New Atrium Connect Migration Guide

For existing Atrium Connect clients

Overview

Atrium is transitioning all Connect clients from Old Connect to New Connect. This migration is mandatory, and enables you to provide your students, employees, residents, staff and guests with an elevated and modern Connect experience.

The migration will happen in four phases between May 2026 and June 2028. We'll schedule each client's move based on how you use Atrium today and which connected services you rely on.

- **Phase 1 (May–Dec 2026)**
  Clients **not** using Meal Plan Portal (MPP), mobile credentials, the Connect Mobile App, or the partner apps listed below.
  Cutover will be completed **no later than February 15, 2027**.

- **Phase 2 (Nov 2026–Mar 2027)**
  Clients using **mobile credentials and/or the Connect Mobile App.**

- **Phase 3 (Mar–Jun 2027)**
  Clients using **specific partner applications** (see list below).

- **Phase 4 (Jun 2027–May 2028)**
  Clients using **Meal Plan Portal (MPP).**
  Cutover will be completed **no later than June 1, 2028.**

Partner applications that cannot migrate until Phase 3 include:

- Starbucks Mobile Order & Pay App
- CSCGo Laundry
- Bite Kiosk and Mobile Ordering
- Nextep Mobile Ordering
- Boost Mobile Ordering
- Bird / Spin Scooter
- ByPPO Campus
- Kiosoft Laundry
- Reusables
- Tavlo POS by Cirra Systems
- Blendid

There is no cost to be upgraded to New Connect! The AtriumCare team will work with you to ensure a smooth migration.

This guide is intended to:

- Explain the benefits of migration
- Highlight the capabilities of New Connect versus Old Connect
- Set expectations for admins and users
- Outline the high-level migration timeline
- Call out edge cases, limitations and add-on opportunities
- Provide messaging you can use with your campus community

Why New Connect?

- New Connect is the next step for Atrium Connect. It is the home for:
- New modern mobile interface for users
- Atrium Admin becomes the singular admin portal for Connect and Core
- New Photo Upload Pro
- New Meal Plan Portal
- Future enhancements that will only be available on New Connect

Moving to New Connect means:

Elevated user experience – new interface, guest access, meal donations, and more

Simplified admin experience – all admin tasks are managed in Atrium Admin, one click refunds from person profile

