



## Release Notes

2014.1 (2014.1.1)

February 2014



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## Overview

The SilkRoad team is excited to announce our first RedCarpet release of 2014, version RedCarpet 2014.1. This release brings several new features and enhancements to existing functionality, as well as resolutions to known issues intended to improve the stability, usability, configurability, and performance of the application. This document provides an overview of significant new features and enhancements available to users in the RedCarpet 2014.1 release.

## New Features and Enhancements

Version 2014.1 provides new features and enhancements to the RedCarpet Onboarding & Life Events solution in the areas listed below. Click on the name of the feature to go to a more detailed description.

[US Compliance Changes](#)

[Data Segmentation](#)

[Usability Enhancements](#)

[Resolved Issues](#)



## US Compliance

### E-Verify Updates

This release includes the first of several changes required for those customers using Red Carpet’s Everify services. Following the upgrade of RedCarpet to 2014.1

**Other Name Field:** Prior versions of E-Verify passed information from the “maiden name” field, from E-Verify now uses the field labeled “Other Name” on the I-9. The latest release of E-Verify now collects this information.

**Resolve when I-9 is delivered:** When the I-9 form is used as part of an integration retrieving data from RedCarpet it is possible for that integration to ‘lock’<sup>1</sup> the I-9 form such that the I-9 tasks cannot be reopened. In that case when resolving the case the option to re-open the I-9 tasks will not be available and the following options will be shown.

The screenshot shows the RedCarpet interface for an E-Verify case. At the top left is the RedCarpet logo. Below it, the text reads "E-Verify iris it", "Case Incomplete", and "Case Number : aa79b1cb-cb77-48cd-b706-d8b02befd813" with a "Case Details" link. On the right side, there is a "History" link. The main content area has three tabs: "I-9 Data Confirmation", "Resolve Case", and "I-9 Documents" (with an information icon). The "Resolve Case" tab is active, displaying a dialog box titled "How do you want to proceed?". Inside the dialog, there are two radio button options: "I want to close this case. I have no further E-Verify processing to do for this employee." and "I want to cancel this E-Verify case and start over, without making changes to the I-9 form." Below these options is a note: "Note: Changes to the I-9 form are not available because the form has been delivered." At the bottom of the dialog, it says "To return later, choose the 'Close' button." An orange "Close" button is located at the bottom right of the dialog box.

These changes will be initiated automatically with the upgrade to version 14.1. Additional changes surrounding the Tentative non-confirmation process are underway and customers using this feature will be notified separately from this document.

<sup>1</sup> It is possible to mark an eForm delivered without locking it see the RedCarpet Web Services guide section on the MarkFormDelivered web method for more details.

## Data Segmentation

Red 721

Data segmentation allows customer to create and assign permissions to users based on assignment categories and key properties. This functionality is now available in staging environments only for those that would like to review and configure this feature prior to its general release in Q2 of 2014.

In order for data segmentation to operate:

1. A key property must be selected that will serve as the data segmentation category alias.
2. Each user account must have a key property value for the data segmentation category alias.
3. Each user event must have an event category or attribute for the data segmentation category alias.
4. Each user with access to view users or events must have an assignment category value selected for the data segmentation category.

### Selecting the data segmentation key property:

The selection of the data segmentation key property is the first step. Ideally a key property that is already in use can be used for data segmentation. This key property should contain the manner that the organization is currently arranged to control access to employee data.

### Adding the data segmentation key property:

In the key properties menu option, either add or select an alias name that will be the data segmentation key property. Ensure that it is marked as required.

### Manage Key Properties

Categories

Specify the list of category aliases that will be part of the minimum set of common key properties for all employees in RedCarpet. You may also specify that any of these are required or not.

Category Name	Alias Name	Required	Delete
Location	Current Work Location	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Department	Current Department	<input type="checkbox"/>	<input type="checkbox"/>
Job	Current Job	<input type="checkbox"/>	<input type="checkbox"/>

Add Category
Update Categories

### Update all user accounts:

Prior to activating data segmentation every user account in RedCarpet (active and retired) must have a value in the data segmentation key property. The values selected should be leaf nodes of the category tree representing the employee's spot in the organization. User accounts can be update in the RedCarpet user interface or via integration.

