



Subject: Important Notice: Temporary Downtime during Crossfeed Migration

Dear Crossfeed users,

We hope this message finds you well. We would like to inform you about an upcoming upgrade to Crossfeed's environment, which will require a temporary downtime period lasting approximately one week.

The downtime will start on Monday, October 23 and end on Monday, October 30. During this downtime, the Crossfeed application will be inaccessible to ensure a smooth transition to the new environment.

We understand the inconvenience this may cause, and we sincerely apologize for any disruptions to your workflow. Our team will be available throughout the upgrade period to address any urgent issues or concerns you may have, contact us at vulnerability@cisa.dhs.gov.

After the downtime, your existing data will continue to be accessible on Crossfeed. However, you will need to reset your account passwords and MFA tokens. You will be receiving instruction on how to do so, and we plan to keep you informed throughout the process.

We are committed to minimizing the impact of this upgrade on your operations. We appreciate your understanding and support during this period.

Sincerely,
Crossfeed Team