SilkRoad Life Suite

Release Notes
2016.3
July 2016

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Overview

The SilkRoad team is excited to announce the 2016.3 Life Suite release. To aid our customers with multiple products, release information for all SilkRoad modules is combined. We recognize not all customers license all modules. If you would like to extend your license to include additional modules, contact your SilkRoad account manager.

This release provides new features, enhancements to existing functionality and resolutions to known issues intended to improve the scalability, usability, and performance of the SilkRoad Life Suite. This release contains updates to the following modules: Life Suite Platform, Learning, Onboarding, Performance, and Recruiting. This document is designed to familiarize you with the latest release offerings and provide details about various changes you can expect to see. Use the table of contents to navigate to modules of interest.

Early adopters and upgrade process

For customers taking advantage of our Life Suite Platform, Talent Portal, Onboarding, Performance, and Learning modules, a release is made available to customers approximately one month prior to general availability. Customers are automatically upgraded to this release approximately 45 days later. The period between the release availability and the automatic upgrade 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 release without having to wait the approximately 45 days until all customers are upgraded.
- 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 on these days and times: Sundays through Thursdays 9pm to 4am EDT. No action is required from you to initiate this process; however, there is an option to request your upgrade during two other time periods, which are offered to our customers in the EMEA and APAC regions. These additional days/times are: Mondays through Fridays from 4pm to 8pm EDT (EMEA) and Mondays through Fridays from 9am to 1pm EDT (APAC). If you would like to select one of the optional upgrade timeframes, contact SilkRoad Support.
  Note: If you select one of the two alternative timeframes for upgrades, your site will continue to be upgraded during that time period for future releases and patches as well.
- 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.

SilkRoad Recruiting upgrade process

Differing from the Life Suite upgrade and early adoption process outlined above, ALL SilkRoad Recruiting customers will continue to receive production upgrades at the same date and time. No scheduling is required on your part. The 2016.3 release is slated to be deployed to all SilkRoad Recruiting customers on **Saturday, August 6th**, during the extended maintenance window of 12am – 8am ET. The 2016.3 **STAGING** upgrade is slated to occur on **July 27th, 2016.**

Product support contact information

Reminder: In 2015.3, the option to enter contact information (email addresses) of people to notify for outage or upgrade notifications was introduced in each Life Suite module.

If you have not yet done so, SilkRoad strongly recommends that you enter contact details directly into each module for users you want to receive notifications about product maintenance and upgrades.

For details about where to enter contact information, refer to the reference guides or online Help for a particular Life Suite module. Here's a quick reference:

- **Learning**: Contact Info section under the Enterprise>Configuration> Settings menu
- **Onboarding**: Notification tab in the Settings menu
- **Performance**: Email Options section under the Administration menu
- **Recruiting**: Settings section under the Organize>Administration menu
- **Talent Portal**: Administration>Talent Portal>System Configurations>Alerts & Notifications

Enhancements with SilkRoad

Join us for Enhancements with SilkRoad training sessions! These sessions are free and educate participants on recent updates to SilkRoad modules.

Note: These training sessions will be recorded and made available on the SilkRoad Support Site for those who cannot attend.

All participants must register—via the Training Catalog—to attend these Enhancements with SilkRoad 2016.3 training sessions.

https://events-na11.adobeconnect.com/content/connect/c1/1101781964/en/events/catalog.html#currentSearchTag=1266011312

Please share the above sign-up URL with your team.

SilkRoad Recruiting 2016.3

Monday, August 8, 2016   11:00am -12:00pm Eastern

SilkRoad Learning 2016.3

Wednesday, August 10, 2016   11:00am -12:00pm Eastern

SilkRoad Onboarding 2016.3

Thursday, August 11, 2016   11:00am -12:00pm Eastern

Life Suite Platform

New features and improvements

Name	Tracking ID	Support Case	Description
CWS TimeOut Integration - addition of LifeSuiteID to Employee Export	BUS-6062		Allow for update of Employee HRISID in CWS TimeOut in conjunction with LifeSuiteID.
Adjustment in "Duplicate" record count in Transaction Console	BUS-6058		Duplicate records regardless of state (active or inactive/terminate) are counted as duplicates.
Download transaction messages	BUS-6045		Ability to download first 1000 transaction messages from console for review.
Onboarding error downgraded to warning	BUS-5741		When sending a deactivation/termination/retire request to SilkRoad Onboarding, a warning is issued if the employee doesn't exist. This scenario used to generate an error.
Record search in Transaction Console	BUS-5725, BUS-5722		Ability to search for a record/object in the Transaction Console by Name, HRISID, or LifeSuiteID. Results are across all record types.
Filter empty/duplicate transactions from Transaction Console	BUS-5709, BUS-5715		By default, filter out any empty/duplicate transactions from the Transaction Console so the latest transactions with data processing are visible. User can turn off the filter.
Integration Platform Transaction	BUS-6015		Performance improvements to the Transaction Console.

Name	Tracking ID	Support Case	Description
Console rendering improvements			
Initiate HRMS full data load via Transaction Console	BUS-3053		Ability to initiate a full data load from HRMS from the Transaction Console.
Explicit URL for Life Suite Login authentication method	RED-8518		Ability to explicit URL to authenticate using Life Suite Login. Useful if federation between external IDP and SilkRoad fails.
Remove application in Authentication UI	RED-9011		Ability to remove an added application in the SilkRoad Authentication.

Addition of LifeSuiteID to CWS/TimeOut integration

Life Suite Integration Platform now includes the LifeSuiteID as part of the data integration with CWS TimeOut. This will potentially allow for the update of the employeeID (or similar) in HRMS to update the corresponding record in the TimeOut system. While no configuration change is necessary on the Integration Platform side, TimeOut requires a change to use this additional field.

To take advantage of this offering, contact your SilkRoad Support or Services representative and your CWS TimeOut representative.

Revisions to Transaction Console Duplicate Count

With the 2016.3 release, Integration Platform is revising the transaction summary counts methodology displayed in the Transaction Console. Any duplicate records, regardless of whether active or deactivated/terminated, are counted as a duplicate record. Prior releases counted duplicate deactivations/terminations as deactivations—resulting in a misleading count of actionable records (new, modified, deactivations) vs. duplicates. This change has no impact on data flow, processing, or functionality. It ensures that the counts are consistent with the counts of records sent to each SilkRoad module.

Pre-2016.3: Processing summary count includes all deactivations, regardless of whether they are duplicates in the "Marked for Deactivation" count. As a result, the processing counts don't match the counts sent to destinations:

Post-2016.3: Processing summary count includes any duplicate deactivations in the Duplicates count that are not sent to destinations. As a result, the processing counts match the counts sent to destinations:

Download transaction messages

The Integration Platform Transaction Console now provides a feature to download all messages associated with a transaction: errors, warnings, and informational messages. This includes any messages associated with Integration Platform processing and destination processing (e.g. Onboarding).

This feature can be accessed by navigating to the specific transaction and then clicking the "Download Errors and Messages" icon in the Record Processing Summary table. This icon is only visible if the transaction has any messages:

Click the icon to download errors and messages associated with the transaction. The download may contain personal identifiable information (PII) so a confirmation prompt appears before the download happens. You must acknowledge the prompt to continue.

If confirmed, a Microsoft Excel formatted file is downloaded to your computer. The file name has the format of:

MessageReport_{RecordType}_{TransactionID}.{DateTimeStamp}.xlsx

Where RecordType is a value like "Employee," "Job," "Department," or "Location" and TransactionID is a numeric value representing the specific transaction (can be viewed in the URL of the Transaction Detail page).

Columns included in the export include:

· Display Name (for the record)
· HRISID
· Record Type
· Destination (what the message is associated with. Could be Integration Platform processing)
· Type of message
· Message

It is possible that one or more messages do not contain information in one or more columns. Due to the potential for large messages, the maximum number downloadable messages is 1000.

Record search

Use the record search function on the Transaction Console to find a record and view its history. The search is available beneath the header on every page of the Transaction Console:
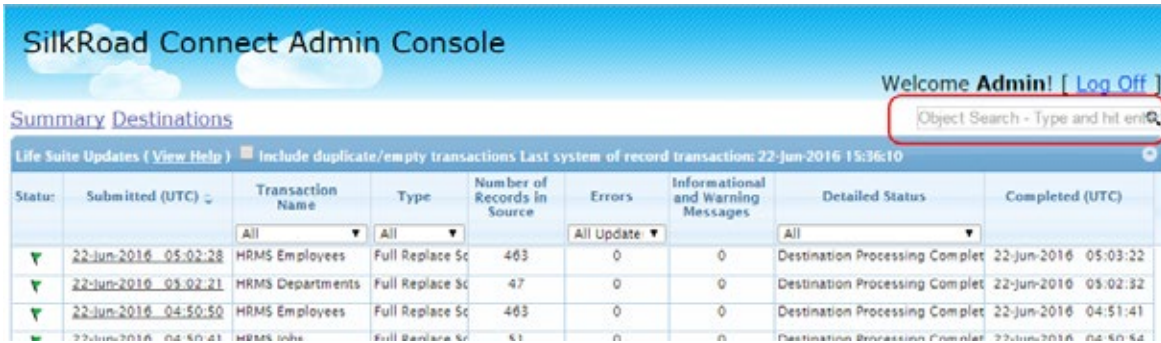
To perform a record/object search, enter the HRISID, LifeSuiteID, or Display Name of the record/object. The search performs a "starts with…" comparison so you do not have to provide the entire ID or name. The search is performed across record/object types.

Select the HRIS Id link for a record to go to the record history page to review transaction history.

Filter empty transactions

A default filter is available on the Transaction Summary page to filter out all empty/duplicate transactions. These are transactions that the Integration Platform has determined are duplicates of previously processed transactions or are transactions where no records were included.

The most common scenarios for these transactions are when Integration Platform calls SilkRoad HRMS or HeartBeat to request records that have changed, but there are no changes. In these cases, a transaction has occurred but it is either empty of records or identical to the prior transaction of that type. The default filter in place keeps these types of transactions from filling the Transaction Summary page and instead allows you to focus on transactions where records were processed.

When enabled, the filter also displays the date and time of the transaction it last received regardless of whether it was filtered. You can easily determine that integrations are still active even if the last processed transaction was hours or days prior.

You can optionally include these transactions by selecting the check box. Doing so removes the date/time of the last transaction because, with the filter removed, all transactions are shown:

URL for Life Suite Login Authentication method

SilkRoad Authentication now supports an explicit URL that will use Life Suite Login authentication. This method will be used regardless of whether it is enabled or not in Authentication. The URL is:

https://{domain}/Authentication/Admin/LifeSuite

This explicit URL allows a user access to the Authentication UI if the federation between the IDP and SilkRoad is broken. This can happen with a misconfiguration or change on the part of the IDP, or the result of an unanticipated certificate change. When the federation is broken, it is not possible to authenticate using the intended authentication method (e.g. external IDP) but in some cases, the federation can only

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be reinstated by updating the configuration in the Authentication UI (something that requires authentication). For this scenario, you can use the explicit URL and any Life Suite Login account (that has permissions) to access the Authentication UI.

Remove application from Authentication user interface

In this release of SilkRoad Authentication, you can remove an application for Single Sign-On configuration. This only applies to partner applications and not SilkRoad applications. Removing an application does not prevent you from adding that same application to Authentication at a later time. If the application is currently using Single Sign-On via SilkRoad Authentication, it will no longer work after removal.

Resolved issues

The following issues have been resolved in this release.