Future ready – accelerated release of new Connect capabilities

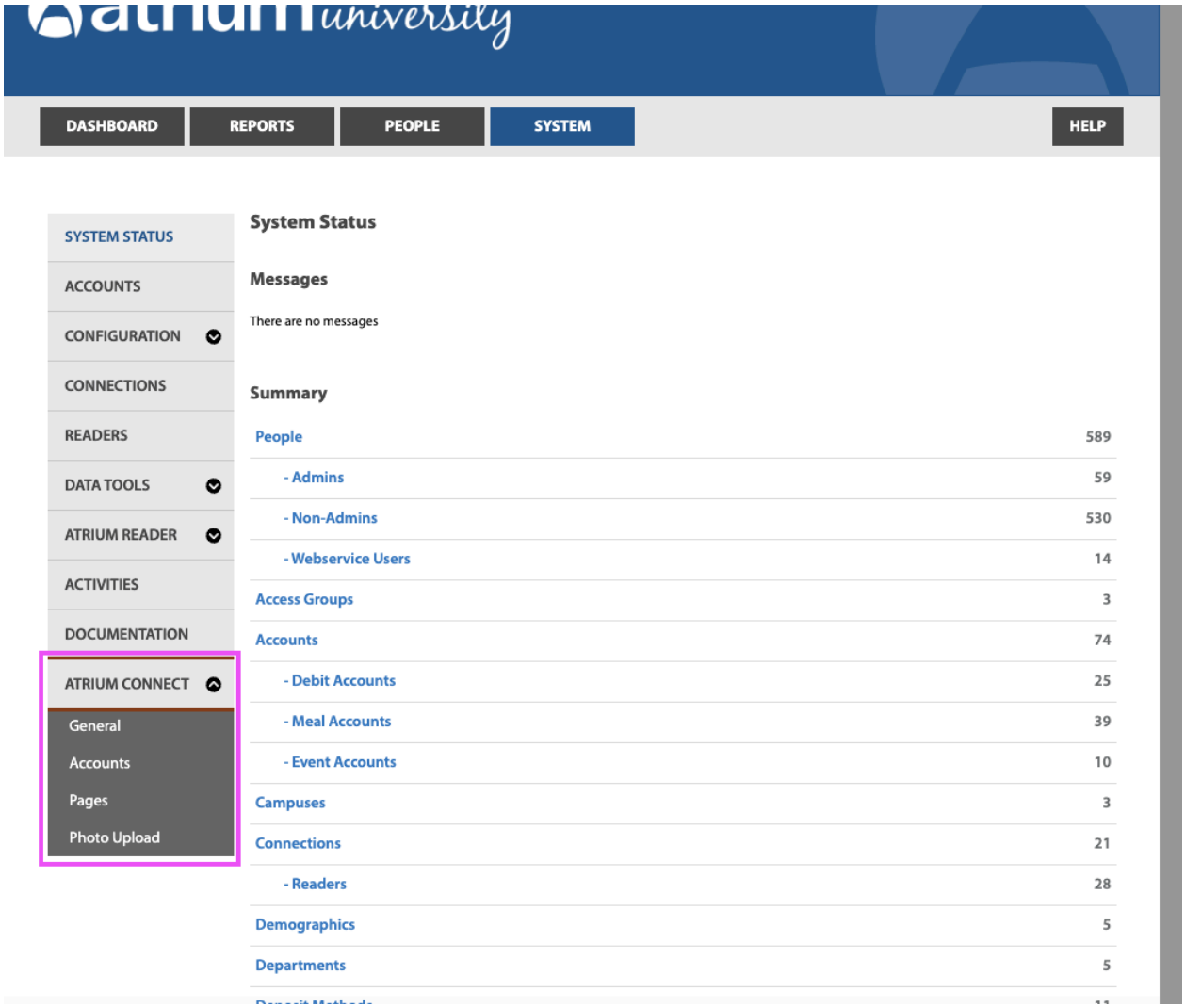
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What's New: Admin Experience

New Connect simplifies administrative tasks.

Key improvements compared to Old Connect include:

- **Atrium Admin becomes the singular admin portal for New Connect and Core!**
    - When New Connect is enabled, all Connect configurations are managed in Atrium Admin. No more navigating between two admin portals.



- **New Photo Upload Pro can auto crop, rotate and approve submitted photos**
- **One click Connect deposit refunds from Person Profile**
- **Improved guest access to maintain strong security protocols**
- **Built-in donations for easy set up and activation**
- **Meal plans display as an object versus a list of accounts**

What's New: User Experience

From the student, employee, resident, staff and guest perspective, New Connect delivers:

- A new modern mobile interface
- An improved online deposit experience while maintaining strong security protocols
- A superior photo upload experience
- An improved meal plan selection, purchasing and change management experience
- A new login experience, including an updated URL and smoother login/password flows
- Changes to how the merchant name appears for Connect deposit transactions in browsers and on account statements

The transition to New Connect for users will be seamless. New Connect provides the same capabilities as Old Connect but with an elevated, modern experience.

New Photo Upload Basic and Pro

New Photo Upload provides major improvements from Old Photo Upload and is powered by CloudCard.

New Photo Upload is available in two versions: Basic and Pro.

Clients using Old Photo Upload will be upgraded at no cost to New Photo Upload Basic retaining all the current capabilities, but an overall improved experience for admins and users.

New Photo Upload Pro provides significant additional capabilities, including auto approval, and is available at additional cost. See the table below for a feature comparison.

