

On Thursday, April 9th, 2009, SeniorNet released the Leadership Exchange upgrade.

Following are some Frequently Asked Questions and Answers:

**Question:** Will the change or upgrade from the old to the new Leadership Exchange impact my class schedule?

**Answer:** The short answer is NO. Since there will be a transition period of one week during which time both the old Leadership Exchange and the new Leadership Exchange will be operational, there will be no down time.

---

**Question:** Tell me again, why are we doing this?

**Answer:** Actually, the old Leadership Exchange has been operating on the old platform for more than 8 years. There have been many significant web site developments during that time. Moving to the new platform will provide many enhancements, not the least of which is the security upgrade. In addition, there are significant benefits in the administrative and management tools, as well as the ability to quickly and easily upload and incorporate new course materials and revisions to the curriculum. As they say, time is money and the new platform is definitely more user friendly.

---

**Question:**What if I forget my password:

**Answer:** The new Leadership Exchange incorporates multiple layers of security, one of which is password authentication. This allows for both verification and resetting of passwords. If you have any questions, please send an email to [webmaster@hq.seniornet.org](mailto:webmaster@hq.seniornet.org).

---

**Please let us know if you have any other questions you think would be helpful to include in our Frequently Asked Questions page. You can send them to [webmaster@hq.seniornet.org](mailto:webmaster@hq.seniornet.org)**