

Keystone Connection portal & app FAQ's

QUESTIONS? WE'VE GOT ANSWERS!

When will I be able to access the new app and portal?

To provide these new features, we will be upgrading our back-end software. **To complete the upgrade, our portal will be down for maintenance from December 29th - January 2nd.** We anticipate the upgraded portal will launch on January 3, 2023. The free app will be available via the App Store or Google Play for mobile devices in mid-January.

What's the difference between the portal and app?

The portal and app will have the same information and functionality. The portal will be accessible from any web browser, and the free mobile app will be available via the App Store (Apple devices) or Google Play (Android devices) in mid-January.

What will happen to the current portal?

The current portal will be upgraded to a new look with additional features. Clients will be able to access the upgraded portal through the current portal address or at **keystoneconnection.net**. **Additionally, current portal users will receive an email on January 3, 2023, with a direct link to the new site where they will be prompted to change their password.**

Will there be any changes to my bill?

The February billing statement you will receive in late January will show your current balance, but you will not see payment history prior to December 31, 2022. You will see recent payment history that occurred after January 1, 2023.

How do I get help if I need it?

Please reach out to one of our helpful Client Experience Associates for assistance at reconnect@keystonepacific.com or 949-833-2600.