

A STEP-BY-STEP MIGRATION GUIDE

Subscription Migration

Quick and secure customer data migration, including payment data migration.

KEEP ON CHARGING YOUR CUSTOMERS WITHOUT INTERRUPTION



1. STRIPE AS A PAYMENT PROCESSING SOLUTION

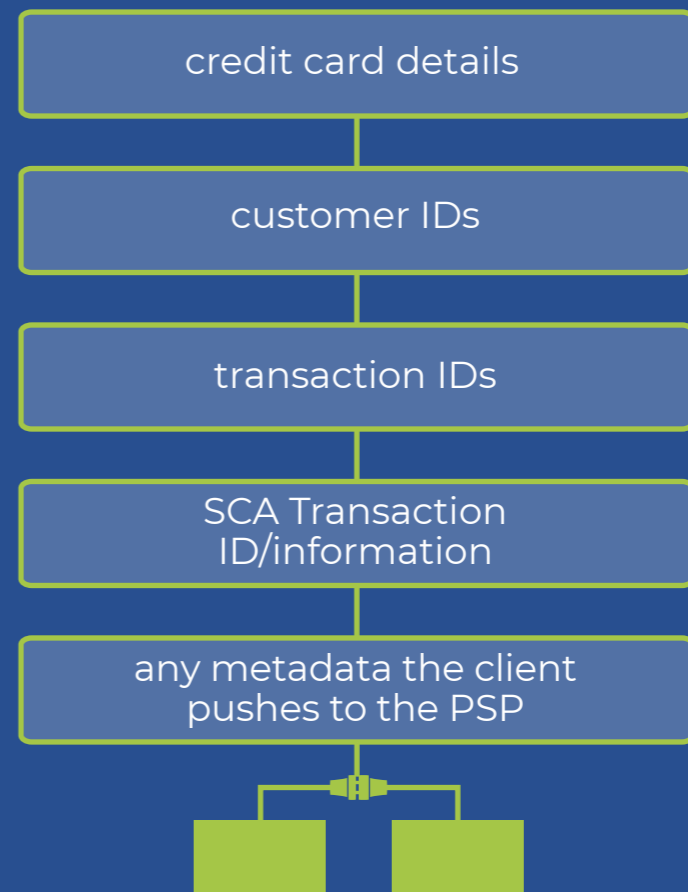
In case you have been using Stripe as your payment provider as well, the whole payment information will be easily transferred within three to five working days.

2. OTHER PAYMENT PROCESSING SOLUTION

Payment or subscription history cannot be migrated between payment processors.

Due to privacy and security reasons neither you or anyone at InPlayer will ever be able to access the users' credit card information, as this is handled between the payment providers in an encrypted format.

Direct connection between the two systems needs to be established. This usually includes:



3. RECREATING CUSTOMER SUBSCRIPTIONS

For us to be able to recreate customer subscriptions, we need you to **send us a list containing the following customer data:**

- 1 Email address
- 2 Old customer ID
- 3 Subscription amount
- 4 Subscription currency
- 5 Subscription billing frequency
- 6 Last billing date
- 7 Next billing date

User Migration

Migrate all your customer data from your old system to ours.

WE MAKE IT EASY FOR YOU TO SECURELY TRANSFER ALL YOUR EXISTING USERS TO OUR DATABASE.

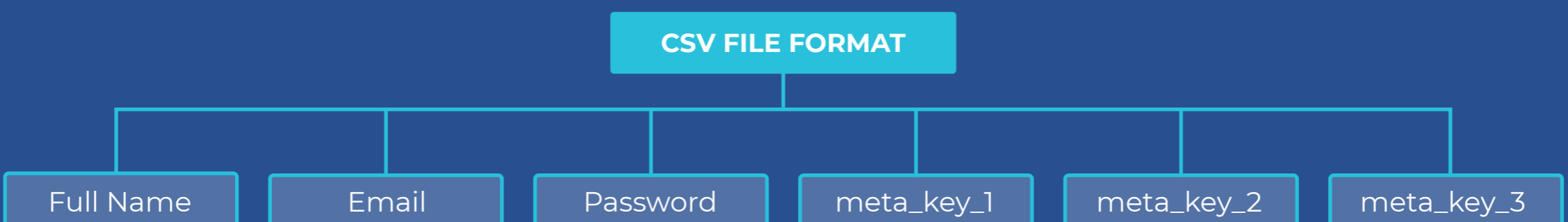
We need you to collect authentication data about your existing users from your previous provider.