Tracking ID	Support Case	Description
BUS-6048		Remapping of HomeAlternate phone type to support export of field.
BUS-6032		Stop HRMS census load on Integration Platform configuration publish.
BUS-6029		Show all processing milestones/events in reverse chronologic order in the Status History table on the Transaction Details page.
BUS-6022		Enable select and deselect of Transaction Console filter criteria.
BUS-5902		Error message from SilkRoad Onboarding regarding a duplicate LoginID now includes the actual LoginID at issue.
BUS-5781		Date/time stamp in export files are in UTC instead of local server time.
BUS-5745		Include all historical versions of a record in Transaction Console in reverse chronologic order.
BUS-5737		More detailed error message when an issue is

Tracking ID	Support Case	Description
		encountered with SilkRoad Onboarding session generation.
BUS-4279		Total transaction counts and pages available in the Transaction Console reflect the number of actual transactions.
BUS-6305		Configurable archive CSV inbound files for older instances of Integration Platform.
RED-8725		Authentication UI correctly displays any selected Name Identifier that has been saved.
RED-8050, RED-8513		Ability to save Authentication changes in UI without HTML ID conflicts.
RED-8516		Disable the GetSession authentication source upon new install of Authentication.

SilkRoad Learning

New features and improvements

Name	Tracking ID	Support Case	Description
💡 Course Catalog improvements	GL-6065		The Course Catalog is now fully mobile. You can search, sort and filter in an easy-to-use interface. Catalog Item Syllabus has been replaced with a new Course Catalog Details page.
💡 Course Catalog Calendar view	GL-6123		The Course Catalog now includes a Calendar view that displays all scheduled or confirmed classes in a calendar that can be viewed by day, week or month.
Team Enrollments	GL-6169		A Supervisor can enroll subordinates into scheduled classroom events from the Course Catalog Details page.
eCommerce function	GL-6066		ECommerce is now supported in the LifeSuite user interface for purchasing courses using a credit card. The Shopping Cart has been redesigned to support mobile devices.
Training Activity materials	GL-6063		Training Activity materials are now displayed in the Training Details page when configured to appear for users.
Prerequisites Notes	GL-6064		Prerequisites notes data now appears in Training Details.
💡 Add/Edit Training History record	GL-6082		Users can now add/edit a Training History record, and upload and attach an external file to the record when configured for a SR Learning site. The file can be up to 5MB in size.
Custom fields in reports	GL-3367		Custom fields can now be displayed in reports created using the following report queries:

Name	Tracking ID	Support Case	Description
			· ClassUtilization
			· Qualifications
			· QualificationsByUser
			· StudentExamHistory
			· StudentExams
Enable Activity Tree Subscription Courses	GL-3751		By default, the activity tree is enabled for subscription courses. Hiding the tree requires a skin edit to change. Courses can have an individual setting found in the properties at Content>Delivery>Subscription Courses.
Report Query Additions	GL-6161 PE-42625		ExternalAuthenticationKey and UseExternalAuthenticationKey are now available to the UserDetails and Students_V2 report queries

Course Catalog improvements

The Course Catalog has been redesigned and reorganized in the new user interface to further support a mobile experience. In addition, the catalog now has:

·   A calendar view
·   Course/Class details in one central location
·   Additive category tags
·   A redesigned shopping cart
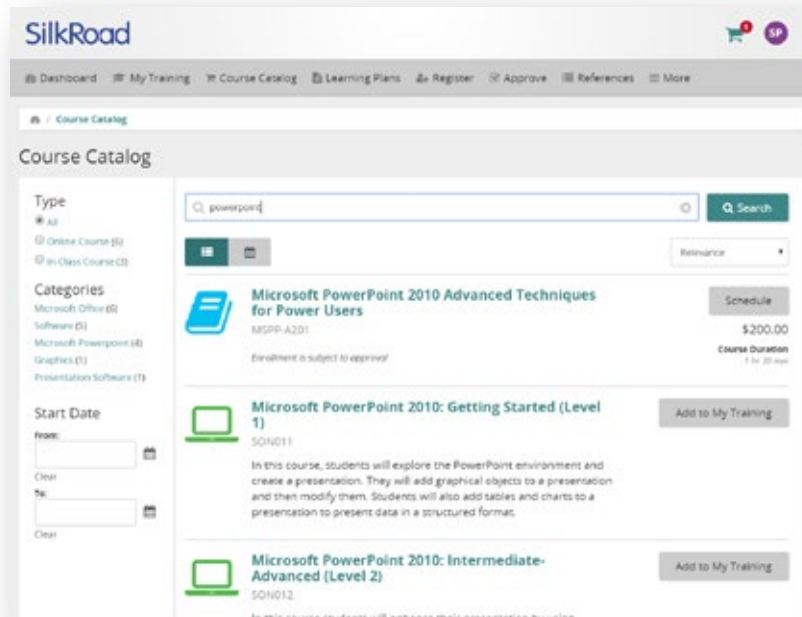
Mobile

The Course Catalog can now be used on popular mobile devices. When viewed in small viewports, filters are hidden in a slide out.
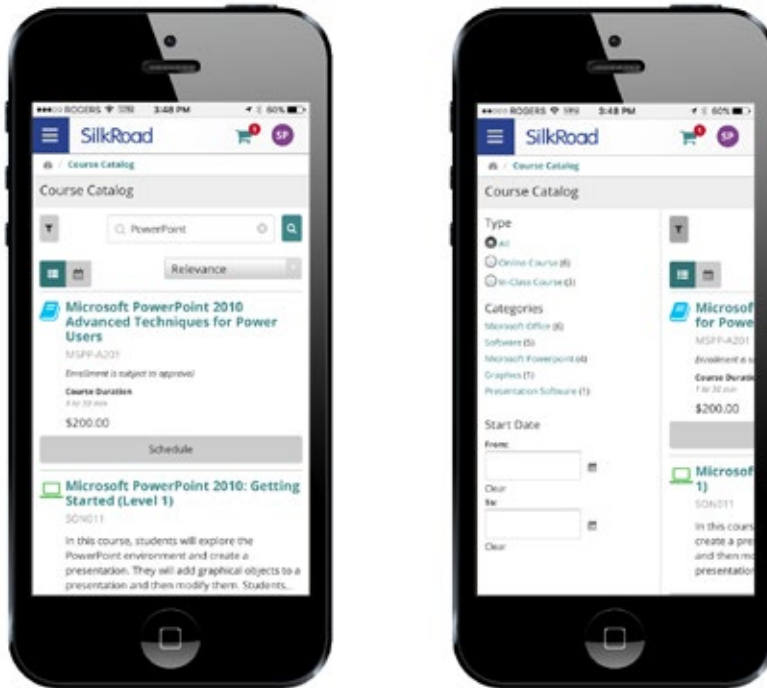
Details

Details provide a quick way to get more information about any course. From this page, you can:

- View the description, product code, and additional details
- Enroll or cancel classes (supervisors can enroll subordinates in classes or cancel enrollments via team enrollments)
- Add or remove items from the shopping cart
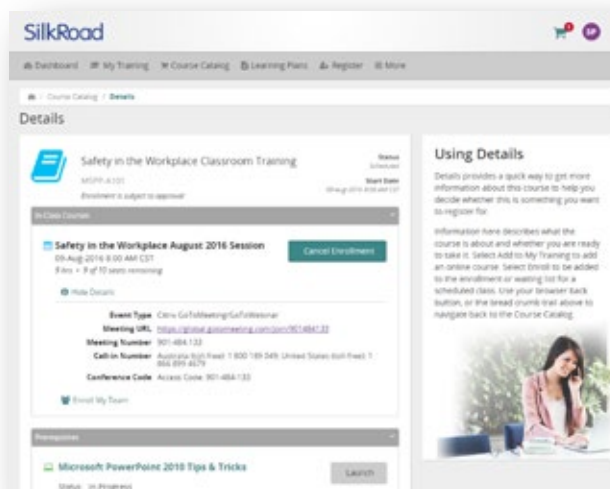
Calendar view

You can display the Course Catalog in list view or calendar view. The Calendar view is shown below:
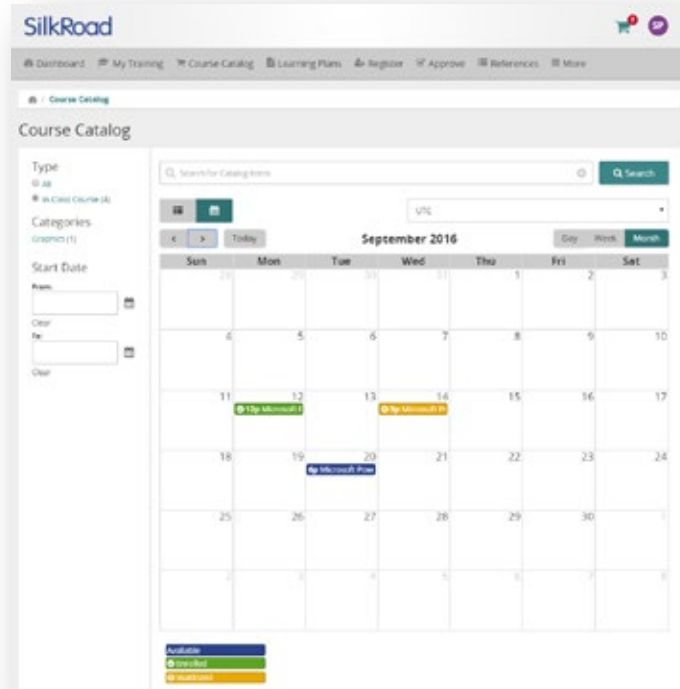
The list view displays all catalog courses in a list. The Calendar view displays all course classes in a Calendar view.

Select the Calendar view to display all scheduled classes. Click any item in the calendar to navigate to the details page of the selected class where enrollment decisions can be made.

Scheduled classes display as Available when users can enroll, Enrolled if the user is currently enrolled in the class, or Waitlisted if the user is currently waitlisted for the class:
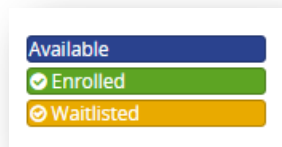
Team enrollments

Supervisors can now enroll their associated subordinate users into any scheduled classroom event when the feature is enabled.

Enable team enrollments

To enable the team enrollment function check the corresponding box in the User Interface settings under the Course Catalog section:
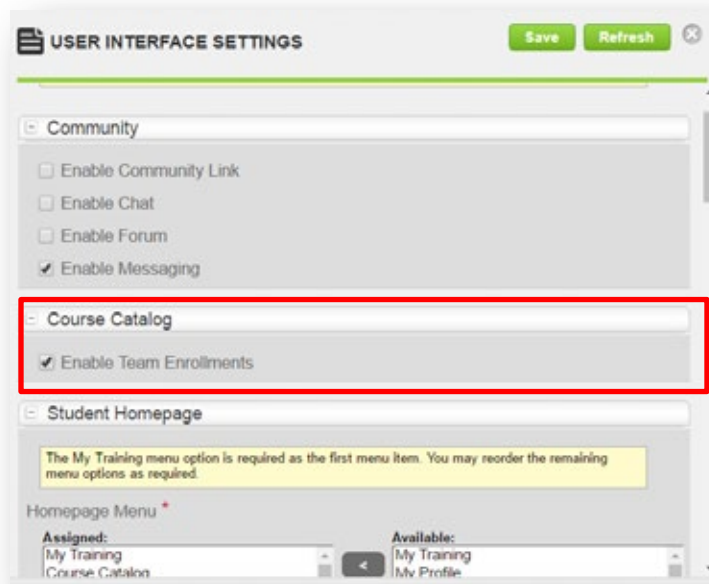
Enroll team members

