



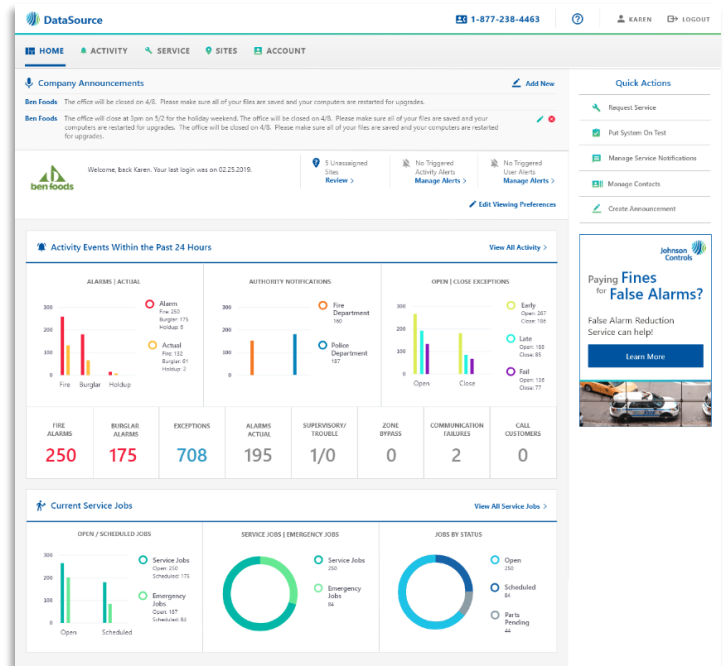
This document is designed to provide you with the latest information on user interface and user experience changes you will notice on the DataSource platform beginning on August 24<sup>th</sup>, 2019.

### What is changing on DataSource?

In an effort to make the DataSource platform more practical for our users, we have made changes to the homepage, level structure, dashboards, reporting, and other capabilities.

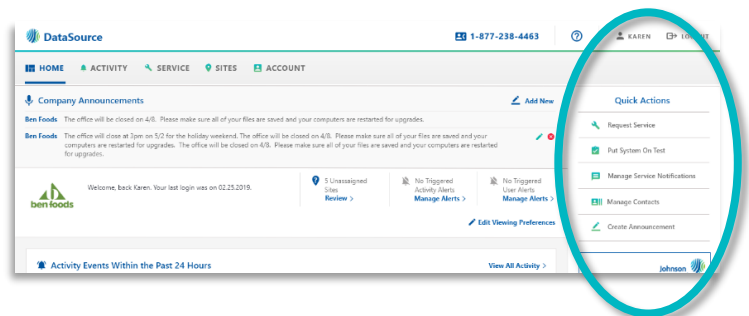
### Home Page

Upon logging into the DataSource platform, users will be welcomed with an enhanced home page. This home page has been designed to help provide a holistic view of all data and present important dashboards, activity and quick action links right on the home page.



### Quick Actions

Frequently used functions are now available right on the homepage. Tasks including requesting service, putting your system "on test", accessing your reports, and managing your service notifications are now quick and easy to find.



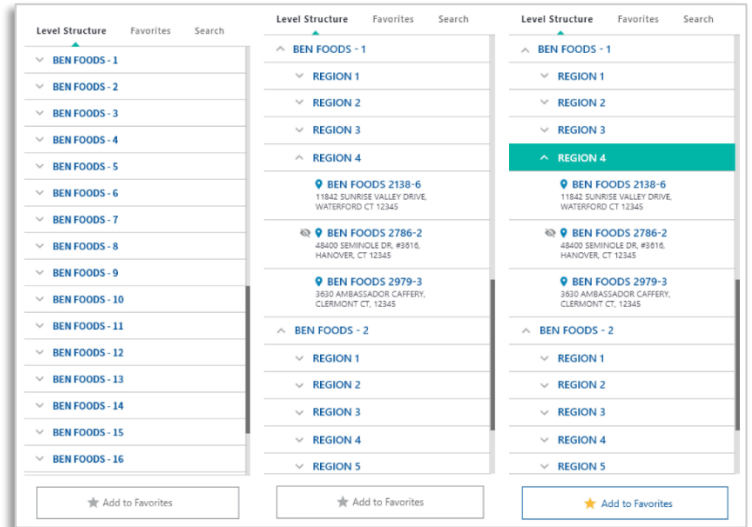
### What is a user interface?

The user interface is comprised of everything you, as a user, may interact with in DataSource. Changes include the location and color of buttons, updating graphics, and other visual elements.



