Product and Technical Support Life Cycle Policy and Information
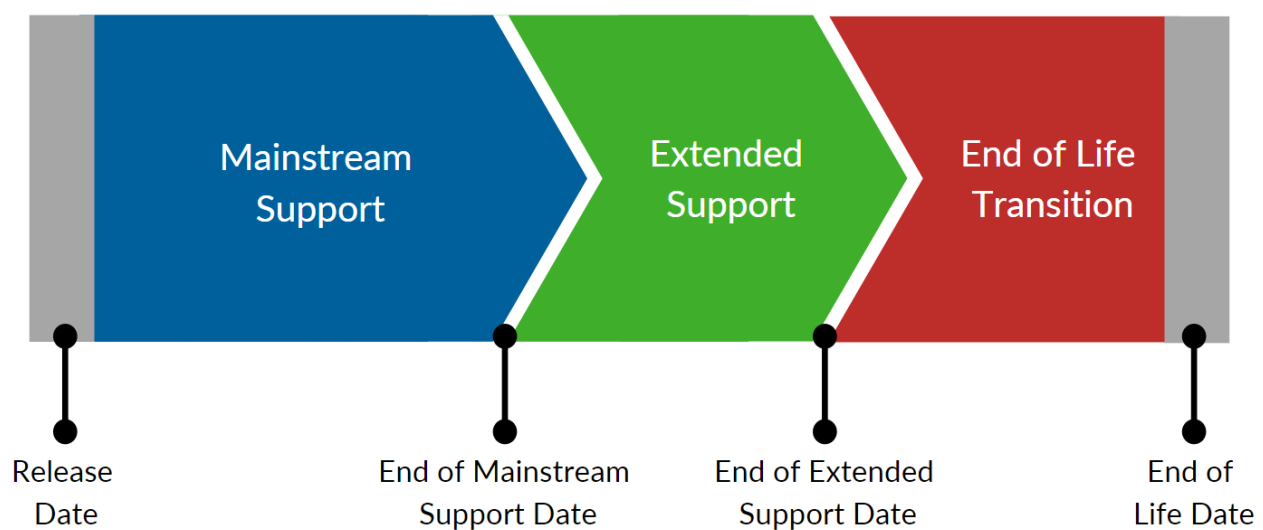
Product Support Life Cycle Policy

We strive to deliver the technology our clients need to succeed and grow. While we continue to improve and out-do ourselves with new products and technology, we realize that at some point our older products may no longer be the best experience for our clients. Therefore, we have created this page to provide transparency around which products, features, integrations, and technology we are starting to phase out as we make room for better solutions.

If you've missed all of our email communications, the latest dates will always be listed on this page so feel free to bookmark it.

Product Life Cycle

What is a product life cycle? Just like people, products, features, integrations, and technology all live through an undetermined amount of time. To track where each of our products are, we've set up milestones that allow you to understand where in life those products are.

Product Milestones:

1. **Release Date**: First date this product was available to the general public. Starting on this date, our products are fully supported and available to all clients, otherwise known as Mainstream Support.

2. **End of Mainstream Support**: After this date, a product begins the Extended Support phase where only critical updates will be made and most support from our teams will be billable.

3. **End of Extended Support**: After this date, a product begins the End Of Life transition. While this product can still be used at this point, no support will be available. The End Of Life transition period is there to help teams move to one of our other solutions.

4. **End of Life Date**: End of life date marks the date this product or feature is no longer available for use.

This article includes:

1. Products
2. Features
3. Integrations
4. API

Products

This section contains a full list of all our individual products.If no date is listed in any of the columns for a product, this product is still in Mainstream Support.

Life Cycle Stage	Version	End of Mainstream Support Date	End of Extended Support Date	End of Life Date
Mainstream Support	Beyond			
	Bridge - Logging in via bridge.ontempworks.com			
	Buzz			
	Enterprise Infinity - Logging in via apps.ontempworks.com			
	HRCenter			
	On-Site Time Clock App			
	TempWorks Job Board			
	WebCenter 6			
Extended Support	Enterprise Infinity - Logging in via Enterprise.tempworks.com	2/21/2022		
	SQL 2016/2017	4/15/2023	8/15/2023	7/1/2024

Life Cycle Stage	Version	End of Mainstream Support Date	End of Extended Support Date	End of Life Date
End of Life	Legacy TempWorks Timeclocks *End of Sale: 8/30/2023	7/26/2022	1/1/2024	12/12/2024
	TempWorks.io Domains	1/1/2023	11/15/2023	11/15/2023
	TW Mobile	1/3/2020	1/3/2020	1/3/2020
	Enterprise Infinity - Logging in via apps.tempworks.com	8/14/2021	8/14/2021	8/14/2021
	TWOutlook Plug-in (2013-2016)	1/3/2020	7/26/2022	10/31/2022
	Bridge - Logging in via bridge.tempworks.com	2/21/2022	8/2/2022	10/31/2022

Features

Below is a list of additional product features that have reached retirement or end of life dates separate from their product.

Life Cycle Stage	Feature	End of Mainstream Support Date	End of Extended Support Date	End of Life Date
End of Life	XML Job Feeds	2/21/2022	8/30/2022	12/31/2023
	2 Factor Authentication	7/9/2021	7/9/2021	
	TWUploader	11/5/2021	11/5/2021	11/5/2021
	Melissa Data	2/21/2022	7/26/2022	7/26/2022
	Enterprise Inbox Feature	6/7/2021	7/26/2022	
	Finance Charge Feature in Enterprise	2/21/2021	7/26/2022	
	TLS 1.0/1.1	2/21/2022	7/26/2022	10/31/2022

Integrations

Below is a list of all our standard integrations and their related release, retirement and end of life dates as

applicable. This list does not include any integrations created by 3rd parties using our open API or any integrations made through a custom development request.

Reach out to TempWorks support if you are unsure if your integration is still supported.

Life Cycle Stage	Integration	End of Mainstream Support Date	End of Extended Support Date	End of Life Date
End of Life	ZipWhip	11/5/2021	6/1/2023	12/1/2023
	AccuSource HR - Enterprise	8/21/2023	8/21/2023	12/31/2023
	First Advantage/LexisNexis	1/1/2020	10/31/2022	10/31/2022
	Solspark	7/26/2022	1/26/2023	
	Career Builder	1/3/2020	5/17/2021	10/31/2022
	Monster	11/5/2021	11/05/2021	
	ADP Aline	4/29/2019	4/29/2019	4/29/2019
	Assess on Cloud	12/31/2020	12/31/2020	12/31/2020
	Fyre Sidebar	1/3/2020	1/3/2020	1/3/2020
	Global Cash Card	9/28/2020	9/28/2020	9/28/2020
	Broadbean	7/26/2022	7/26/2022	
	Sole Paycard	11/5/2021	7/26/2022	
	Money Network	11/5/2021	7/26/2022	

API

This section will walk through current API versions. **If no date is listed in any of the columns, this API is still a supported version.**

Life Cycle Stage	API Version	End of Mainstream Support Date	End of Extended Support Date	End of Life Date
Mainstream Support	API V3			
Extended Support	API V2	4/7/2023		
End of Life	API V1	1/3/2020	1/3/2020	1/3/2020
	HRCenter Utilization of API V2	1/3/2020	5/17/2021	10/31/2022

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