When configured, supervisors can enroll team members from the Details page for any classroom course that has active scheduled classes.
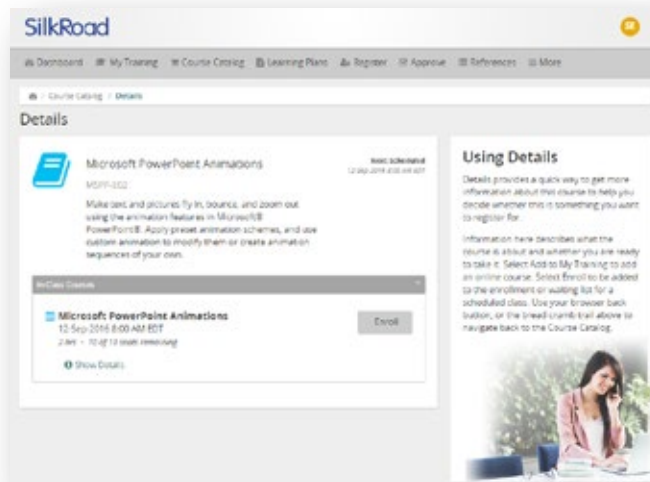
To enroll team members from the Details page for any Classroom course, select Show Details:
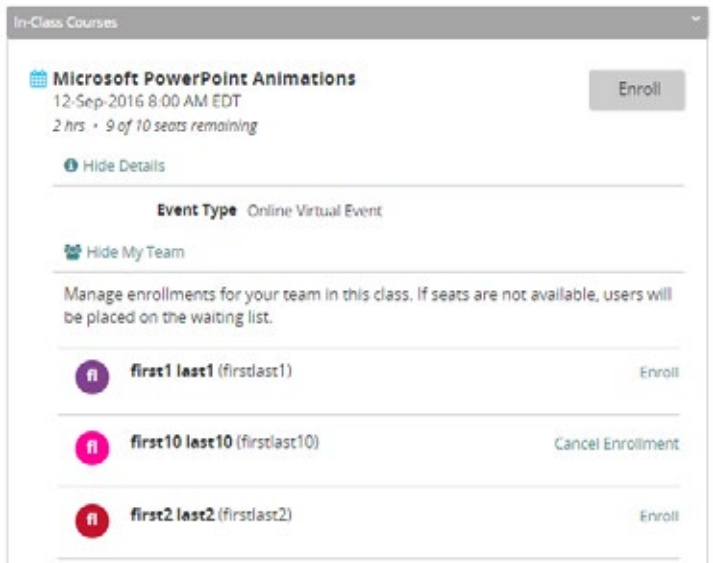
Supervisors with associated team members will see the Enroll My Team link and can select it to enroll their subordinates:

A list of team members appears. Individual team members can be enrolled in the Class by selecting the Enroll link, or cancelled from the class by selecting the Cancel Enrollment link if an individual team member is already enrolled.

Classes that require enrollment approval are automatically approved and the student enrolled when selected by a supervisor. All other enrollment rules will be applied when users are enrolled by supervisors, including:

· Automatic waitlisting rules
· Required prerequisite rules
· Single-class enrollment rules
· Cancellation rules
· Enrollment cutoff date rules

Searching, sorting, and filtering

Users can now choose from additional search, sort and filter options in the course catalog. You can search the Course Catalog for specific courses by name. Courses can also be sorted by name, product code, or price. You can also filter courses by type (online or in-class), category, or start/end date for in-class courses.
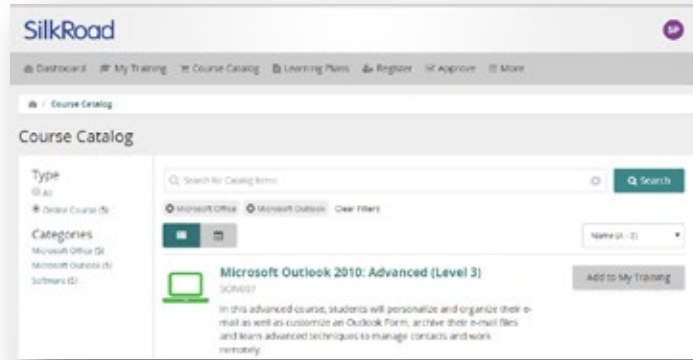
Course Catalog eCommerce

The new responsive user interface now supports the sale of courses using the Course Catalog. When enabled, any courses assigned a price and made available to a user's membership will appear in the Course Catalog with the assigned price.
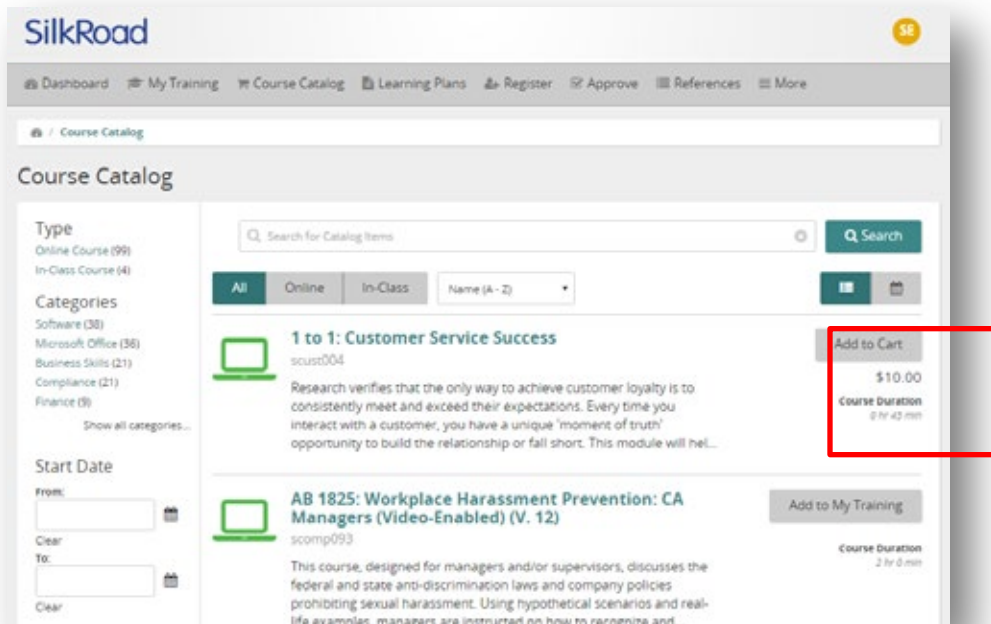
eCommerce shopping cart

Select Add to Cart from a Course Catalog item to add the item to the shopping cart. The shopping cart appears in the header and displays the number of items currently in the cart. Select the shopping cart or In Cart status to complete the purchase:
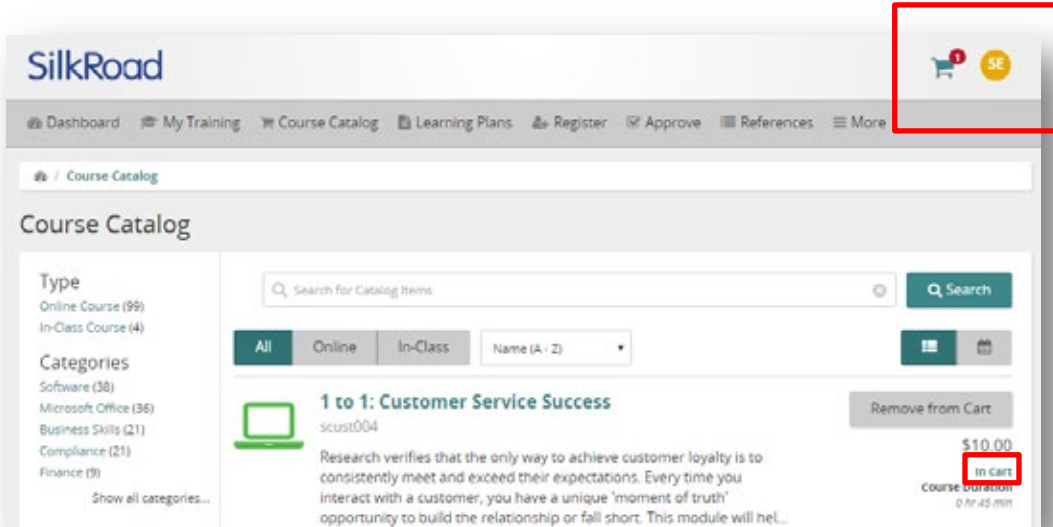
The shopping cart displays a summary of the items you've selected for review:
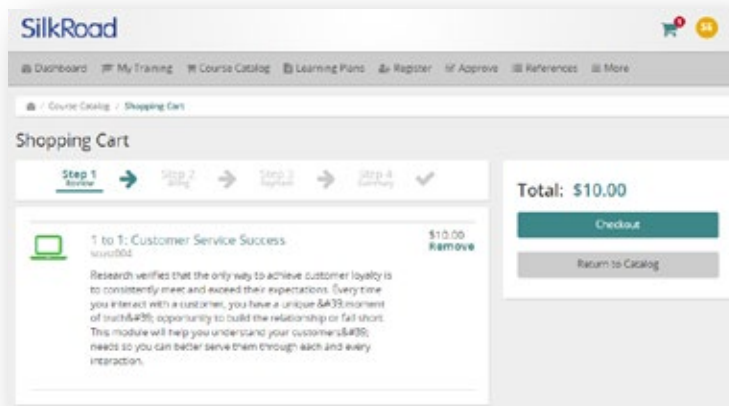
Select Return to Catalog or Checkout complete the purchase. The Billing page appears and displays the user's billing information if stored, or requires users to enter their billing information:
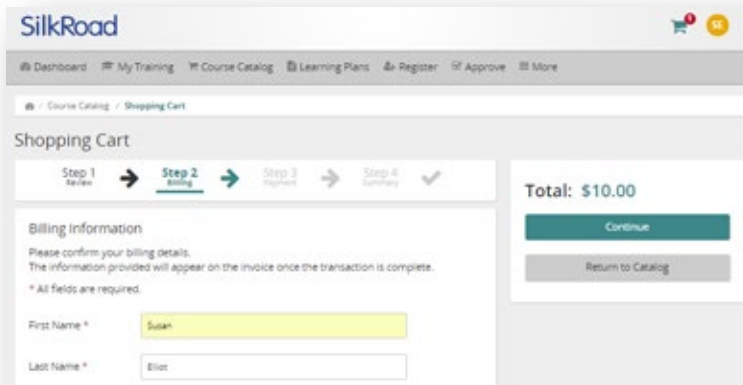
Selecting Continue displays the payment screen for entering payment details:
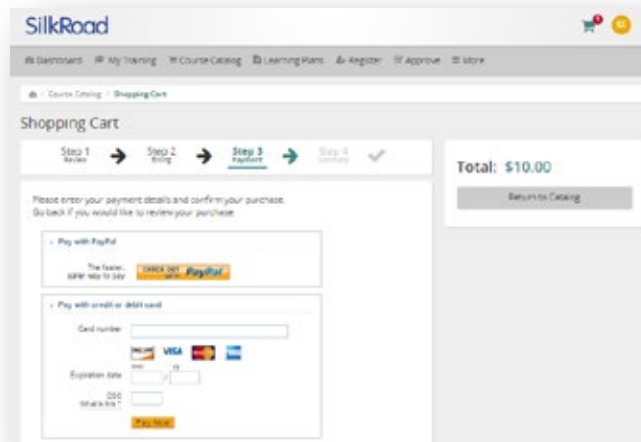
Mobile

