Insite360 Instore AWS IoT Migration Announcement – Action Required by March 31, 2025

The current legacy Insite360 AWS network is migrating to an AWS IoT (**A**mazon **W**eb **S**ervice Internet of Things) solution. The current network, referred to as Legacy Site Gateway, will be discontinued March 31, 2025.

The AWS IoT infrastructure enhances and improves the customer experience through:
- Increased network reliability
- Scalable services according to customers' needs
- Newer, additional security mechanisms for cloud services
- Better and easier integration of products and services

The AWS IoT solution is compatible with Passport software versions 23.01 and later. **Passport sites running v22.02 and earlier as of March 31, 2025, will lose their connection to Insite360 when Legacy Site Gateway is disconnected.** Sites can re-enable their Insite360 connection by upgrading to v23.01 and later, however without an Insite360 connection the site will require a truck roll to upgrade.

No action is required for sites running Passport version 23.01 and later by March 31, 2025. Sites on v23.01 and later are automatically operating on the AWS IoT network.

Upgrade to v23.01+ before March 31, 2025:
An Authorized Service Contractor (ASC) can perform Passport software updates on site, or a retailer can update remotely via the Insite360 cloud portal with a paid Insite360 Instore remote management subscription. For most retailers branded with a major oil company, the Insite360 subscription is included with the Passport Service Offering (PSO) subscription. For instructions on registering a Passport to Insite360 or scheduling a software download, please reference the Insite360 Passport Software Download Quick Reference Guide MDE-5595. To create an Insite360 account or to link sites to your account, please visit www.gilbarco.com/IS360passportsignup. For additional assistance, please contact the Passport Help Desk at 1-800-800-7498.