suralink

Team Page

Product FAQs

- **What is happening?**

  We are updating the team page within Suralink.

- **Why are we doing it?**

  To improve your experience through a more intuitive design. Efficiency is always at the core of what we do, meaning you'll experience a faster search, improved load times, and quicker execution of actions. Whether you're managing small or large teams, this update will improve performance and scalability.

- **Who will benefit from this update?**

  Administrators and managers with access to the team page.

- **Will clients be impacted?**

  No, clients cannot access this page and will not be impacted.

- **Is there any change in functionality?**

  The functionality will remain the same, but the layout has been changed to provide a more intuitive experience.

- **Does the team management restriction still apply?**

  Yes, if the firm administrator has the team management restriction enabled, only firm administrators can access the team page. Meaning, if this security feature is enabled, managers will not have access to the team page or see the update.

Security FAQs

- **Will this product update impact security?**

  No, the team page update will have no impact on the security of the application.

- **Will the permissions stay the same?**

  Yes, the permissions will remain the same. The user roles will define what can be accessed.

- **Will there be any downtime?**

  No, we do not anticipate any downtime. In the rare event of an unscheduled outage, updates will be posted on our status page as normal.

Support FAQs

- **Who do I contact if I have issues/questions about the team page?**

  You can reach out to your customer success manager or the support team by using the live chat support option on the login page. You can also email support at **support@suralink.com**.