Courses can also be purchased on the go. The shopping cart is designed to be displayed on all popular mobile devices.
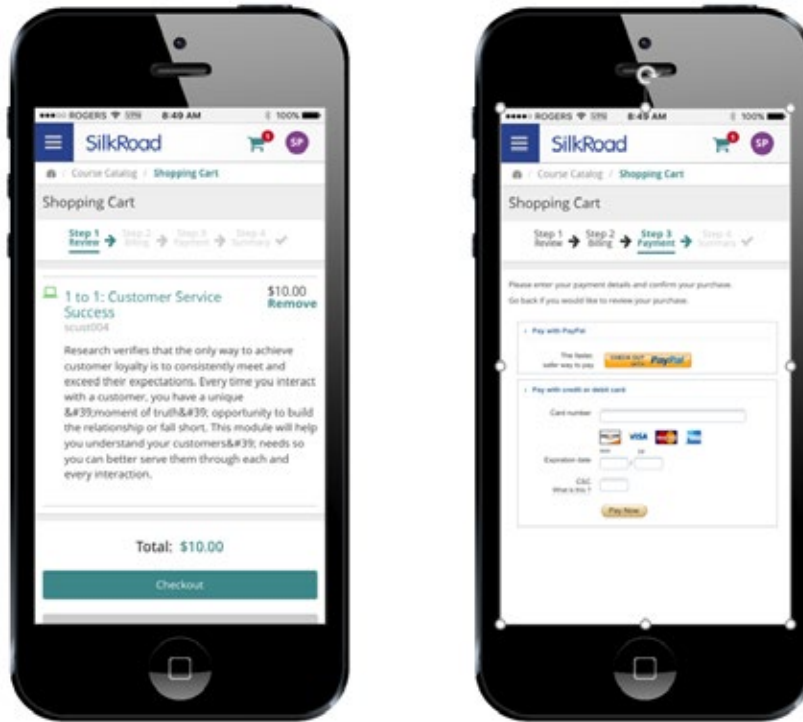
Add, view training record

Add a training record

When configured via the User Interface Settings in the company configuration, an Add a Training Record button appears at the bottom of the My Training list. Select this button to add a new record.
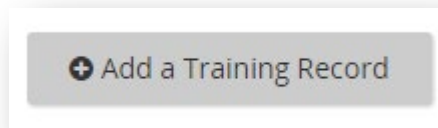
An Add Record page opens:
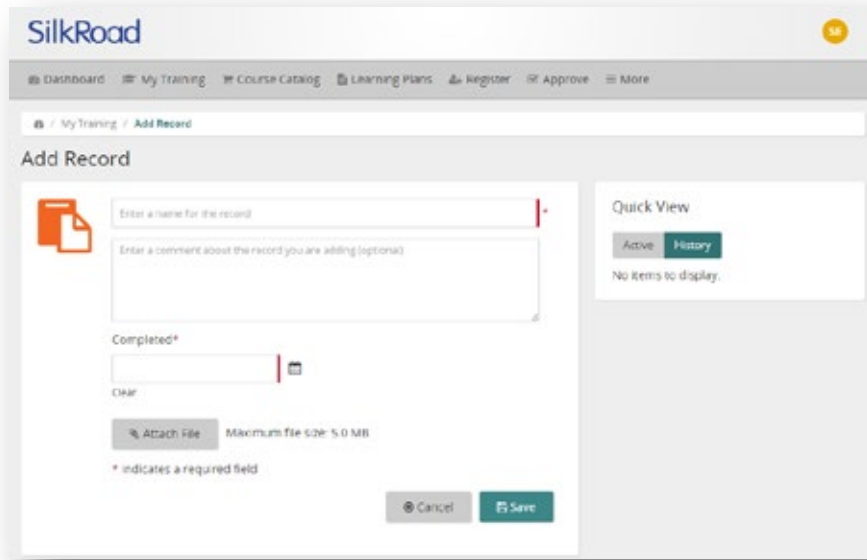
A name and a completion date are required for any new record. An optional comment and/or attachment can also be included. Attachments cannot be more than 5MB and must be one of the following supported file types:

.pdf, .doc, .docx, .xls, .xlsx, .ppt, .pptx, .pps, .ppsx, .odt, .key, .jpg, .png, .gif, .jpeg

Select Save to save the record and upload any attachment. If the file is larger than 5 MB or an unsupported file type is selected, a message appears and the file upload is blocked.

View a Training History Record

The new record appears as a history record for the user and can be viewed from the Training Details for the record:
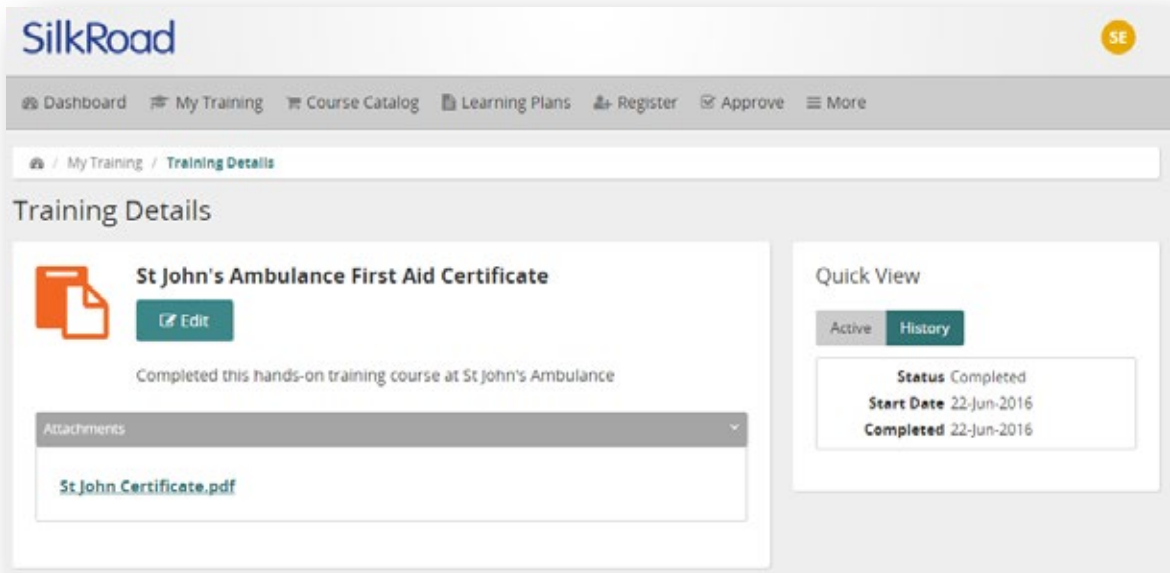
Edit or delete a Training History Record

To edit a record, select Edit from the actions menu on the My Training page or the Edit button on the training details page for the record:
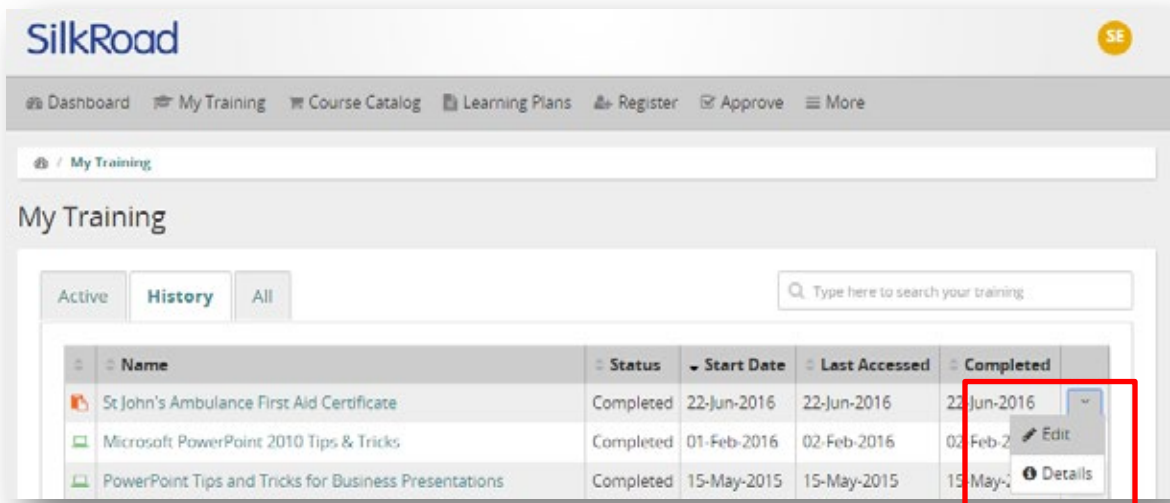
The Edit Record form opens. Any fields can be edited or an attachment can be replaced with a new attachment. The record can also be deleted by selecting the Delete button.
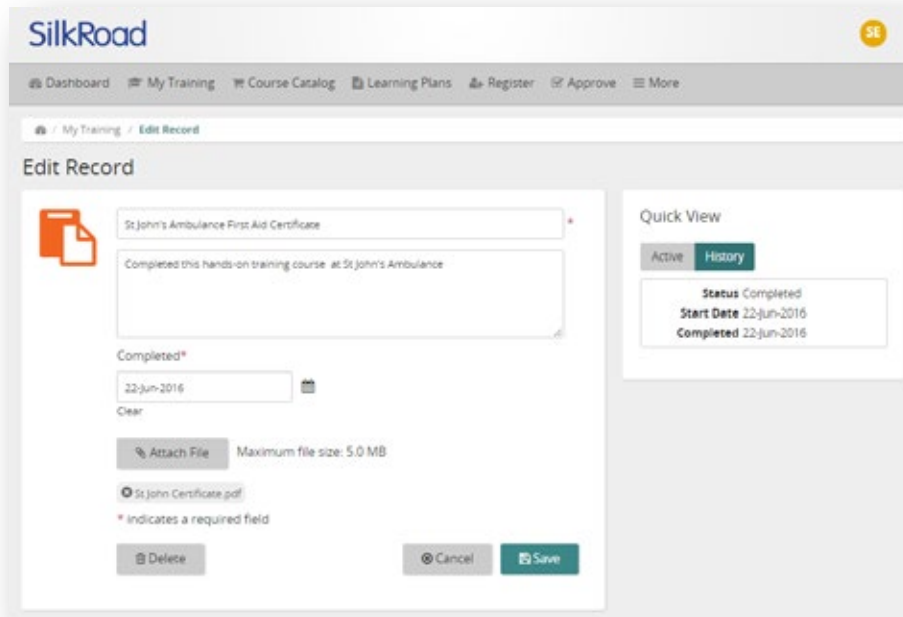
Prerequisite notes

Prerequisite notes now appear in the Prerequisite section in both the Course Catalog Details page (when viewing course details from the Course Catalog) and in the Training Details page (when enrolled or registered in a course on the My Training page):
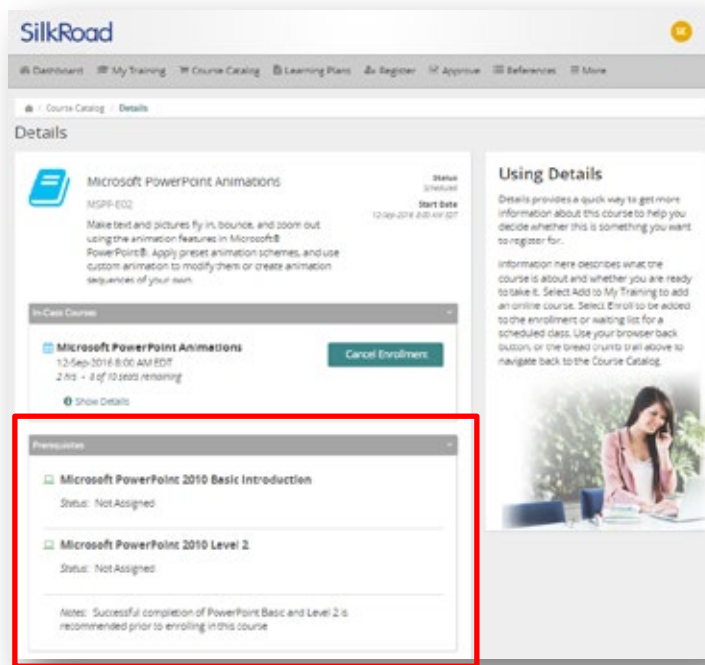
Training Activity materials

When configured, Training Activity materials can be viewed from the Training Details page for any classroom course in which a user has been enrolled. Materials can be assigned rules to control if and when an enrolled user can view the materials:

