in association with
The Play Inspection Co.

PI Digital

Important Notice: System Downtime and Launch of New App & Inspection Portal

The new App and Inspection Portal will be operational from **Tuesday, 7th April 2026, at 9:00 AM GMT.**

System Downtime:

- **From:** Thursday, 2nd April 2026, 5:00 PM GMT
- **Until:** Tuesday, 7th April 2026, at 9:00 AM GMT
- **Impact:** The current app and portal will be inaccessible. Any inspections conducted during this period will be irretrievable.

Critical Actions:

- All outstanding inspections on the app must be published by **Thursday, 2nd April 2026, 5:00 PM GMT**. Failure to publish by this deadline will result in the permanent loss of these inspections, and there will be no way to recover them.

- Ensure all operatives are aware **not to use the app during the downtime period** stated above.

- Ensure all employees are aware **not to use the inspection portal during this downtime** (www.inspectonline.co.uk).

- **ALL versions of the current app will be disabled** at the start of the downtime period.

- Inspectors must **download the new app – "The Play Inspection App 2026" – from their device app store and begin using it from Tuesday, 7th April 2026, at 9:00 AM GMT.**

The app may be available to download in advance, but it must not be used until the system release time stated above.

- Reminder: you may have already received information about **device compatibility - which is also attached to this email**. Please note that from the release date, **only the most recent two versions of iOS and Android will be compatible with the new app.**

The Play Inspection App

t: 01202590675
e: info@playinspections.co.uk
w: www.playinspections.co.uk

Training and Support:

- Due to the general functionality of the app remaining largely the same, **complete app training will not be required or provided for inspectors**.

- There are **several new features and improvements** within the new Inspection Portal. These will be explained through **a training video and our follow-up webinars**. Please see more information regarding these below.

- A training video will be distributed to the internal main app contact for each organisation on **Thursday, 2nd April 2026. Internal main app contacts must ensure that all operatives within their organisation are appropriately trained prior to the system release.**

- Please ensure that **your organisation's internal main app contact details are up to date as soon as possible** to ensure the correct person receives this material.

Webinars:

We are organising webinars on the following dates where we will run through the Inspection Portal with you in real-time, and will be taking any questions related to the use of the new system at the end of each session.

There is no limit to how many people can attend and these webinars will be held completely free of charge.

If you would like to join our webinars, please get in contact with us via email or telephone to specify **which webinar you'd like to attend, your organisation name and the email addresses of all attendees** so we can send you Teams invite.

- **Wednesday, 8th April at 1:30pm**

- **Tuesday, 14th April at 1:30pm**

Franchise licensee webinars will be arranged directly with your internal main app contact.

While we welcome suggestions for future improvements and additional functionality, **new feature requests will not be addressed during the webinars**.

If you would like to discuss any **new feature ideas or requests**, please email: software.support@playinspections.co.uk

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User Setup:

Usernames for all existing users will **remain the same**.

However, **all passwords will be reset to the default password: TPIC12345!**

This default password will be required for **the first login to both the new app and the Inspection Portal**.

Internal main app contacts must ensure that **all users change their password immediately after their first login**.

Full instructions on how to change passwords will be **included within the training video distributed prior to release**.

App Transition:

Prior to the release date, all users must **remove any existing versions of the current Play Inspection App from their devices**.

If you require approval for app installations through your organisation's IT department, the app is available for download now from the appropriate app stores under the name: '**The Play Inspection App 2024**'. On the go-live date (**Tuesday, 7th April 2026, at 9:00 AM**), the app name will automatically update to 'The Play Inspection App 2026' and become usable.

Uninstalling the Current App

For Android Devices:

1. Open **Settings** on your device.
2. Tap **Apps** or **Applications**.
3. Locate the **Play Inspection App**.
4. Select the app and tap **Uninstall**.
5. Confirm the removal.

For iOS Devices:

1. Locate the **Play Inspection App** on your home screen.
2. Press and hold the app icon.
3. Tap **Remove App**.
4. Select **Delete App** and confirm.

**The Play
Inspection
App**

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Once the system is released, users must install **"The Play Inspection App 2026"**.

For Android Devices:

1. Open the **Google Play Store**.
2. Search for **"The Play Inspection App 2026."**
3. Select the app and tap **Install**.
4. Open the app once installation is complete.

For iOS Devices:

1. Open the **Apple App Store**.
2. Search for **"The Play Inspection App 2026."**
3. Select the app and tap **Download / Install**.
4. Open the app once installation is complete.

The app will function as normal once the system becomes active on **Tuesday, 7th April 2026, at 9:00 AM GMT**.

Software Support:

All clients will continue to receive free, unlimited software support following the system release, **provided that all steps and requirements outlined in this document are followed and implemented appropriately.**

Please note that The Play Inspection Company takes no responsibility for any loss of inspection data during the stated system downtime period.

Should you require assistance or have any queries following the release, please contact software.support@playinspections.co.uk, and our support team will respond promptly.

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We sincerely appreciate your patience and cooperation throughout the development of our renewed inspection portal. **This project has been in progress for over five years**, and we are excited to finally introduce a system that not only enhances functionality and usability but also provides the flexibility to incorporate future improvements.

As with any new system, there may be initial challenges. However, we are committed to maintaining transparency about any issues that arise and ensuring open, consistent communication with you remains our priority.

Please confirm that you have read, understood and distributed this notice to all relevant personnel in your organisation by signing below.

_____

Name:
Date:

Organisation:
Position:

Signature

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