SilkRoad RedCarpet

Release Notes
2014.2
April 2014

SilkRoad   silkroad.com

Contents

Overview

The SilkRoad team is excited to announce RedCarpet Version 2014.2.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 2014.2 release.

Important notices

Early adopters and upgrade process

SilkRoad Life Suite products follow an upgrade process in which the first month after a product's release is considered the early adopter stage. Customers interested in being an early adopter can contact SilkRoad Support to be upgraded.

What it means to be an early adopter:

- You will receive the new features and fixes of the release in production sooner.

- You should report any issues (bugs) to the support team (please be patient though; they are learning how to support the new version).

- You should understand this is not the same as beta testing where we can change new features based on your feedback.

- We may call on you to learn how you are using the new version and why you wanted to take advantage of it.

- Note: You are signing up to be an early adopter for this version only. You will need to request to be an early adopter for each version at the time of each release.

What happens if you choose not to be an early adopter:

- All SilkRoad customers will be automatically upgraded following the early adopter period. No action is required from you to initiate this process. A follow-up email will be sent to you one week before your site is scheduled to be updated.

For those customers with dedicated staging sites, SilkRoad will begin to update your staging sites with the new release right away, though it may take several days to complete all sites.

New features

Data Segmentation
Red-3641

With the release of RedCarpet 2014.2, data segmentation can be configured and implemented in production.

What is Data Segmentation?

Many large companies would like to restrict the visibility of administrators logging in to RedCarpet by employee and event data based on a category such as location or department. With RedCarpet 2014.2 customers have the ability to configure RedCarpet to limit who administrators can access.
- Which functions administrators can access continues to be driven by team membership by privileges associated with each team.
- Who administrators can view within each function is driven off the "data segmentation category" if it is defined.

How does Data Segmentation work?

In its simplest definition, "data segmentation" is a category match between an employee's key property category value and the employer's assignment category value. One category - the defined "data segmentation category"- is used for the match.
- For more information, go to online help and search for "Data Segmentation."

What functions Data Segmentation applies to:

- Searching for Employees (using "Find Employees" or "Quick Search")
- RedCarpet reporting:
  - I-9 Dashboard
  - I-9 advanced search
  - Event Summary report
  - Assignee Promptness report
  - Event report
  - Task Promptness report
  - Form report
- Creation of:
  - Event Definitions

What Data Segmentation does not apply to:

Data segmentation does not apply to these areas as the information is already limited by category assignment rules:

- The RedCarpet dashboard
- How tasks are:
    - Selected to be part of events
    - Assigned to team members

Data segmentation does not apply to these are areas as they are not category based functions:

- The creation or maintenance of:
    - Task Definitions
    - Notifications
    - Categories
    - eForms
    - Portal Pages
- Pending Employee List

In order for Data Segmentation to operate:

- A key property must be selected that will serve as the data segmentation category alias.
    - If the data segmentation manager selects a data segmentation category alias that does not exist on all of your events, the data segmentation manager is able to convert existing event category aliases, of the same type, to the data segmentation category alias at the time data segmentation is enabled. The alias category names referenced in your integration will continue to be recognized.
- Each employee must have a key property value for the data segmentation category alias.
- Each employee 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.

Importance of Assignment Category Value

If an employee does not have an assignment category value for the data segmentation category, no results will be returned when an attempt to search for employees, execute reports, or access the web services is made. This is particularly important for administrators of RedCarpet and any users that are utilized for accessing the web services.

- The RedCarpet administrators will likely have assignment category values set.
- As part of configuring your site, it is important for your web service account to have an assignment category set to the root node of your data segmentation category. This will ensure that the web service account can access all the employee data.

Enabling Data Segmentation

If you would like to enable data segmentation please contact support@silkroad.com so that a new team can be created with the Manage Data Segmentation privilege. Employees with this privilege will, in some areas, be exempted from data segmentation restrictions; therefore, very few employees should be members of this team.

Addition of Configuration Setting for Email Address Requirement on Employee Profile
Red-2303

Multiple customers have requested making an employee email address optional instead of required. Customers who wish to remove the requirement that an email address must be entered on the employee profile can contact SilkRoad Support at support@silkroad.com to have the configuration setting changed. By default there will be no behavior change if the setting is not changed by Support. Please note that if this configuration setting is changed to make email address optional, it will apply to new and existing employees in RedCarpet.

Browser Support for Internet Explorer 11
Red-3079

RedCarpet now supports IE 11. Users can use this browser to utilize all RedCarpet functionality without viewing in compatibility mode.