· None: Only viewed by an instructor
· Unrestricted: Viewed by any enrolled user at any time
· At session start: Only at the beginning of a scheduled class
· After session: Only after the scheduled class has finished
· Instructor set: Released to enrolled users by the Instructor
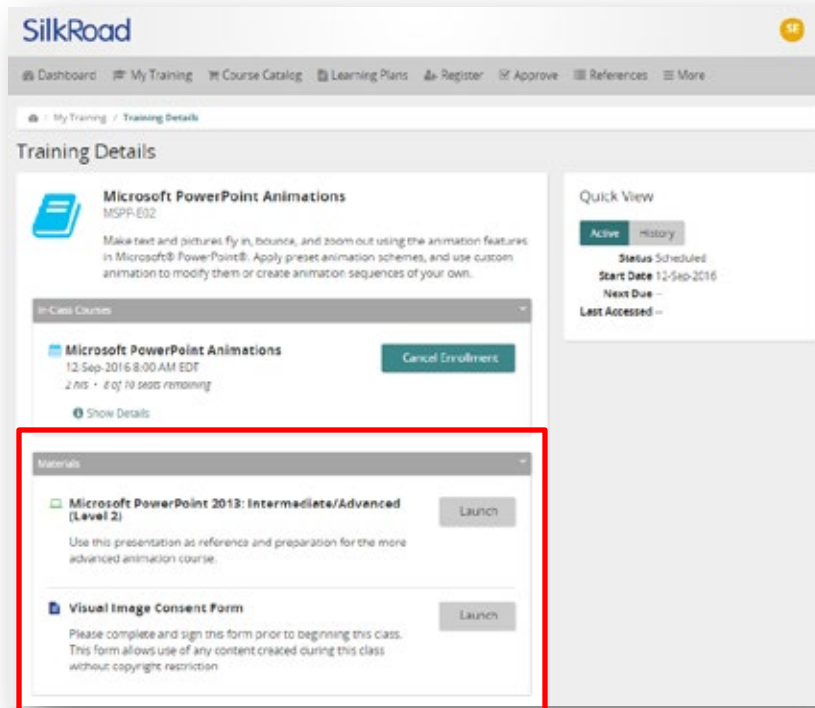
When active, materials can be viewed by selecting Launch from the Training Details page.

Life Suite user interface support matrix

We are continuing to add support for features from the classic user interface in 2016.3. The following matrix lists each notable feature and provides a status when Life Suite user interface is enabled. Items not currently supported will be supported in a future release.

Feature	Desktop	Mobile	Notes
Dashboard	✅	✅	Available in 2016.2
My Training/ Training History	✅	✅	Available in 2016.2
Course Catalog	✅	✅	**Improved in 2016.3**
References	✅	✅	Available in 2016.2
Training Reports	✅	✅	Available in 2016.2
Login Page	✅	✅	Available in 2016.2
Profile/New User	✅	✅	Available in 2016.2
Learning Plans	✅		
Register Training	✅		
Enrollment Approvals	✅		
Assess Checklists	✅		
Checklists	✅		Checklists were not converted to the new Life Suite user interface, but are usable on mobile devices. Checklists' style will be updated in a future release.
Ecommerce	✅	✅	**Available in 2016.3**
Class Materials	✅	✅	**Available in 2016.3**
Add a Training Record	✅	✅	**Available in 2016.3**
Prerequisite Notes	✅	✅	**Available in 2016.3**
Learning Options (student chosen equivalencies)			Competencies with equivalencies still function as designed; however, in the Life Suite user interface it is not yet possible for the student to choose which Learning Option would satisfy the competency. This feature will be enabled in a future release.
Multi-language content objects in a single Ecourse			If more than one language content object is used in an eCourse, the course will not appear in the Life Suite user interface.
EULA			Use of the EULA is not permitted in the Life Suite user interface at this time. If configured, the EULA will not appear when launching courses.
Course Console Tools			Study Aids, Notes, Bookmarks, and Glossary do not appear in the new Course Console. They will be updated in a future release or deprecated.
Internal Messaging			Internal messaging is not supported within the new Life Suite user interface at this time. We recommend using External (email) messaging.

Resolved issues

The following issues have been resolved in this release.

Tracking ID	Support Case	Description
GL-5731 GL-4564 PE-40786	00558639	Learner responses are now stored exactly as communicated from any SCORM objects transferring data to SR Learning. Reports using stored data (e.g. interactions data from SCORM objects) now display data exactly as it was entered.
GL-4908 PE-32557 PE-41770	00586621 00671960	Self-registered student's start date was displayed as the current date in Student Properties. It is now the correct stored date.
GL-5506 PE-37708	00643507	When an enrollment cut-off day is blank for a class, the date now displays correctly as "none."
GL-6103 PE-42003	00674963	First login date now does not get updated when a new Admin user initiates a login.
GL-6114 PE-42251	00676434	Custom text for the Welcome widget on the Dashboard was not recognizing leading or trailing line breaks. To add extra spacing, simply add extra lines to the beginning or end of the message via Enterprise>Configuration>Settings>User Interface Settings. (Fixed in 2016.2.1)
GL-6156 GL-6164 PE-42671	00680002	Certificates can now be printed from the History page for Training Activities when the print certificate function is enabled. (Fixed in 2016.2.2)
GL-3387		Company name in Enterprise>Configuration>Settings is now a required field to prevent login issues when the name is inadvertently deleted.
GL-5245 PE-35513		Attempting to create a custom report based on SR Student Sign-in Roster resulted in invalid filters.
GL-6013		Returned support for MP4 and MOV launched via References in the Life Suite user interface on all supported iOS devices. (Fixed in 2016.2.1)
GL-6046		Removed redundant (12:00 AM) timestamps from notification variables for all dates where time is not recorded and only the date should appear.
GL-6080 PE-40267 PE41527		Major improvement to processing time when calculating equivalencies to competencies. (Fixed in 2016.2.1)
GL-6102		Lock icon in My Teaching widget now displays the

Tracking ID	Support Case	Description
		correct status (locked/unlocked) when users interact with the icon.
GL-6118		Validation of meeting URL caused browser to error out if manually entered in Training Event Properties.
GL-6130 PE-42505		Unicode characters now appear correctly in Student Training History Report.
GL-6223 PE-43175		Student reports launched from learning plans now load correctly in the Life Suite user interface if launched from a Learning Center.

Known issues

The following issues remain unresolved in this release. Until they are resolved, use the suggested workaround or avoid them as noted.

General known issues

Issue	ID	Workaround
Course Catalog does not support token sales/purchase, taxes, or third-party billing.		Existing eCom Catalog continues to support these features.
Attempting to launch the HR Import Utility prompts user with an error if using Apple Mac OSX or iOS.	GL-181	Use Internet Explorer with Microsoft .NET Framework 4.5.1+. If using Chrome or Firefox browsers, ClickOnce add-on is also required.
Assignments as Prerequisites	GL-1046 GL-4423 GL-2456	Assignments cannot be associated as a prerequisite to any other course object and Assignments have no ability to define a prerequisite.
Access to pricing matrix and CEU Matrix grant users unrestricted access to other objects (eCourses, Training Catalog Items, etc.)	GL-1753	Only allocate privilege to these functions for unrestricted users.
Self-marked assignments do not rollup when previewed in the Admin Portal.	GL-2108	Create an eCourse with the content object containing the self-marked assignment and push to a test student to preview and troubleshoot.
Self-launching	GL-2956	Self-launching Assignments can only be

Issue	ID	Workaround
Assignments do not appear in My Training when part of an Equivalency.		launched and completed from the Competency Learning Options list and do not appear in the My Training page when status is In Progress.
Authoring Matching and Fill-in-the-Blank questions is not supported in Internet Explorer 11+	GL-3762 GL-4502 PE-26656	Firefox, Chrome, and Internet Explorer 10 browsers continue to support Flash content. As of 2016.1, authored matching and fill-in-the-blank questions render without the use of Flash in exams.
When exporting content as SCORM 2004, content activities with "Satisfied by Measure" settings ON (i.e. Required and Scored) do not "Flag failed content as incomplete" when this export setting is ON.	GL-4045 PE-24429	Recommend using "SCORM Default" setting instead of "Required and Scored" for activities that need to show incomplete when failed.
Enrolled/Waitlisted status does not display on the Checkout Summary Page when purchasing a Class from the Course Catalog.	GL-4205	Users will receive any active notifications that include status. This issue will be fixed in a future release.
Training Events in Competency Equivalencies	GL-4318	When a Training Activity is defined as an equivalency in a Competency, all Training Events regardless of status are displayed.
HTML Editor when used for Register Training Ad-hoc Assignments has issues populating data when viewing properties in Chrome and Firefox.	GL-4406	To get focus to edit a property, first select a combo box. This is a known issue with the control.
When uploading a file using Safari (Mac), files with unicode filenames will not upload.	GL-5133	Use a browser other than Safari (Mac).
iOS introduced a new way to display in-line PDFs in iOS8+ that prevents scrolling.	GL-5406 PE-36757	PDFs may be launched in a separate window via a link from an HTML type object.
Some pages do not	GL-6039	Windows 10 issue: Expected to be fixed in

Issue	ID	Workaround
load on first attempt in Microsoft Edge. Behavior has been seen in Legacy Skin and Manager Portal.	GL-6227	Edge build 38.14342.1000.0 (Windows 10 14342). Workaround until that version is made public is to not use Edge browser.

Localization known issues

Issue	ID	Workaround
Time zone support		Time zone is not localized based on a user profile. Time zone can be defined and displayed for scheduled Training Events by setting the company default time zone.
Importer Utility displays in English only		Importer Utility used to import legacy records and users is currently in English only.
Notification merge fields		The fields used to display data in notifications currently exist in English only.
Documentation		Documentation currently exists in English only.
eBusiness currency		The eBusiness function supports only one currency. Currency is not localized and displays as $ (dollars) in the interface.
eBusiness subscriptions	GL-4126	Subscription time units always display in English regardless of login language set.
Chrome click-once plugin	GL-4604	Chrome no longer has a link to download and install their plugin. Prompt text displays in English only.
Skin names		SilkRoad Learning Skin Labels appear in English only.
PayPal transaction cancellation	GL-5101	When cancelling a purchase with a PayPal transaction, a user in a French session with default language English is switched to English.

SilkRoad Onboarding

New features and improvements

| Name	Tracking ID	Support Case	Description
Life Suite user interface	RED-8552		The SilkRoad Onboarding interface has been updated to use a common SilkRoad Life Suite user interface. The new interface is redesigned using responsive design techniques to enable viewing in any device, including desktops, tablets, and mobile phones. Administrators will preview their site in the Life Suite user interface in their staging or test environment before committing their site to this interface permanently. A self-service setting allows you to opt-in in production.
Staging and Test use the new user interface	RED-9297		Upon upgrade staging and test sites will be set to use the new user interface for all users
Dismiss Toaster notification	RED-8744		Toaster notifications can now be dismissed.
Manage Events	RED-7633 RED-7634		Create manage events and task definition pages in the new user interface
Manage Shared Dashboard	RED-8554 RED-8555		Create manage shared dashboards and shared dashboard pages in the new user interface
Notifications	RED-8556		Create manage notifications pages in the new user interface
Manage Categories	RED-8565		Create manage categories pages in the new user interface
Category Description	RED-8734		Add a description field to all category values

Name	Tracking ID	Support Case	Description
Export/Import Category Values	RED-8560		Create export/import category values pages in the new user interface
Settings	RED-8559		Create settings pages in the new user interface
Localization	RED-8558		Create localization pages in the new user interface
Installing Additional Languages	RED-6798		Additional languages can now be installed in the Onboarding user interface.
Key Properties	RED-8553		Create key properties pages in the new user interface
Organizational Data	RED-8674		Add organizational data attribute to key properties
eForms	RED-8557		Create eForms Administration and eForms Library pages in the new user interface
Recruiter Lobby	RED-8600		Create the pages that a recruiter accesses via the Recruiter Lobby integration in the new user interface
Employee Card	RED-8820		Revise the employee card when a single employee is return in results
Work Phone and Mobile Phone fields added to employee profile	RED-8912		The standard employee profile now includes work and mobile phone fields.
💡 Archive E-Verify Cases	RED-8672		Client administrators can now archive E-Verify cases from the I-9 tab of employee profile in both the classic and new user interfaces.
💡 Audit note for changes to the E-Verify manual case status	RED-8380		When the manual status of an E-Verify case is updated, an audit note will be added.

