



## Core Associates is now officially AvidXchange

We're proud to announce that we're updating our company name. Core Associates will now be known as AvidXchange. See below for some frequently asked questions that may assist you through our transition process.

### Why are we making this change?

We've operated as "Core Associates, an AvidXchange company" for over a year now to allow our customers a chance to grow accustomed to the change. But now it's time for Core Associates to officially begin using the AvidXchange name.

### When will this change go into effect?

Starting May 5, 2022 "Core Associates" will be replaced with "AvidXchange" anywhere the company name is used. While many shared assets will be updated with this change on this date, some assets will require more time and thus you'll see the updates at a later date.

### Will [www.core-assoc.com](http://www.core-assoc.com) still exist?

Yes, for the time being [www.core-assoc.com](http://www.core-assoc.com) will still exist to provide you with access to the product portal and customer support. However, you will notice a redesign to the homepage experience. All information previously found on [www.core-assoc.com](http://www.core-assoc.com) will be migrated to [www.avidxchange.com](http://www.avidxchange.com) and found under [Solutions > AvidSuite for Construction](#) and [Products > TimberScan](#). Those existing pages on [www.core-assoc.com](http://www.core-assoc.com) that previously contained this content will automatically forward you to one of these two pages on [www.avidxchange.com](http://www.avidxchange.com).

### Who do I contact / where do I go if I need to contact support?

There is no change to your point of contact. If you do not have a point of contact and need to reach the same support team you've come to know and love, you'll continue to visit [www.core-assoc.com](http://www.core-assoc.com) and follow the prompts to reach support. You can also visit [www.avidxchange.com/login](http://www.avidxchange.com/login) where you'll find a link that will direct you to Customer Care for Core Associates.

### How do I access the products I use?

You'll access the products you use exactly how you access them today.

### Will there be any changes to the product experience?

No, there are no changes to the overall product experience.

### **Do I need to sign a new contract with AvidXchange?**

No, your contract is still valid as is.

### **What will happen to Core Associates' social media accounts?**

We're excited to now share company news and updates with you via AvidXchange's social media accounts. If you don't already, make sure to follow them on [LinkedIn](#), [Twitter](#), [Facebook](#) and [Instagram](#).

**If you have any additional questions about this update, please contact Kathy at [kmonard@avidxchange.com](mailto:kmonard@avidxchange.com).**