

Important Notice: All ACC Web Platforms Will Be Unavailable from May 10-21

Important Notice: All ACC-related web platforms will be unavailable from Friday, May 10 until Tuesday, May 21 as part of system-wide upgrades to ACC's digital infrastructure. The following FAQs are designed to help with planning for scheduled outage.

How long will ACC's digital platforms be down?

ACC's digital platforms will be unavailable from May 10, beginning at 5 p.m. ET through Monday, May 20. All systems are expected to be back online no later than Tuesday, May 21.

What platforms are impacted by the outage?

The following platforms will be completely unavailable during the outage, this includes links to PDFs, etc.

- [ACC.org](https://www.acc.org)
- [CardioSmart.org](https://www.cardiosmart.org)
- [CVQuality.ACC.org](https://www.cvqualityacc.org) (Home to NCDR, ACC Accreditations Services, the QI Learning Center, etc.)
- HeartPAC
- ACC Anywhere
- Disclosure Site
- Committee Nominations Site

All visitors to any of these sites or platforms will receive a maintenance alert notifying them of the outage dates. Please note that [JACC.org](https://www.jacc.org), [DocMatter](https://www.docmatter.com) and the [Cardiology Careers](https://www.cardiologycareers.com) site will not be affected by the outage.

Why will the systems be down for an extended period of time?

Given the complexity associated with consolidating and migrating data from multiple systems into a single, unified system, the longer timeline is necessary to ensure both data security and a seamless transition.

Will I need to do anything once the site comes back online?

Yes! Due to the digital infrastructure improvements, all users visiting the site as of May 20, 2024 (and beyond) will need to change their password using the "Recover Password" function on the website. User names, if email addresses, will remain the same and not need to be changed. Usernames that are not email addresses, will also need to be reset.

Will there be any access to NCDR or ACC Accreditations Services solutions, dashboards and other programs and resources?

No. All access to NCDR and ACC Accreditation Services solutions, dashboards, data collection and submission tools and other resources, as well as the QII Learning Center, and NCDR eReports, will be unavailable during the outage period.

Will access to JACC Journals be available?

Yes. While the ability to log-in to *JACC.org* using ACC usernames and passwords will be unavailable from 5 p.m. ET on Friday, May 10 through Tuesday, May 21, all [JACC Journals](#) and clinical guideline content, with the exception of CME activities, will be available to all users.

Where can I find information on ACC and the American Heart Association clinical guidelines?

New and existing guidelines, along with related resources, are available in the [JACC Guidelines Hub](#).

Can I claim credit or access my SAP product or the CMP during the outage?

No. Due to the system upgrades these sites are not accessible at this time, but will be back online as of Tuesday, May 21. We apologize for the inconvenience and appreciate your patience as we work to improve our digital infrastructure.

Please note that it is possible to continue accessing SAP content by downloading PDFs ahead of May 10. You can download questions, text modules, and slides / audio files of presentations, by module or chapter(s).

Can I access my mobile apps from my phone?

Yes, most mobile versions of ACC's clinical apps will remain available on the GooglePlay and App Store. Apps requiring an ACC.org log in, including the Member Directory/**ACC Connect App and the Professional Data Portfolio App**, will not be available.

How can I submit comments regarding the new Cardiovascular Board of Medicine?

You can still submit comments to ABMS regarding the proposed new Board of Cardiovascular Medicine at <http://www.CVBoard.org>. Thank you for showing your support for this important effort.

How do I submit my abstract for the ACC's Quality Summit?

The Quality Summit abstract submission deadline is May 13. Please plan accordingly and download any data, etc., needed to complete your submission prior to the May 10 outage. You will still be able to formally submit your abstract, [here](#). Contact abstract Manager, Madeline Tappe (mtappe@acc.org) with questions.

Will I be able to access the Member Directory/ACC Connect App during the outage?

The ACC Connect App is being sunset as part of the College's overarching digital transformation efforts and will be replaced with a web-based, searchable member directory following the outage!

Where can I find JACC Simultaneous publications from EuroPCR, ESC Heart Failure, and HRS 2024?

Visit the events tab on [JACC.org](#) for access to simultaneous publications from each of these meetings. Additional coverage from these meetings will be posted to *ACC.org* following the outage.

Will customer and member services be available?

Yes, ACC Member Care services and NCDR and ACC Accreditation Services Customer Care will be available to answer basic questions, keeping in mind that the system outage will impact ALL ACC systems. Customer care will not be able to assist with transactions, refunds, profile updates, event registrations, etc., until systems are back up and running after May 20.