

ACC Digital Platform Outage FAQs

How long will ACC's digital platforms be down?

ACC's digital platforms will be unavailable from May 10, beginning at 5 p.m. ET through Monday, May 20. All systems are expected to be back online no later than Tuesday, May 21.

Will customer and member services be available?

Yes, ACC Member Care services and NCDR and ACC Accreditation Services Customer Care will be available to answer basic questions, keeping in mind that the system outage will impact ALL ACC systems. Customer care will not be able to assist with transactions, refunds, profile updates, event registrations, etc., until systems are back up and running after May 20.

What platforms are impacted by the outage?

The following platforms will be completely unavailable during the outage, this includes links to PDFs, etc. All visitors to any of these sites or platforms will receive a maintenance alert notifying them of the outage dates.

Site/System	Impact
Personify	Unavailable
ACC.org	Unavailable
CardioSmart	Unavailable
DocMatter	Unavailable
LCMS/Oasis	Unavailable
FIT Portal	Unavailable
ACC.24 Scientific Session & Program Planner	Unavailable
CTI	Unavailable
HeartPAC	Unavailable
ACC Anywhere	Unavailable
Online Membership Application	Unavailable
Committee Nominations	Unavailable
Disclosures	Unavailable
Any Mobile App Using SSO	Unavailable. (Mobile versions of the clinical apps will remain available on the GooglePlay and App Store)

CVQuality.ACC.org, NCDR & Accreditation	Unavailable
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Will I need to do anything once the site comes back online?

Yes! Due to the digital infrastructure improvements, all users visiting the site as of May 20, 2024 (and beyond) will need to change their password using the “Recover Password” function on the website. User names, if email addresses, will remain the same and not need to be changed. Usernames that are not email addresses, will also need to be reset.

Will there be any access to NCDR or ACC Accreditations Services solutions, dashboards and other programs and resources?

No. All access to NCDR and ACC Accreditation Services solutions, dashboards, data collection and submission tools and other resources, as well as the QII Learning Center, and NCDR eReports, will be unavailable during the outage period.

Will access to JACC Journals be available?

Yes. While the ability to log-in to *JACC.org* using ACC usernames and passwords will be unavailable from 5 p.m. ET on Friday, May 10 through Tuesday, May 21, all *JACC* Journals and clinical guideline content, with the exception of CME activities, will be available to all users.

Where can members find information on the new guidelines released by the ACC and the American Heart Association?

New and existing guidelines, along with related resources, are available in the *JACC* Guidelines Hub at <https://www.jacc.org/guidelines>. Additional resources and commentary will be posted to *ACC.org/Guidelines* following the infrastructure upgrades.

How can I submit comments regarding the new Cardiovascular Board of Medicine?

You can still submit comments to ABMS regarding the proposed new Board of Cardiovascular Medicine at <http://www.CVBoard.org>. Thank you for showing your support for this important effort.

Will members be able to claim credit, access studies, use their products (i.e. SAPs/CMP/ACC Anywhere) during the outage?

No. Due to the system upgrades these are sites are not accessible at this time, but will be back online as of Tuesday, May 21. We apologize for the inconvenience and appreciate your patience as we work to improve our digital infrastructure.