

Memo

To: All Department Leadership

From: Director, IT

Date: 4/7/2020

As you are aware, there have been some data and workflow issues with MyLegion as we have migrated to Personify. We wanted to update you on the project, the current issues and how we are addressing them.

Below are the currently known issues along with an estimated time for completion, if known. We will continue to update information about known issues and estimated timelines for completion as they become available. These items and their expected completion dates will be updated this week. We are working diligently to resolve each item based upon the severity and business impact. We appreciate your patience as we move forward.

Nearly 100 million records were moved from the old mainframe-based system to Personify. With a move of this size, we expected issues to arise. To address those issues, the team sets priorities based upon the impact to workflow. Many of the issues we have experienced did not appear during testing which began in late August. Since April 1 (six days including a holiday and weekend), we have processed 1,467 membership and other registrations (baseball), and 424 online transmittals comprised of 1,334 TAL/SAL memberships. Considering the scope of this project and the numbers shown in the first six days, the overall project has been successful. Again, we knew there would be problems and are working as quickly as we can to get all items resolved.

The Known Issues list will be located [here](https://mylegion.org/PersonifyEbusiness/Resources/Help/Known-Issues).
(<https://mylegion.org/PersonifyEbusiness/Resources/Help/Known-Issues>)

Training and additional help resources are located or indexed [here](https://mylegion.org/PersonifyEbusiness/Resources/Help).
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Items known and already fixed:

1. Transmittal history
2. IMS Role queries
3. National Users. Insufficient permissions for Financials
4. Financials – Debits not matching Credits
5. Membership converted credit balances
6. Revenue distribution date for renewals
7. Data Analyzer – Error on open
8. Product – Invalid parent message
9. Department users experience blank dropdowns for post selection in Online Transmittal
10. Permission issues for Department Users
11. Department users unable to login
12. Opt-in/Opt-out interest area not recording changes

Status update of ongoing issues (assigned)

1. Cache clearing issue when using a shared computer
 - a. Assigned
 - b. ETA: Evaluating currently
2. Duplicate accounts caused by multiple registrations
 - a. Assigned
 - b. Fix requires members to use their registered email. Currently being handled by our Membership Support Services team individually.
3. Duplicate lines – Online transmittal for transfers
 - a. Assigned
 - b. ETA: Evaluating currently
4. Signup Session Expired. Please restart
 - a. We are working with Personify to increase the timeout period
 - b. The Personify security team has concerns we are attempting to work through
5. Failure to receive the One Time Password (OTP)
 - a. Assigned
 - b. ETA: the primary fix has been put in place and we will continue to monitor for several days as there are many reasons an email may not show up right away.
6. Continuous years missing or 0 in roster
 - a. Assigned
 - b. ETA: today
7. Roster load limits
 - a. Assigned
 - b. ETA: a short-term fix has been put in place but have one item remaining for largest posts
8. Dual Membership Not Merged
 - a. Assigned
 - b. ETA: Early to mid-week 4/12

Known issues but not yet assigned

1. Member transfer – expires
2. Adjutants cannot print member ID cards
3. Cannot correct transfer amount due
4. Committee positions
5. Display issues related to permissions
6. “Active” deceased count