**Email informing users about changes to the sign in process**

**Subject line: Updates to our HR system**

Hi {first\_name},

We’re getting some really exciting updates to our HR [system name/Ciphr] system on [insert date]. [system name/Ciphr] will be unavailable from [date & time] and available again [date & time] for you to access.

These changes are designed to make our HR experience smoother, more efficient, and secure. Here’s what you need to know:

**Updated login process**

Great news, we’re making it much easier for you to access [system name/Ciphr]. From [date & time], all you need to access your account is your work email and password. Simple! The attached guide walks you through the new sign-in process step-by-step.

As part of this release, we’ve introduced a new URL: [insert URL]. There is a redirect in place, so you should have no trouble accessing [system name / Ciphr]. However, please take the time to update any bookmarks on your browser, work phone, or personal devices to the new URL.

[attach SSO or password and email login guide]

**Modernised interface** [If enabling new experience switch for end users]

We’ll be rolling out a modernised look and feel for a more contemporary user experience.

Starting from [insert date], in the top right corner of the homepage, you’ll see a version switcher (pictured below). Use this to switch to and from the new [system name/Ciphr] interface.

A close up of a word

AI-generated content may be incorrect.

**Additional new features**

In addition to an easier log in process and modernised user interface, you’ll also now benefit from a more intuitive navigation. Making it much quicker and easier to find your way around the system. With this update you’ll also benefit from in-product guidance which offers real-time support when you need it most.

You can access the new in-product guidance by clicking the ‘?’ in the bottom right corner.

A white question mark in a blue circle

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**Further help**

If you need any support or if you have any questions, the [People team] are on hand to help.

Thanks,

[People team]