Improvements

Printing/Downloading Forms Enhancement
Red-738/Support 515194

On the Forms tab in Edit Employee, there is a new column called "Include in Download." By using the checkboxes in this column, users can select which forms they would like to download and then print. All printable forms will have the option to be selected. Employers can also "Select All" to download all forms that meet the criteria to be downloaded. If a form does not meet the criteria to be selected and downloaded, the reason the form cannot be selected will be displayed (ex: Form Not Complete). All forms will download into a single PDF that can be saved or printed.

Edit Employee
(red 738)

Details	Key Properties	Teams & Categories	Events	I-9	Forms	Documents

Forms:

Form Name	Event Name	Completed Date	Include in Download
SAMPLE Policy Notice Acknowledgement	Single Task w Form	2/20/2014	☐
SAMPLE Policy Notice Acknowledgement	Single Task w Form	2/20/2014	☐
SAMPLE Policy Notice Acknowledgement	Single Task w Form	3/3/2014	☑
SAMPLE Policy Notice Acknowledgement	basic	Employee Opted Out	Employee Opted Out*
SAMPLE Policy Notice Acknowledgement	basic (Cancelled)		Form Not Complete*
SAMPLE Policy Notice Acknowledgement	basic	Employee Opted Out	Employee Opted Out*
State Withholding - Connecticut	basic	Employee Opted Out	Employee Opted Out*
State Withholding - Rhode Island	basic	Employee Opted Out	Employee Opted Out*
State Withholding - Virginia	basic	2/27/2014	☑

*Form not available for download

Download Selected Forms   ☐ Select All

Additional Documents:

Upload Additional Documents

Choose a File   [Choose File] No file chosen

Document Title   [Uploaded Document]

Upload Document

Document Title	Create Date

[Cancel] [Delete Employee] [Retire Employee] [Save Employee]

Online Help Enhancement

RedCarpet Online help has been upgraded to work in all of our supported browsers. Additional usability features include page breadcrumbs for easier navigation and text snippets in search results.

Resolved issues

Internal Issue ID	SF case number	High level description
Red-4079, Red-4038	512274	Usability: Form List Values - Preview Form functionality now shows most recent version of a form
Red-738	300560	Usability: On Forms tab if an employee goes through the same event twice (ex: 2 W-4s), all forms associated with that event are available to download and print
Red-3967		Correction making RC Web Services available in the WSDL using Unauthenticated Access
Red-3864		Enhanced Logging for production support
Red-3927		Usability: Grammar improvement in UI
Red-3971		Usability: Improved error message if the password token has expired
Red-3929		Usability: Improved Day of Week Translation in French
Red-3872	500404	IE 11 support: Hyperlink function now working in IE11 in task definition employee instructions
Red-4033	506504	Unable to create or clone an event when category is incorrectly referenced
Red-4165		Corrected an edge condition of login timeout errors
Red-4041		Usability: Specialized Notifications created against unpublished task definitions are now deleted if the unpublished task is cancelled
Red-4168		Usability: IE11 - links now work on the RedCarpet home page without compatibility mode
Red-744	301730	Compliance: DHS TNC verbiage in E-Verify Status Window now prompts for photo document only after a photo mismatch.
Red-3982		Notification: Event Update was incorrectly generated when a system note was added to the event. In 2014.2 and higher: Event Update Notification will fire when an event date, event manager or event category changes or when the event is cancelled. New event notes do not trigger an Event Update notification. Event Note Added will fire when a new event note is added by the employer to

		the event. System-level notes do not trigger Event Note Added notification. For example, if a task is added or deleted, no Event-level notifications will be sent. Task Note Added notifications will be sent to the defined recipients.
Red-3939		Clean up files in upgrade so 'v1_to_v2.template.xslt' exists in only one .dat instead of two
Red-4047	510269	Content publication email was sent in error

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.

Please note: In order for RedCarpet to function properly, JavaScript cannot be turned off.

Browser	Version
Internet Explorer *(not compatibility mode)*	8, 9, 10, 11
Mozilla FireFox	24
Google Chrome	30
Apple Safari	5.1.7 on Mac

Our overall strategy is to maintain active browser support based on client and new hire demand.

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.

Technical support

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

- **Phone:** US Toll Free: 1-866-803-9663

- **International Toll Free**: Access numbers via support.silkroad.com

- **Web:** support.silkroad.com

- **Email:** support@silkroad.com