Name	Tracking ID	Support Case	Description
Event Details: Employee names are MailTo links	RED-8011		The name of any employee listed in the event details of a task and who has an email address will be a mailto link.
Trusted External Domains	RED-7340		Trusted external domains: applies to Task Instructions presented in the new user interface
eForm Builder: Allows External Links	RED-7330		eForm Builder forms will allow external links when trusted external domains are enabled and the domain is in the list of trusted locations.
eForm Builder: Option for ReadOnly fields	RED-8035		eForm Builder forms fields have an option that will set the field to 'read only' no user that views the eForm will be able to edit the field.
Audit Report / Deleted Form	RED-8439		Add an audit note when an eForm is deleted via the DeleteForm API or when a task with an eForm is deleted
Portal Support for Czech and Croatian	RED-8677 RED-8678		Onboarding now supports Czech (cs) and Croatian (hr-hr) languages in the event portal.

Previewing and enabling the Life Suite user interface

Currently all of the new features offered in the Life Suite user interface are opt-in in Production. In coming releases, as support for all current functions is added and the remaining pages are updated to the new look and feel, this change will become mandatory. Until then, you can preview the new release in your test environment.
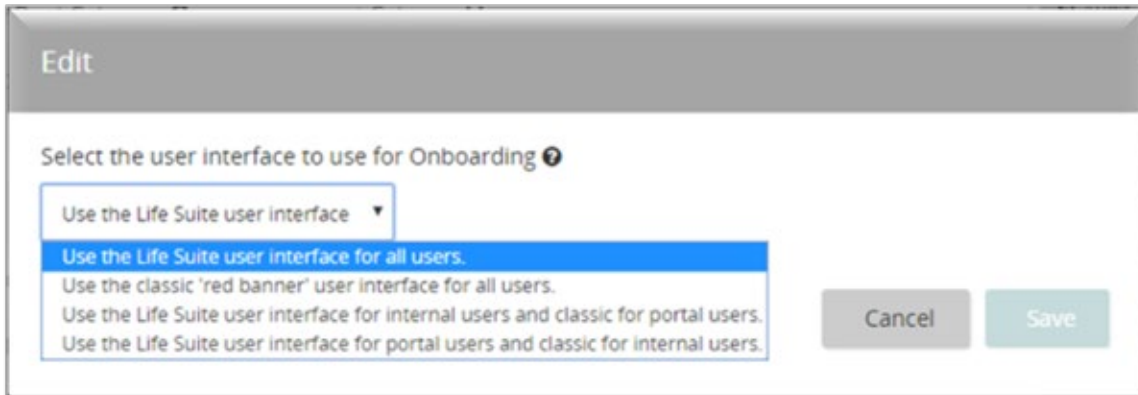
If you are ready to move to the new user experience in Production, you can change the default setting called "Use the classic 'red banner' user interface" to the "Life Suite user interface" setting.

Navigate to Settings>UI tab>Select to choose the user interface for Onboarding:

This table explains the four options in Settings for the user interface:

Self-service setting	Behavior	What this means to you
Use the Life Suite user interface for all users	Both the Onboarding administrator's portal and the new hire portal will have the new styling	For existing customers, this will be your setting in staging and test sites upon upgrades in those environments to 2016.3 (within 2 weeks of the release). This setting is recommended in Production only after you have confirmed your new hire portals with your own content still display correctly.
Use the classic "red banner" user interface for all users	No changes to the user interface; you will see the 2016.1 style user interface	For existing customers, this allows you to continue with the red "classic" user interface in Production.
Use the Life Suite user interface for internal users and classic style for new hire portal users	The Onboarding administrator's portal will be updated. Your new hire portal will remain unchanged from the 2016.1 style.	For existing customers, this allows you to take advantage of the new user interface in Production and leave your new hire portal unchanged. This is recommended in Production until you have confirmed your employee portals with your own content still display correctly. If your employee portals do not display properly (e.g. wrap strangely) please send

Self-service setting	Behavior	What this means to you
		a screenshot through SilkRoad Support.
Use the Life Suite user interface for portal users and classic for internal users	The Onboarding administrator's portal will remain unchanged. Your new hire portal will use the new style.	For existing customers, this allows you to continue with the classic user interface in Production for your administrators until you train your internal users and update your own documentation. It also allows you to give your employees who are going through events a more modernized look for processing tasks.
		If you have a responsive event portal, this setting provides your employees with a much better experience when processing tasks on a mobile device.

Note: Some of the lesser used site configuration sections are not yet converted to the new user interface. The outstanding features—Recruiter Lobby Configuration, Manage Transformation and Manage Event Definition Export/Import —will be converted in a future release.

After all the features are converted to the interactive Life Suite responsive user interface, we will communicate a transition period with a deadline by which your production site must opt-in to the responsive user interface. This will be no earlier that our 2017.2 release. Take this opportunity to begin updating your internal training information.

All converted and unconverted functionality works within the site seamlessly, allowing you to take advantage of the interactive interface components available.

Administrative items converted

In 2016.3, administrative items have been converted to the new user interface and will better respond to varying screen sizes.

Manage Events

The manage event and manage task definitions pages have been updated to the new user interface.

The manage task definitions screen has been updated to the new user interface maintaining the same functionality as before.

Note that the icons for the eForm, portal roles or task triggers have been moved to after the task name. The task definition string ID has been moved to the end of the line.

There have been a few improvements to managing the employee instructions:

· When Include an eForm is selected there is an "InserteForms" button that will put the inserteform text in the task instructions.
· The view eForms links has been moved to below the task instructions and no longer request cutting and pasting the link into the instructions.

Manage Shared Dashboards

This applies to both users who can manage shared dashboards and employees who can share their own dashboards.

A user can select an employee and view all the employees with whom their dashboard is shared.

A new shared dashboard can be created, or the existing share can be edited.

Notifications

The notification manager has been updated to the new user interface, while keeping the existing functionality. Additionally, some improvements are:

- When returning from editing a notification, the user will be returned to the tab that they were previously working on.
- When changing the priority of notifications, only the grid is updated. (In the classic user interface, the whole page refreshed.)

The notification editor has also been updated.
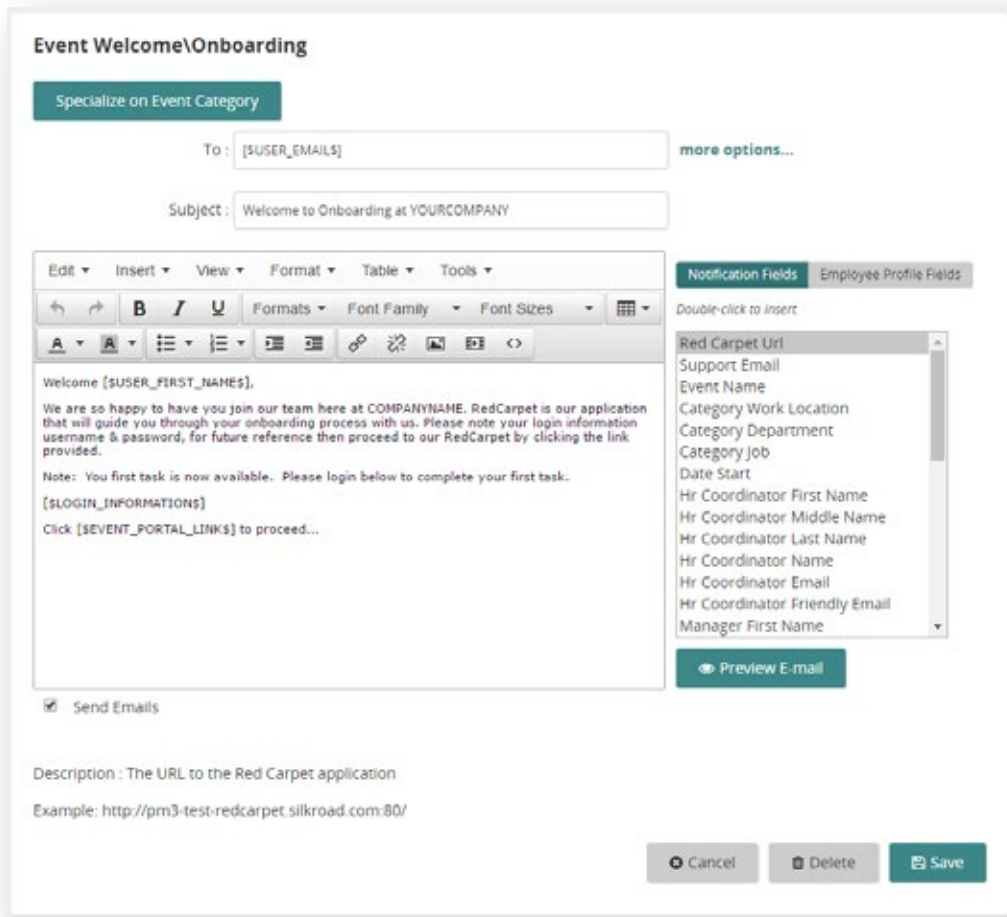
Manage categories

A new grid has been added for managing category values. The grid shows more information on the main page. You can now view the internal code and portal role without selecting the category value, which makes reviewing category values easier.

Manage Hierarchical Category Values

Name	Internal Code	Portal Role	Description	
✚ All Account Types	ACCTypes			✎ ⊖ ⊕
✚ All Departments	All_Departments			✎ ⊖ ⊕
✚ All DepartmentSRT	DepartmentSRT			✎ ⊖ ⊕
✚ All Employee TypeSRT	EMPTYPE			✎ ⊖ ⊕
✚ All Job LevelSRT	JOBLVL			✎ ⊖ ⊕
✚ All Jobs	All_Jobs			✎ ⊖ ⊕
▬ All Locations	All_Locations			✎ ⊖ ⊕
✚ Canada	CAN	PR - CA		✎ ⊖ ⊕
▬ United States	US			✎ ⊖ ⊕
Alabama	AL			✎ ⊖ ⊕
Alaska	AK			✎ ⊖ ⊕
Arizona	AZ			✎ ⊖ ⊕
Arkansas	AR			✎ ⊖ ⊕
California	CA			✎ ⊖ ⊕
Colorado	CO			✎ ⊖ ⊕
Connecticut	CT			✎ ⊖ ⊕
Delaware	DE			✎ ⊖ ⊕
District of Columbia	DC			✎ ⊖ ⊕
Florida	FL	PR - FL		✎ ⊖ ⊕
Georgia	GA			✎ ⊖ ⊕

Icons (right column) allow the category value to be edited, removed, or a new child to be added.
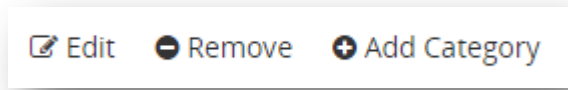
Category values are edited in a modal that has additional save options. Click the down arrow to access. To allow more flexibility when adding multiple category values, you can choose to:

· Save the current value and return to the category value grid
· Save the current value and start editing a new child value
· Save the current value and start editing a new sibling value

The description is currently only used by the Onboarding partner mobile application. (See the Preparing Onboarding for partner applications section for more details.)

Export and import category values

The Export/Import Category Values page has been updated to the new user interface, retaining the existing functionality.

