


FAQ Renaissance Growth Platform

Summer 2023 Upgrades – April 2023

This document contains answers to frequently asked questions regarding the 2023 Renaissance Growth Platform upgrades. If you have any other questions, please contact your Upgrade Support Specialist at upgradesupport@renlearn.co.uk

Questions	Answers
When is the upgrade available?	All users will be upgraded during July/August 2023.
Does the upgrade cost extra?	No, this compulsory upgrade is at no extra cost
Do I need to be in school for the upgrade to take place?	No, but each website will be offline for the duration of the upgrade period and this message will be displayed. 
How long will the upgrade take?	The upgrade will take between 24–72 hours to install onto each website. You will be advised if your upgrade will take longer than this.
Can I select my upgrade date?	Yes, we are reaching out to ask each school to select their preferred upgrade window. Specific dates within each window are allocated on a first-come first-served basis. If you do not select a date by mid-May, you will be assigned one by your Upgrade Support Specialist. You can change this date if you wish.
How will I be supported throughout the upgrade process?	You will have 1-2-1 contact throughout your upgrade from an assigned Upgrade Support Specialist.

Who can I contact if I have questions about the upgrade process?	Email your assigned Upgrade Support Specialist directly, or upgradesupport@renlearn.co.uk
How will I know when my site has been upgraded?	Your Upgrade Support Specialist will send an email with your new URL. To help you quickly find resources designed to help with the upgrade, we've also updated our in-product messaging.