We need the following information:



- email address
- unique metadata
- full name
- passwords

Export the collected data to us, stored in a CSV file format.
You need to fill in the CSV file with the corresponding value for each field per user:



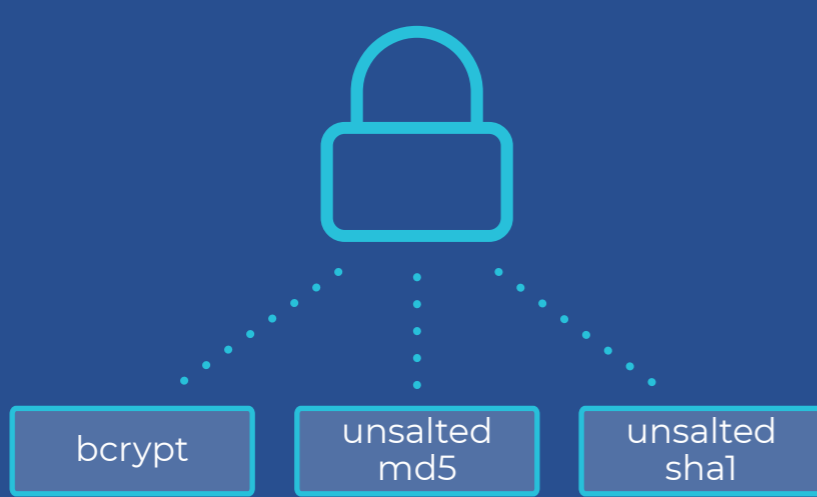
E.g.: John Doe | john.doe@example.com | (leave empty for no password) | foo | bar | baz
* "Email" and "Full Name" are mandatory.

CRUCIAL PART IN THE CUSTOMER IMPORT PROCESS

It is important to note here that bcrypt, unsalted md5, and unsalted sha1 are the supported encryption formats for our platform.

IMPORTING CUSTOMERS WITH PASSWORDS:

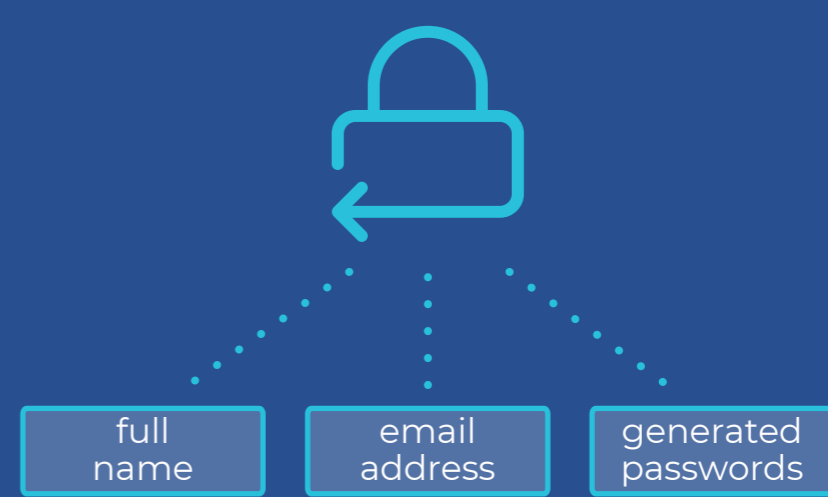
To import all your customers, we need their passwords to fit the encryption formats we support (bcrypt, unsalted md5, and unsalted sha1). This is the only way for us to import your customers with their current passwords for their new accounts in our system.



Will automatically be able to authenticate using their passwords from the old system, ensuring a smooth migration process with no additional steps required by the end-user.

IMPORTING CUSTOMERS WITHOUT PASSWORDS:

To initially authenticate in our system, they will have to reset their passwords. More specifically, we will transfer your customers with their full name and email address to our database and then assign a randomly generated password to each one of them.



Send your customers an email informing them of the latest changes and providing them with instructions on how to reset the passwords.

PPV Access Migration

Migration of your users' access to your premium content.

WE CAN RECREATE THE EXISTING ACCESS ON OUR SIDE.

Gather all the information regarding the current access from your previous provider and send them to us in a CSV file format.

We need the following information:



- customer's email address
- asset ID
- access expiration date

The moment the access expires, the imported users will have to purchase a pay-per-view offer once again.