



## SRA 2Inform Platform Update: Frequently Asked Questions (FAQs)

### 1. Why is SRA 2Inform being updated?

The current SRA 2inform was designed using the Adobe Flash Player plugin. However, Adobe will no longer be supporting this technology for web browsers at the end of December 2020. We saw this as an opportunity not only to update our platform from Adobe Flash Player plugin to HTML5 but to also take advantage of the new web standards and changes in the technology to introduce enhancements to the updated SRA 2Inform.

### 2. What is the timeline for the updated SRA 2Inform?

The update will be live on August 1<sup>st</sup>, 2020. There will be no changes to the user interface, and you will still be able to access 2Inform by going to [ConnectED](#).

### 3. What enhancements can I expect from the updated SRA 2Inform?

By leveraging new web standards, many opportunities have been presented for us to introduce the following product enhancements, including:

- As an administrator, you will be able to set a range of dates when viewing report data.
- As an administrator, you will be able to delete inactive teachers' group.

### 4. Will my data automatically transfer after the SRA 2Inform platform update?

We are unable to transfer your data to the updated platform. We have outlined detailed instructions on how to back up your data [here](#).

### 5. What are the actions I need to take before SRA 2Inform's update on August 1<sup>st</sup>, 2020?

We encourage you to review the data you currently have in the system and identify what you may need to download or print out data as it cannot be transferred as part of the platform update. We have outlined detailed instructions on how to back up your data [here](#).

If you are currently preparing for the 2020-2021 school year, please do not add any groups in the SRA 2Inform after June 30<sup>th</sup>. This will ensure that your data will not be lost during the update.

### 6. What type of user access and support will be available until the SRA 2Inform's update, August 1<sup>st</sup>, 2020?

If you have any questions on how to back up your data, please contact the [Digital Technical Support](#) at (800) 437-3715.

### 7. How long will we have to print our data? And how do I do that?

Customers will have until July 24<sup>th</sup>, 2020 to complete their data exports.

If you have additional questions, you can contact the [Digital Technical Support](#) at (800) 437-3715.

**8. Will McGraw-Hill export my data for me?**

We recommend you contact the [Digital Technical Support](#) at (800) 437-3715 to discuss these details.

**9. What if I wasn't able to download or print my data before July 24<sup>th</sup>, 2020? Will I still be able to get my data?**

Customers are strongly encouraged to finalize their product migrations and data exports prior to July 24<sup>th</sup>, 2020. We cannot guarantee access to your data after July 24<sup>th</sup>, 2020.

For assistance with exporting your data, please contact the [Digital Technical Support](#) at (800) 437-3715 for support.

**10. What will happen to our subscription after August 1<sup>st</sup>,2020?**

There will be no change to your subscription and the duration will continue without a break. The SRA 2Inform ISBNs will remain unchanged.

**11. What will happen to our data after August 1<sup>st</sup>,2020?**

We remain committed to protecting the privacy of your students' Personally Identifiable Information (PII). Per our stated [privacy policy](#), we will protect your students' PII in accordance with all privacy laws and regulations that are applicable to our business. Your students' PII will be deleted from the SRA 2Inform Flash Plugin platform after July 31<sup>st</sup>, 2020.