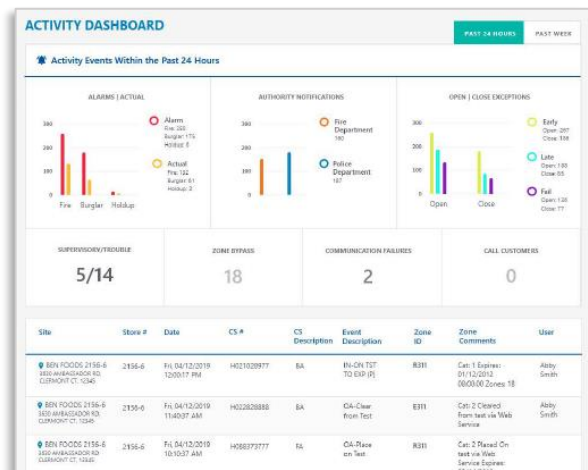
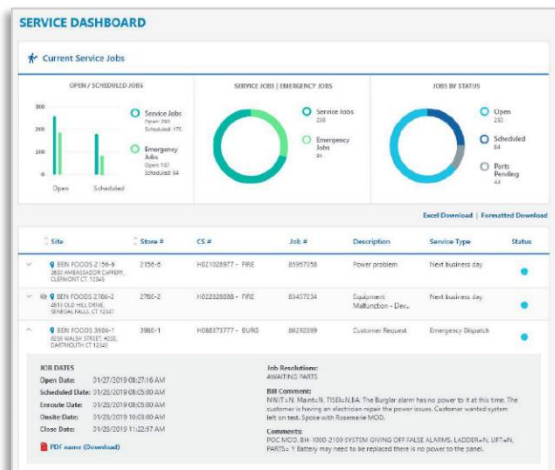
### Level Structure Capabilities

Elements that expand and collapse to reveal more detailed data have been made easier. Additionally, data has been organized and stylized to better fit your screen and provide a comfortable reading experience.



### Dashboards

Both the service and activity dashboards have been updated. We worked with our users to understand what data is most important and have updated our dashboards to reflect this. Dashboards are now cleaner, dynamic and interactive, serving up additional details with fewer clicks.



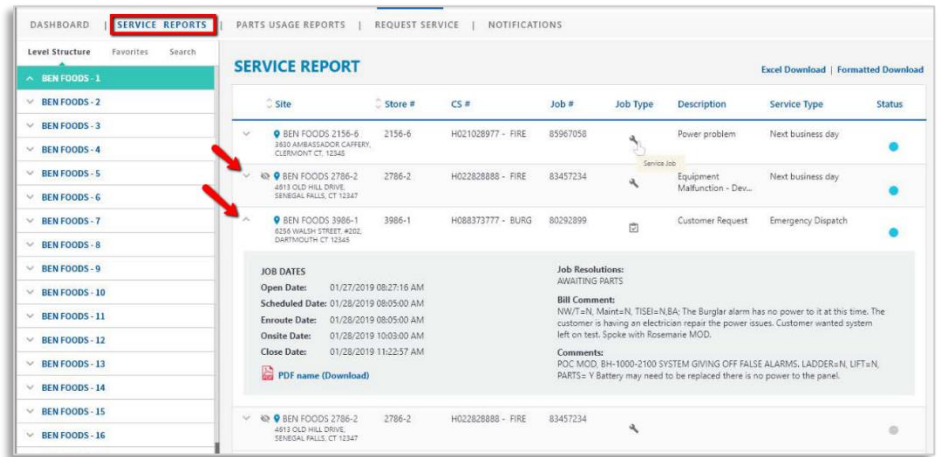
### Are functional changes being made?

No. Changes to DataSource functions, actions, and reporting capabilities have not been made.



## Reporting Module

Reports will now be displayed in an easy-to-read grid format with expand and collapse capability to drill down the details that matter to you. In addition to the updated layout, navigation buttons are now located on the left-hand side of the screen for easy edits.



### Why are these changes being made?

Working directly with our customers, we designed changes to streamline and simplify DataSource to enhance your experience by providing a more intuitive interface to more easily and efficiently get you the information you need.

### Can I expect any additional changes in the near future?

As with all web applications, incremental updates are a routine occurrence. Future updates and changes will be communicated from within DataSource. Significant updates, such as the enhancements described in this FAQ, will be communicated in detail via email.

If you have further questions, please call the DataSource Support Desk at 1-877-238-4463 Option 1 or email us at [managed-services@tyco.com](mailto:managed-services@tyco.com).

Thank you,  
Johnson Controls DataSource Team