

When you send a message (e.g. an invite, or general message) through ePACT, any replies from your members/recipients will go to your email address. Here are some suggested answers. For any technical support, please forward the message to [help@epactnetwork.com](mailto:help@epactnetwork.com).

### What's ePACT? Why is our organization using ePACT? What are the advantages of using ePACT instead of paper forms?

ePACT is a secure online network. It allows organizations like ours to connect with our members, so they can share their emergency information with us. With ePACT, we can securely access your critical information anytime, anywhere via web, phone or app, rather than relying on paper emergency forms. It should take about 10 minutes to share your information with us via ePACT, and in future years, you will only need to reconfirm this information, making the process much faster.

The benefits of using ePACT include:

1. **Secure & private:** ePACT meets—or exceeds—government security and privacy requirements, as well as the standards for North American major financial institutions.
2. **This is your single emergency record:** You own your account, securely storing critical information in one place (contact details, medical conditions, allergies, and emergency contacts). You enter your information just once, and can then share it with all the relatives, friends, and organizations you rely on to support you in an emergency.
3. **Anytime, anywhere access:** No matter the crisis, we have your emergency information in the palm of our hands, securely accessing your shared information via web, mobile, or app.

If you have any questions about ePACT, please feel to give them a call at 1.855.773.7228 or send them an email at [help@epactnetwork.com](mailto:help@epactnetwork.com).

### What are ePACT's security and privacy measures? How do I know my information is safe? What if I want to use paper forms instead?

Privacy and data security is ePACT's highest priority. Their network uses industry best practice encryption and security standards to ensure the highest quality data protection for both the system and its users. In addition, all ePACT information is stored and backed-up in Canada. **Please note: You own the information in your account and at no point does ePACT share information without a user's consent, nor will ePACT ever sell users' data.** Please visit their website for more information on their privacy and security policy at <https://www.epactnetwork.com/us/privacy-security> or read about all their security measures at <https://media.epactnetwork.com/security/>.

### I did this already - why am I getting another reminder? (Status is Outstanding or Invited)

If you received this reminder, then some information is missing from your ePACT record, or you haven't clicked the **Share** button to send us the information.

To check, please follow these steps:

1. Go to [www.epactnetwork.com](http://www.epactnetwork.com) and log in.
2. Click the orange **Complete Request** box on the left.
3. All incomplete steps will be listed. (They will also have an orange plus sign next to them.)
4. On the final step, be sure to click **Share** to give us secure access to the emergency information.

If no orange **Complete Request** box is present, you may have created an account using a different email address than the one listed with our organization, so you have not given us access to view your ePACT record yet. In order to create the secure link, you'll need to accept our invitation. Simply click on the orange button in our latest reminder, and LOG IN on the right-hand side, using the email address you provided us. If you already have an account, contact us with the email address you used for that account and we will re-issue your invitation, using that address.

Replies can also be forwarded at any time to [help@epactnetwork.com](mailto:help@epactnetwork.com). ePACT's Customer Success Team will reply directly to the member, and copy you on the response. For more information, please speak to your Account Manager.