Q. **Why are we moving from Torch to Absorb?**
A. The Torch learning management system was acquired by Absorb Software Company.

Q. **When will the new system SST Absorb be available?**
A. Absorb is expected to go live on or about **Wednesday, 27 May** as soon as the migration is complete.

Q. **Will there be a blackout period for Torch? What do I need to do to prepare for the blackout?**
A. Yes, you will not be able to access the system beginning at **12:01 am (Eastern Time) on Wednesday, 20 May to Tuesday 26 May** due to the migration.

   Any learning courses that are currently in progress should be completed by **19 May 2020**. IEEE will not be able to migrate volunteer compliance training courses that are in progress, so please complete your courses by **19 May** to ensure you don’t lose the progress you have made.

Q. **What resources will be available to help me get up to speed on Absorb?**
A. Upon launch, a Quick Reference Guide will be available on the Support Center website for easy reference. For additional questions, visit [https://supportcenter.ieee.org/](https://supportcenter.ieee.org/) to submit your inquiry, or conduct a Live Chat with a service professional, 24/5, Sunday 4:30pm through Friday 4:30pm ET.

Q. **What will change?**
A. Absorb will be very similar to Torch in functionality. However, the new system is easier to navigate with an upgraded Dashboard to improve the Volunteer experience.

Q. **How will I access the new Absorb platform?**
A. If you have a current IEEE account, your username and password remain the same. If you do not have a current IEEE account, you will need to reset your password. Please bookmark the new URL which will not be available until Wednesday, 27 May:

Q. **Will my learning history be migrated over? Will my learning progress remain intact?**
A. Volunteers’ individual learning/course history (i.e., completed training courses only) will be migrated from Torch to Absorb and remain intact.

   If you have not begun an assigned module, you will be able to access and complete the training in the new system after the migration.

   Learning courses that are currently in progress should be completed by **19 May** to ensure you don’t lose the progress you have made.