality to ensure they meet your ever-changing needs.

Are the upcoming CR Essentials releases still planned?

Yes, all immediately planned product releases are still scheduled to launch. Additionally, as a best practice, CentralReach recommends saving and locking data as well as transferring offline data in Scout and logging off of both platforms in advance of any upcoming releases. We will communicate releases in advance to ensure these tasks are completed on time.

Will there be regularly scheduled maintenance on the CR Essentials platform?

We are working toward creating a regular maintenance schedule for the CR Essentials platform. Once the schedule has been created, you will receive regular notices of the schedule days and times via email.

About CentralReach

What is CentralReach's mission?

To provide a complete, end-to-end software and services platform that enables administrators, clinicians, and executives of ABA practices to produce superior outcomes for people with autism and related disorders.

How many organizations and users does CentralReach have?

CentralReach supports 800+ organizations and 75,000+ users in the United States. CentralReach primary services ABA therapy providers, but also has a handful of Speech, OT, Schools and Multi-Disciplinary customers.

How does the depth and breadth of the combined CentralReach solutions provide value to customers?

CentralReach is a successful customer-driven technology company committed to helping our customers gain efficiencies and grow their business so they can focus on what matters most - helping people with autism and related disorders produce superior outcomes. As such, we are and will continue to heavily invest in the breadth of solutions so our customers have access to the latest technology needed to disseminate ABA. CR Essentials customers now have more tools at their fingertips when ready to scale their business.

If I have an interest in seeing CentralReach is there an option to migrate?

Yes, absolutely. To learn more about CentralReach's enterprise platform, complete your information in this [form](#) and a CentralReach representative will follow up as soon as possible. Please note, however, that CentralReach will continue to invest in the CR Essentials solutions.

I have more questions, who should I go to?

Please continue to go to your regular CR Essentials point of contact for any questions you may have.