

Important Security Upgrade Announcement



Dear Valued Xcira Partner

This email is to inform you of an important security upgrade we are implementing January 31st, 2025.

What's Happening:

To enhance the security of our software, we will be requiring all users to re-verify their email addresses.

After a user has logged out, they will be required to click a verification link sent to their registered email addresses upon their next login request.

Why This Upgrade is Important:

This security measure is crucial for:

- Protecting user accounts: Email verification is a fundamental step in safeguarding user accounts from unauthorized access.

- Improving data security: By strengthening account security, we are also enhancing the overall security of the data stored and processed on our platforms.

What to Expect:

1. Following the upgrade, when a user attempts to login, they will receive an email to their registered email address that will contain a verification link.
2. Clicking this link will verify their email address and allow them to login as normal. This additional verification will only need to be completed once.

Support for Your Customers:

We understand that some users may encounter difficulties during the verification process.

If a user contacts you and is unable to resolve the issue independently, please have them email Xcira support at operations@xcira.com using their registered email address to confirm ownership.

We appreciate your understanding and cooperation as we implement this important security enhancement.

