

WebEOC®

Product Support Announcement

Versions 7.7.0.4 and earlier

This announcement describes changes made to your system. If you have questions about changes not covered in this document, more information is available by contacting your Client Services Manager.

Support for WebEOC 7.7.0.4 and earlier

Intermedix support for WebEOC versions 7.7.0.4 and earlier will be discontinued on December 31, 2017. After this date, support requests related to these versions will not be addressed by the Support team. Additionally, any client contacting the Support team on an unsupported version of WebEOC will be asked to upgrade their solution before the team provides troubleshooting assistance.

Therefore, it is recommended for clients currently using an impacted version to make plans for upgrading their WebEOC instance prior to the effective date. Clients current on their maintenance plans can upgrade, free of charge, to the latest recent version of WebEOC by visiting the [Client Hub](#). If your instance of WebEOC is hosted by Intermedix, request an upgrade from Support; call toll free at 877-771-0911 or email Support@esi911.com.