The screenshot shows the 'Key Properties' tab in the RedCarpet interface. On the left, there is a 'Key Properties' section with a colon. To its right is a 'Categories' section. Below these are three rows, each representing a key property: 'Current Job', 'Current Department', and 'Current Work Location'. Each row has a dropdown menu and a blue 'Select' button.

Any users that should be able to view accounts or event will also need their assignment category updated. The assignment category reflects areas that they user has access to view.

The screenshot shows the 'Teams & Categories' tab in the RedCarpet interface. It features four dropdown menus arranged in a 2x2 grid. The top-left dropdown is labeled '(Demo) Job Level', the top-right is 'Location', the bottom-left is 'Department', and the bottom-right is 'Employee Type'. Each dropdown menu has a blue 'Select' button to its right.

### Update all user events:

When data segmentation is initially enabled any events that do not currently have an event category or attribute that matches the data segmentation key property will be updated. The data segmentation key property will be added to the event as an attribute, made required and the benefiter's key property value will be populated in the event attribute. As new events are launched the data segmentation event attribute will have to be selected when an event is launched.

### Enabling Data Segmentation

Once all the above pre-requisites have been filled SilkRoad service will be able to enable data segmentation in your installation.

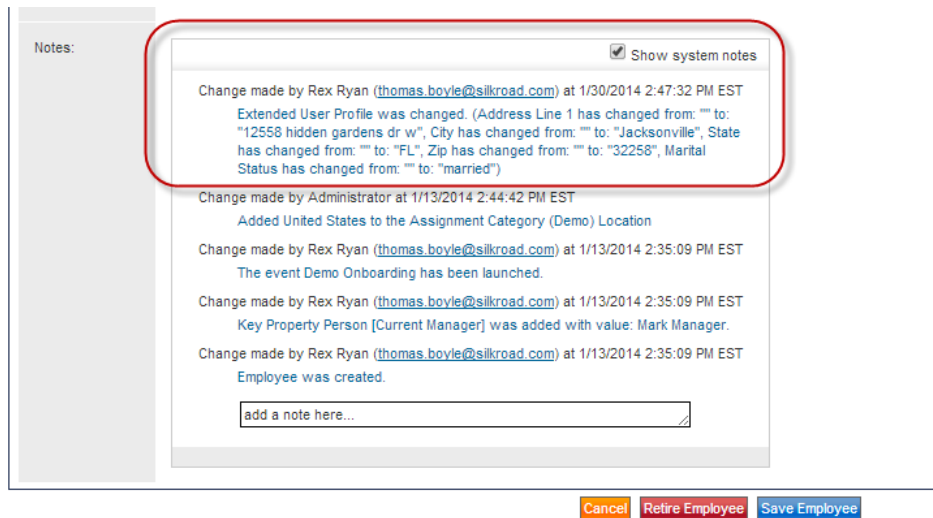


## Usability Enhancements

### Track changes to EUP

Reference: Red 1975

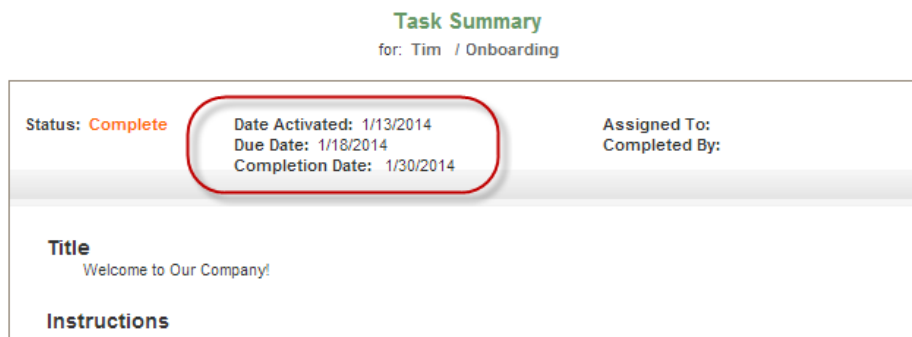
When changes are made to the EUP section of a profile we now track and record what has changed. Prior to this release the audit trail only read "Extended User Profile has changed".