The export now includes the additional <description> node and the import supports the inclusion of the <description> node for each category value.
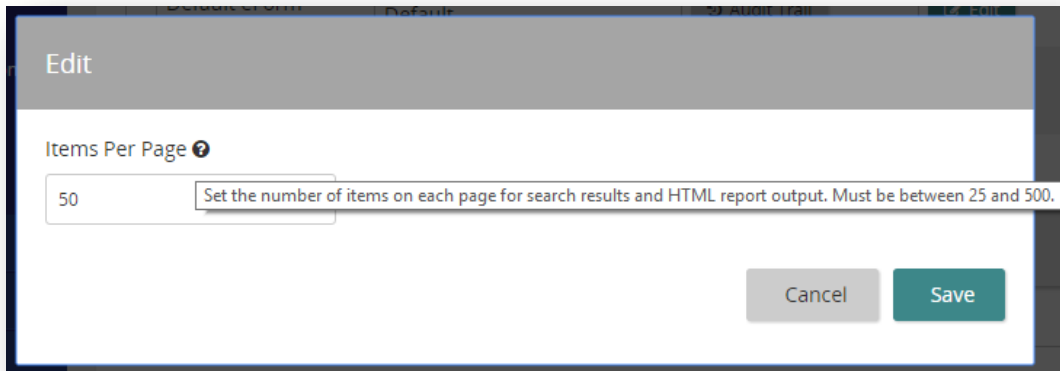
Settings

The configuration settings have been updated to the new user interface. A new Mobile tab has been added to the settings to support partner applications. See Preparing Onboarding for partner applications for more information.

When editing a setting, a modal opens, focusing the activity on changes in that setting. In both the modal and the list of settings, the user can review information on the impact of and acceptable values for each setting via the question mark icon.

New with these changes is the addition of an audit trail, which is specific to an individual setting. The information is the same as in the audit report but focused on a single setting.
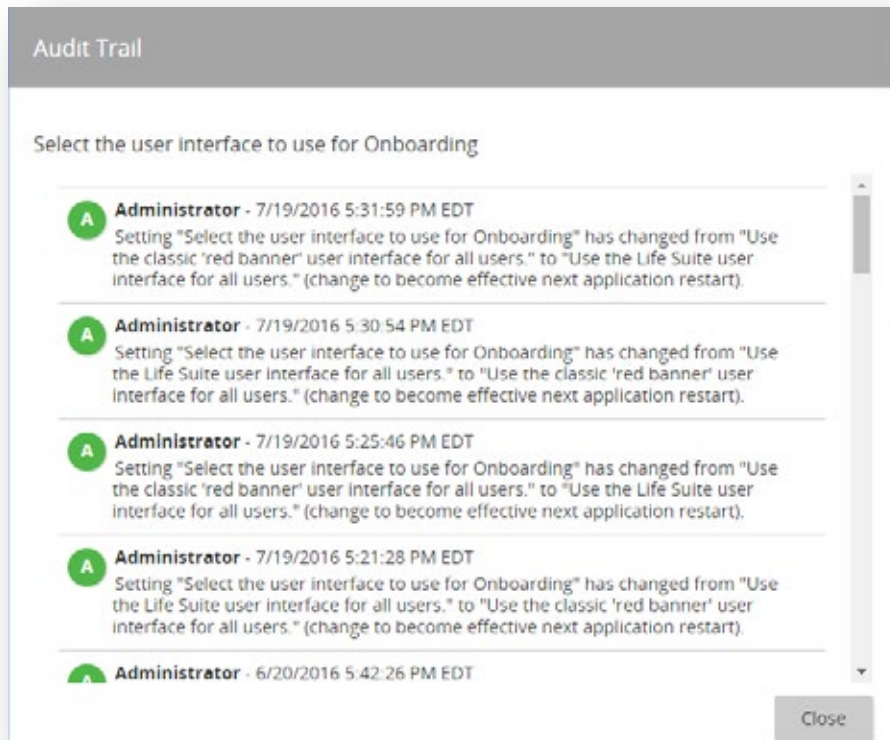
Localization

The new user interface on the localization page makes it easier to work with Onboarding in various languages.

The initial grid displays all values that can be localized. You can focus on the code for the item and text in the default language (English). The Other Languages column displays all enabled languages on the site and indicates if the item is translated into the language by the text color. Red text indicates there is no localized string for that language, and the red dot (left column) indicates there are missing translations for that item.

Clicking text in the Code column opens a modal where the code and localized strings can be set in all the enabled languages. The language code is listed next to each language to help identify it.

You can also edit all items in a single language by selecting from the Edit Only drop-down at the top of the page. This changes the last column to an input field for the selected language.

The Languages tab displays the installed languages for the site and the ones available in Onboarding. To install an additional language, contact the SilkRoad Support team.

Key Properties

Key Properties have been updated to the new user interface. Existing functionality has been retained, and organizational data has been added and can be assigned to key properties.

Key Properties include category values that can be assigned to employees.

Personal relationships between the employee and other employees within Onboarding can be defined. The most common of these is the employee's manager.

Dates can also be used for key properties.

Organizational data

In this release, Onboarding is introducing the concept of organizational data related to key properties. At this time, Onboarding supports four types of organizational data:

- Location – can be attached to one category key property
- Department – can be attached to one category key property
- Job – can be attached to one category key property
- Manager – can be attached to one person key property

Onboarding has considered all the categories and category values in a very generic manner to enable Onboarding to support a variety of client needs. The addition of this concept allows the Onboarding API to communicate with partner apps about specific pieces of data in a way that has meaning to those apps. For example, with a specific person key property identified as the manager, a partner app can request all the team members of an employee, i.e., those other employees that share the same manager. Similarly, a partner app could request all the other employees that share the same location.

eForms

The eForms administration page is now updated to the new user interface.

eForms Administration
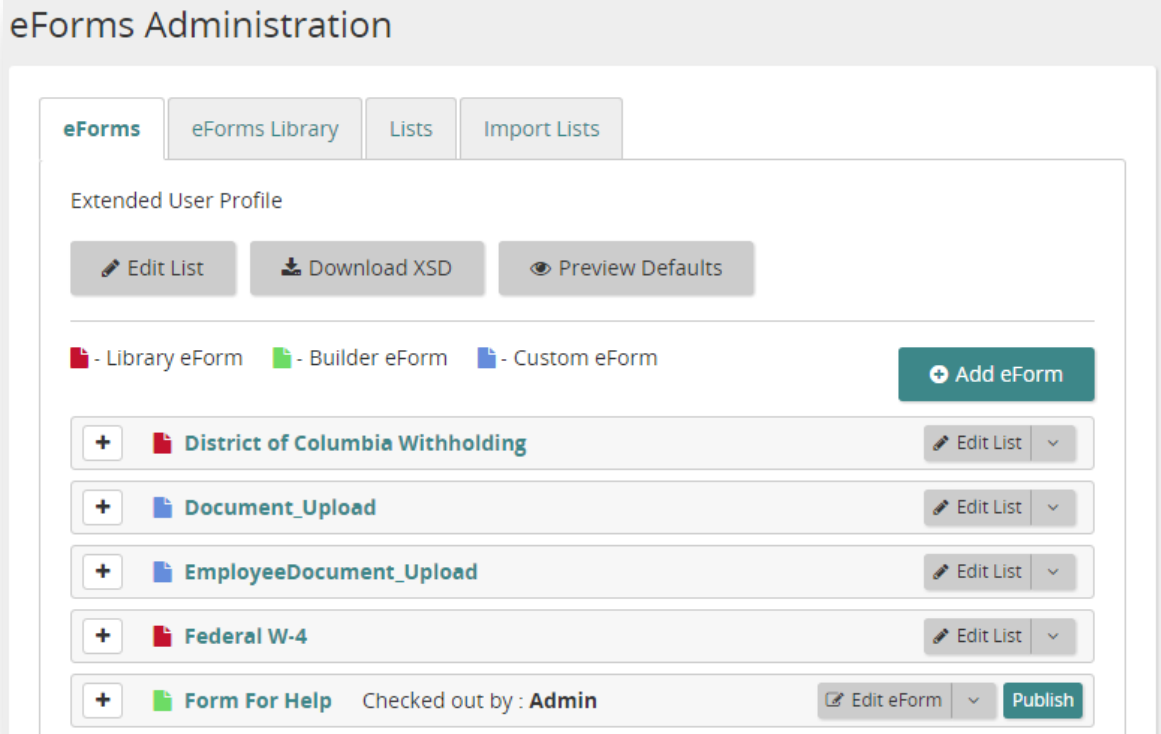
The combination button for each eForm is the most common option for each type of eForm. Library and Custom eForms initially show the Edit List button and open to show options to download XSD and to clone the eForm.

Forms created with the eForm Builder show an Edit eForm button and open to show options to edit list, download XSD, clone, and delete the eForm. Delete is only available if the eForm has not been filled out by any users.

When editing the available fields on the eForm, a modal opens to identify the fields and the options available:

· Field Name is the name of the data field on the eForm.
· Description is the prompt that describes the data field.
· List Name is the list that has been associated with the field.
    · When a list has been associated with the field, a button to edit the list is available.
    · When no list is associated with the field, a button is available to convert the values to a manageable list.

When Convert is selected, you have the option to name the list:

The eForm Library tab has is updated to the new user interface.

The preview of updated forms is now a link on the eForm icon and title, and the Get Latest button will be disabled if the eForm is up-to-date.

The Lists tab has also been simplified with a combination button providing a more streamlined interface:

Employee Card

The Employee Card, introduced in 2016.2, is updated to present a cleaner display of the employee's information.
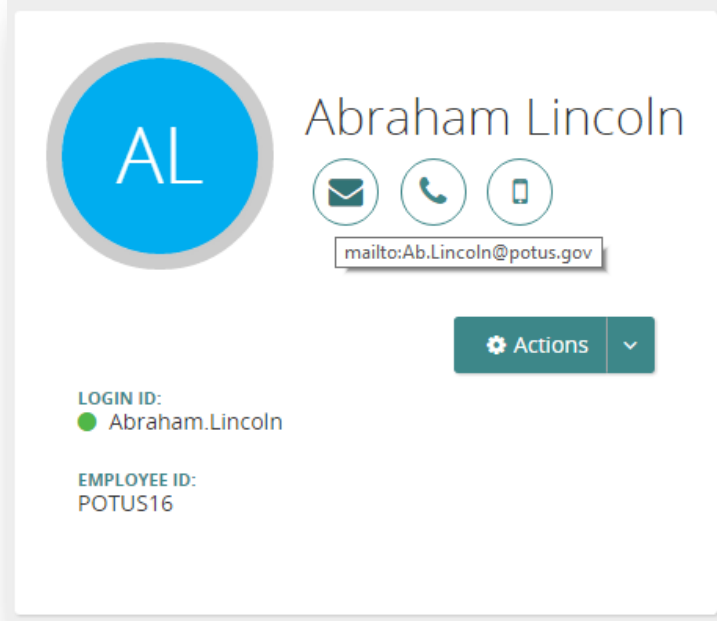
The fields on the Employee Card appear based on the data in that employee's profile. In the image above, hovering over the mail icon displays the employee's email address. Clicking it initiates an email in the user's email application.

The green dot next to the Login ID indicates that the user account is active.

Two additional fields can be optionally added to employee details when using the new user interface:

Upon upgrade, the label for these fields is empty in the settings and does not appear in the details section of the employee profile. When a prompt is added, the fields display, and when an employee has a value, the icon(s) are displayed on the Employee Card.

In addition to editing the values in the user interface, the BulkUserUpload and XMLUserEdit methods can accept values in <PhoneWork> and <PhoneMobile> nodes to populate the work phone and mobile phone.

Archive E-Verify Cases

Users on a team with the new privilege "I-9 Archive E-Verify Cases" can archive E-Verify cases in Onboarding. This functionality is available in both the new and classic user interfaces.

Archiving an E-Verify case in Onboarding allows the submission of a new E-Verify case. This should only be done when the incorrect resolution was selected, and a new E-Verify case will be submitted to DHS with the proper resolution.

Archiving a case in Onboarding does not submit any communication to DHS, but it does allow another case to be created in Onboarding.

