



## Upgrade Requests

This article will outline what you will need to include in your [upgrade request](#) to get this processed.

The upgrade request form is used to communicate all information regarding the upgrade. Once an upgrade ticket is submitted, one of our project managers will be in touch on the ticket to discuss the next steps.

There are a few things that may delay the upgrade:

- Connection issues
- Custom work
- Migrations

### Filling out the request

Before submitting an upgrade request, confirm that you have read and understood the [Upgrade information](#)

When submitting an upgrade ticket, you will be asked to enter the following information:



Add up to 3 email addresses if you wish for others on your team to be notified about changes in the ticket.

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