### Task Activation Date

Reference: Red 3376

The Date Activated has field has been added to the task summary screen. When the task is completed prior to the activation date, it lists the completion date as the activation date.



## Team Task Notificaitons

Reference: Red 145

Team members will now longer receive notifications for tasks that fall beyond the scope of their assignment categories. Notifications for tasks within each category value will be delivered in individual notifications. Therefore if a team member is assigned to an area where there are multiple new hires with different sub-category values that team member will not receive a consolidated notification for all their tasks. For example:

- Irene is on the IT team with an assignment category value of Illinois.
- The task "Create network account" is assigned to the IT team, limited by the category Location.
- Adam is a new hire in Chicago, IL
- Brett is a new hire in Chicago, IL
- Charlotte is a new hire in Springfield, IL
- Doris is a new hire in Detroit, MI
- Irene will receive two email notifications indicating the "Create network account" task must be completed.
  - 1 with the tasks for Adam and Brett
  - 1 with the task for Charlotte
- Previously Irene would have received a single notification with the tasks for Adam, Brett, Charlotte and Doris.

## Resolved issues

The following issues have been resolved in this release. Issues are listed in numerical order by RedCarpet Engineering tracking ID. Support Case Numbers are listed as appropriate. If you require additional information, please contact support and provide the reference ID displayed.

Internal Issue ID	Support Case Number	Description
RED- 145	267027	Notifications: Team task notification handling.
RED-708	297990	Usability: When performing a quick search across a large number of results the next and previous indicators were not intuitive.
RED-3299	468641	Usability: Error message when canceling unpublished event changes
RED-3315		Compliance: Advanced Search - I9 Form
RED-3514	482601	Security: Password Field Autocomplete configurability
RED-3435	410034	Usability: Audit date changes when reopening a task
RED-3089		Portal Studio: Option/create snippet causes errors in some version of Internet explorer
RED-3290		Usability: Deep Link problems when using SSO
RED- 3291	468629	Reporting: Including events in report with no tasks
RED-3299	468641	Usability: Error message when canceling unpublished changes.
RED- 3408		Usability: Setting due date on a task
RED- 3414		E-Verify: Message for Driver's License Entry
RED-2261		Add Ability to Update User Password via Web Services
RED-3468		Usability: Task Summary Page the Activation Date label and logic change
RED-3513	482130	Integration: Expanded web services email parameter list

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## Supported browsers

RedCarpet is designed to provide browser-neutral service delivery. It is recommended that you use modern browsers, as we make every attempt to support the latest versions of the following browsers. The current version has been verified against the following browser versions.

Browser	Version
Apple Safari	5.1.7
Google Chrome	30.0
Mozilla Firefox	24.0
Windows Internet Explorer	8.0, 9.0, 10.0

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## Mobile device support

SilkRoad views mobile device support as an important capability to our applications and we continue to add functionality that we ensure is optimized for tablet devices.

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## Supported languages

RedCarpet is designed to support multiple languages for ease of use by employees and administrators. RedCarpet version 2014.1.0 includes the following supported languages.

### Portal

- Danish
- English (US)
- French
- French Canadian
- German
- Greek
- Italian
- Japanese
- Korean
- Polish
- Portuguese (Brazilian)
- Russian
- Simplified Chinese
- Slovak
- Spanish (Universal)
- Swedish
- Traditional Chinese

### Admin Interface

- English (US)
- French
- French Canadian
- German
- Japanese
- Korean
- Portuguese (Brazilian)
- Simplified Chinese
- Spanish (Universal)



## Technical support

For technical assistance for any of our solutions, contact our support staff via:

- **Phone:** US Toll Free: 1-866-803-9663
- **International Toll Free:** Access numbers via [support.silkroad.com](https://support.silkroad.com)
- **Web:** [support.silkroad.com](https://support.silkroad.com)
- **Email:** [support@silkroad.com](mailto:support@silkroad.com)