Feature	Current Photo Upload	New Photo Upload	New Photo Upload Pro
Photo approval workflow	X	X	X
Custom branding	X	X	X
Custom emails	X	X	X
Custom photo requirements	X	X	X
Custom terms & conditions	X	X	X
Supporting documents	X - Govt ID only	X - Govt ID only	X - Govt ID and Signature
Standard reports	X	X	X
Background Removal	X	X	X
Single Sign-On	X	X	X
Automated Photo Downloader	X	X	X
Facial comparison	X	X	X
Custom photo submission URL			X
Custom reports			X
Email reminders			X
Multiple languages			X
Id document classifier			X
Optical character recognition			X
Rest API			X
Auto photo deny			X
Auto photo approve			X
Bulk user import			X
Auto photo classification			X
Auto photo crop			X
Auto photo rotate			X

With New Photo Upload in Atrium Admin:

- The photo submission and approval workflows and screens are updated
- Admins will see changes in how photo approval and review are handled

If you elect to upgrade to **New Photo Upload Pro**, you gain:

- Support for government ID, signature and additional supporting documents.
- Advanced automation and decisioning, including auto photo deny and auto photo approve.
- Enhanced processing options such as auto photo classification, auto photo crop and auto photo rotate.
- Expanded integration capabilities with REST API access.
- Additional configuration and communication tools, including custom reports, email reminders and multiple languages.

Pricing for New Photo Upload Pro will be shared as part of migration planning once details are confirmed.

New Meal Plan Portal (MPP)

New Meal Plan Portal also provides major improvements from Old MPP:

- **Elevated user experience** – Meal Plans displayed as objects versus a list of accounts
- **Simplified admin experience** – All configurations including term, pricing, eligibility, rules and more, are unified into Atrium Admin. No second admin portal to navigate.
- **Increased revenue** – build your own, ala carte and subscription meal plans

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Migration Process Overview

- Migration is designed to be:
- Low disruption to day to day operations.
- Structured, with a documented plan and timeline.
- Fully supported by the AtriumCare team.

Next steps:

- Review this New Connect Migration Guide and evaluate your interest in New Photo Upload Pro.
- Reach out to the AtriumCare team with any questions or to upgrade to New Photo Upload Pro.
- Watch for future communications from the AtriumCare team with details and dates to get your migration scheduled.

Frequently Asked Questions

Will we lose data?

No. The Atrium team will review your current data and migration approach with you and outline how data will be handled, validated and verified as part of your migration plan. Details on historical data availability after Old Connect is deprecated will be shared once those plans are finalized.

Will there be downtime?

Your migration plan will include information about any planned maintenance windows, timing and how to communicate those to your campus community.

Will my team need retraining?

Atrium will provide an overview of the new Connect experience and any changes that may require updated training or internal documentation.

Next Step

Look for future communications from the AtriumCare team with details and dates to get your migration scheduled.

Client Template: Communicating with Users

Subject: Coming Soon: A New Online Campus Card Experience

Dear (**Students/Faculty/Staff**),

Over the coming weeks, (**Institution Name**) will be moving to a new version of our online campus card portal, powered by Atrium's New Connect.

This new release will:

- Provide a more modern, mobile-friendly experience
- Offer a clearer, more consistent checkout process when you make deposits and purchase meal plans
- Improve how you view and manage your campus accounts

What's changing

- You may see a new website address and updated branding
- The layout and navigation will look refreshed, but the core functions you rely on will all still be available

When this will happen

- Our transition is planned for: (**Date or Date Range**)

What you need to do

- Continue using your campus card as you do today
- Watch for additional emails or website notices with more details and screenshots
- After the change, take a moment to log in, explore the new layout, and confirm your account balances

This enhancement is part of our ongoing effort to improve your campus experience and make it easier to manage your accounts from your mobile devices.

If you have questions, please contact: (**Campus Contact / Help Desk Info**)

Sincerely,

(**Department or Office Name**)