

# Product and Technical Support Life Cycle Policy and Information

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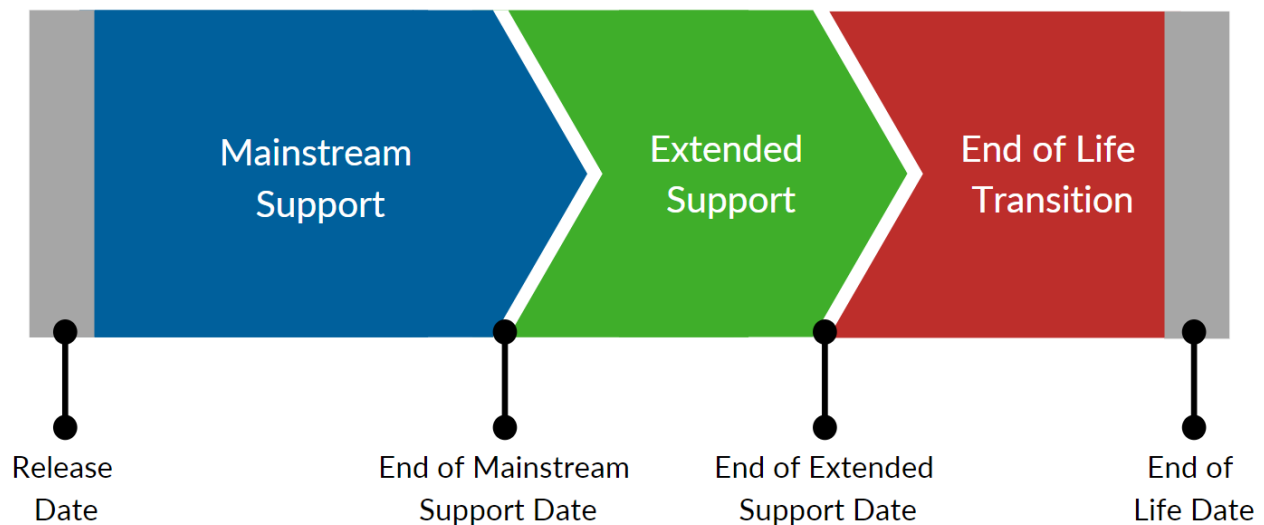
## Product Support Life Cycle Policy

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.

Have more questions? Reach out to your TempWorks Account Manager today!

This article includes:

1. [Products](#)
2. [Features](#)
3. [Integrations](#)
4. [API](#)

**\*Note\*** This article lists products, features, integrations and API Versions as of 8/16/2021. If no date is listed, then the product/feature/integration/API is still within Mainstream Support.

## 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 Enterprise.tempworks.com			
	Enterprise Infinity - Logging in via apps.ontempworks.com			
	HRCenter			
	On-Site Time Clock App			
	TempWorks Job Board			
	TempWorks TimeClock			
	WebCenter 6			
Extended Support	TWOutlook Plug-in (2013- 2016)	1/3/2020		
	Bridge - Logging in via			

Life Cycle Stage	Version	End of Mainstream Support Date	End of Extended Support Date	End of Life Date
	bridge.tempworks.com TW Mobile	11/05/2021 1/3/2020	11/05/2021 1/3/2020	
End of Life	Enterprise Infinity - Logging in via apps.tempworks.com	8/14/2021	8/14/2021	8/14/2021

## 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
Extended Support	Enterprise Inbox Feature	6/7/2021		
End of Life	2 Factor Authentication	7/9/2021	7/9/2021	
	TWUploader	11/5/2021	11/5/2021	11/5/2021

## 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
Extended Support	ZipWhip	11/05/2021	4/30/2022	
	Sole Paycard	11/05/2021		
	Global Cash Card	11/05/2021		
	Money Network	11/05/2021		
End of Life	Career Builder	11/05/2021	11/05/2021	
	Monster	11/05/2021	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

<b>Life Cycle</b>	Fyre Sidebar	01/03/2020	01/03/2020	01/03/2020
<b>Stage</b>	Integration Global Cash Card	End of Mainstream Support Date	End of Extended Support Date	End of Life Date 9/28/2020

## 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.

<b>Life Cycle</b>	<b>API Version</b>	<b>End of Mainstream</b>	<b>End of Extended</b>	<b>End of Life Date</b>
<b>Stage</b>		<b>Support Date</b>	<b>Support Date</b>	
Mainstream Support	API V3			
End of Life	API V1	01/03/2020	01/03/2020	
	API V2	01/03/2020	5/17/2021	

## Related Articles