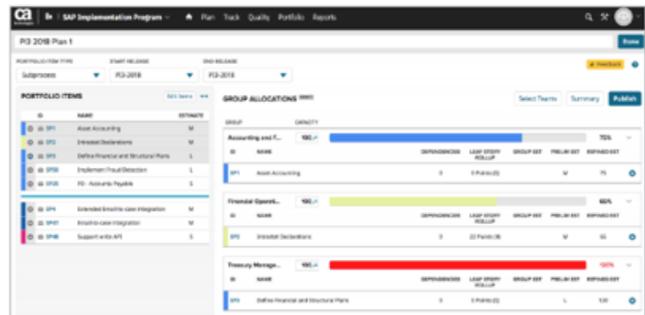# CA Agile Central Monthly Update

Welcome to the CA Agile Central monthly product updates newsletter, designed for users like you. If you were forwarded this newsletter, and would like to receive monthly updates, support resources and educational offerings, subscribe now.

Connect Strategic Planning to Agile Team Execution

Join this webcast on Oct 9 to learn how other organizations are successfully connecting leadership's investments and strategy to the work being done at the team level.

Register Now

CA Agile Central for SAP® Delivery

Managing multi-year implementations is no small feat. Check out these best practices for adopting an agile approach to SAP® program delivery.
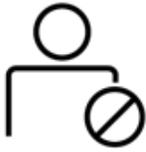
Get eBook

Product Announcements & Updates

On Premise End of Service Announcement: To provide you greater flexibility in your upgrade planning process and in accordance with the CA Support Policy and Terms available at CA Support Online please consider this email your written notification that we are discontinuing technical support for previously released CA Agile Central On Premise versions (2017.1 and older).

Rearrange Fields in Risk Editors: You can now rearrange fields in the quick detail panel and full-page editor for risks.

View all recent product updates

Common Support Issues

Are you experiencing these common support issues? View these quick videos or articles to learn how you can solve or identify a workaround to address these issues.

[Login Issues?](#)

If you are receiving an error notification upon login attempt, view this quick video to see how you can resolve the issue.

[Initiate a Password Reset](#)

Receiving the error: *"The username or password you entered is incorrect"*? Try initiating a password reset to regain access.

[User Name Conflict Error](#)

Receiving the error: *"That user name conflicts with ******"*, when trying to add a new user to Agile Central? View video for possible reasons and workarounds.

Supporting Your Scaled Agile Transformation

Since 1992, ICON Agility Services has successfully guided large companies in modernizing their business and software development processes. As a leading service partner with CA Technologies and Scaled Agile Inc., ICON has earned an excellent reputation providing experienced training and coaching for all levels of SAFe®.

[Visit our website](#) or email us at info@iconagility.com to find out how we can support your Scaled Agile Transformation.

User Webcasts

Each month, we host a community webcasts designed to help users learn new tips and tricks within Agile Central, or strengthen their skills using specific features. Past webcasts are available for replay online.

[Browse Webcasts](#)

Get Certified

Level up your resume and strengthen your skills as an agile practitioner. Check out the various courses available on Agile Academy, taught by our agile certified coaches.

[Visit Agile Academy](#)