This functionality allows clients to manage the E-Verify process more independently, where in the past a support case needed to be opened when an E-Verify case was closed incorrectly.

E-Verify section of the I-9 tab in the new user interface with the Archive button:

E-Verify section of I-9 tab in the classic user interface with the Archive button:
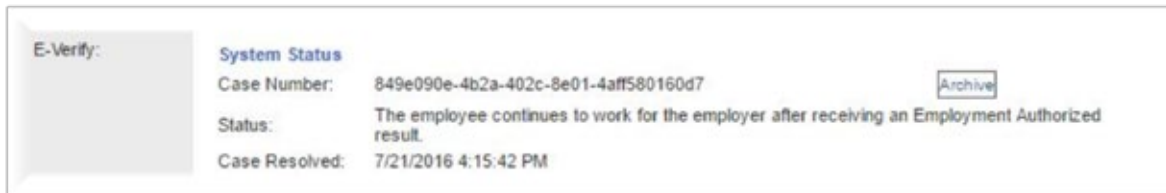
After a user clicks Archive, a confirmation dialog opens to ensure the user understands that they are archiving the case and this should only be done when a case was closed incorrectly.
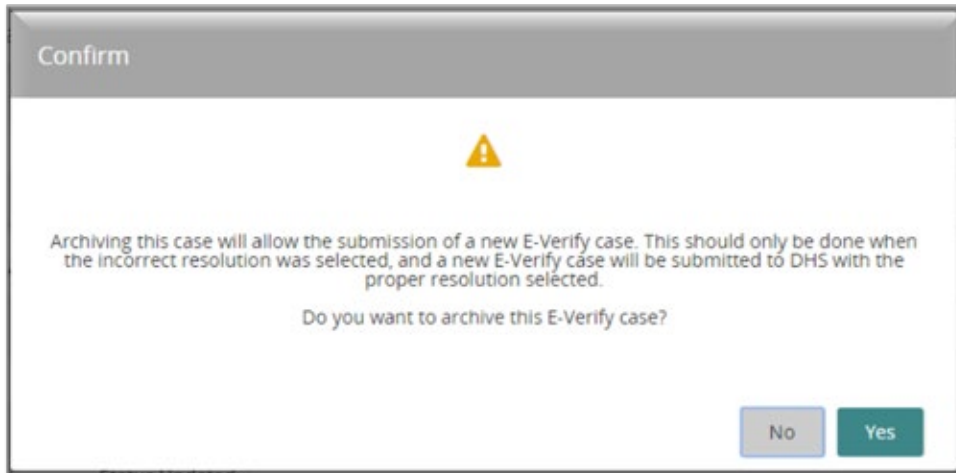
Manual E-Verify updates

In addition to the E-Verify cases that are tracked within Onboarding in communication with DHS, users with the appropriate privilege can also enter data about E-Verify cases that are were not processed using Onboarding. These appear in the Manual Status section of the I-9 tab. In this release, changes to the manual E-Verify case status are recorded in a note on the employee record and the Audit report. Notes are added when changes occur to the manual case status in both the classic and new user interfaces.

WH **Warren G Harding** (Warren.G.Harding@silkroad.com) - 8/1/2016 2:28:32 PM EDT
Manual eVerify Case 20166654864684 had its status changed from 'The employee continues to work for the employer after receiving an Employment Authorized result.' to 'The employee voluntarily quit working for the employer.'.
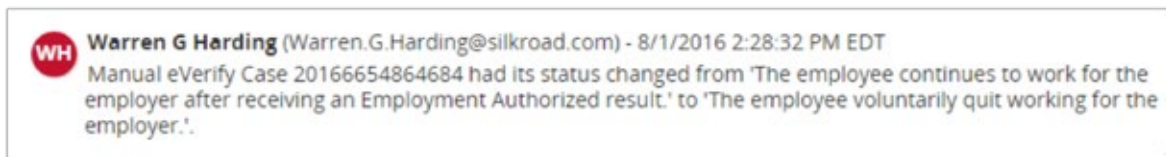
Event details

When viewing a task, event details have been enhanced to make the employee names "mailto" links when an email address is available. How the "mailto" link is handled in a user's browser depends on how their system is configured to manage these links. In most cases, clicking this link opens an email client like Microsoft Outlook or a web application like Gmail. Onboarding has no control over how these links are opened. To maintain a record of communication within Onboarding, the comments on the task should be used.

Trusted external domains

Clients can choose to remove links to external sites in task instructions and eForm Builder form content when they are rendered to enhance security.
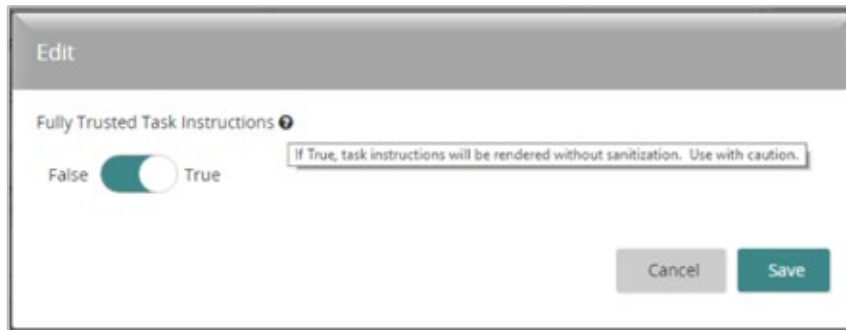
In addition to links to external sites, the enhanced security removes many advanced features that could otherwise be used in tasks. Specifically, any <script>, <iframe>, <object>, or <embed> tag is removed from task instructions. The <iframe> tag is used to embed YouTube videos.

There is a client administrator defined list of trusted external domains that will be allowed in task instructions. Upon upgrade, all task instructions are processed to find links to external domains, which will be added to the whitelist. This ensures that there are no changes to allowed domains on upgrade. Your client administrator should review this setting to ensure that your organization approves of all the whitelisted domains.

After upgrade, when saving a task definition that includes a link to an external domain, the task definition administrator is notified that a link will not work until the domain is added to the Trusted External Domains setting.

When enabled, the removal of links to external domains only applies to task instructions that are processed by the new user interface, either in the new hire portal or tasks presented to internal users.

eForm Builder – Read Only

Text fields and sections on forms built with the eForm Builder now have an option to be identified as Read Only.

A field that is read only cannot be edited by any user who opens the eForm no matter the permissions of the section that the field appears in.
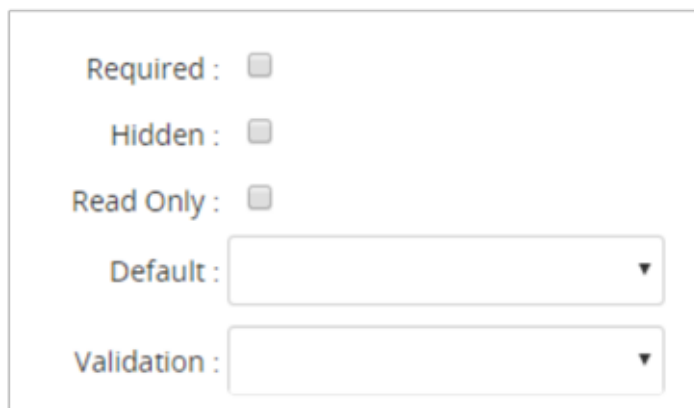
Sections that are set as read only prevent any user who opens the eForm from editing any of the fields in that section.
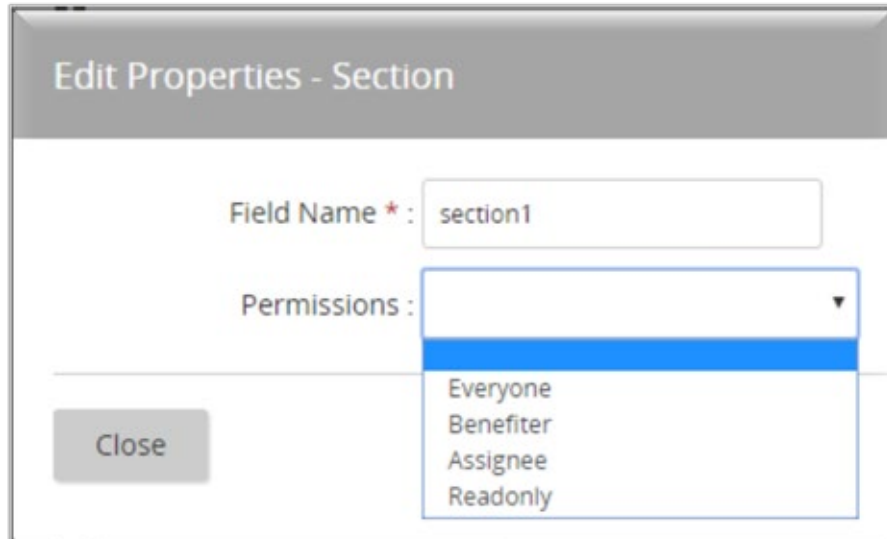
Audit Report (deleted form)

When an electronic form is deleted, a note is added to the event indicating that the electronic form was deleted and is no longer stored in Onboarding. An electronic form can be deleted using the DeleteForm API or when a task with a form is removed from the workflow.

API changes

This table summarizes changes that are available in the Onboarding API following upgrade to 2016.3. SilkRoad works diligently to ensure that API changes are backward compatible so that previously built integrations will not be impacted. Additional information on each of these changes is available in the sections above.

Tracking ID	Method	Description
RED-8439	DeleteForm	No changes to input or output. When this method is executed, an audit note is generated indicating the form has been deleted.
	CategoryUpload	Accepts <description> node for all category values
RED-2397	BulkUserUpload	Accepts <PhoneWork> and <PhoneMobile> nodes
RED-2397	XMLUserEdit	Accepts <PhoneWork> and <PhoneMobile> nodes

Resolved issues

The following issues have been resolved in this release.

Tracking ID	Support Case	Description
RED-7808	00657252	Addressed issue with the validation of email addresses in the notification settings.
RED-8419		Users who do not have access to detailed employee data now only receive basic employee data in the employee report downloads.
RED-8535	00680589	Addressed issue where eForm builder forms would be incorrectly identified as custom forms.
RED-8604		Addressed issue with translations of uploaded document title.
RED-8629		Addressed issue with localization of left menu to allow longer menu labels to wrap.
RED-8643		Addressed issue where a quote in a task name impacted the display and drilldown of the Task Promptness report.
RED-8588		Addressed issue with sort order of dates of eForms on Employee Profile.
RED-8659		When launching an event, the date field(s) will be inline or wrap based on the size of the browser in the same manner as the other event fields.
RED-8756 RED-8768		Corrected data formatting in reports to properly respect the locale of the browser.
RED-8959		Browser history now shows individual page titles.

Known issues

The following issues remain unresolved in this release. Until resolved, use the suggested workaround or avoid them as noted.

Issue	ID	Workaround
Japanese name formats are not supported in Life Suite user interface.	RED-8219	Use the classic user interface.
In the Life Suite user interface, document attributes cannot be edited after the document is uploaded.	RED-8445	Use the classic user interface or download and re-upload the document with the correct attributes.
UI Self Service option: Portal EditProfile.html shows old button on new components.	RED-8313	Self-service feature to "use the Life Suite User Interface" does not work with EditProfile page for sites that are not running with a restored template. If there is no restored template, older looking buttons appear.
The Data Segmentation Preparation report in the new user interface doesn't support links to the Employee report	RED-9239	Use the classic user interface
PhoneWork and PhoneMobile are not in the output of GetUserProfileEx2.	RED-9339	No work around at this time.

SilkRoad Performance

New features and improvements

Name	Tracking ID	Support Case	Description
Goal Plan Actions	WS-9361		The goal plan actions combo box has been simplified to make viewing all actions intuitive.
Appraisal Status by Group Report	WS-9429		The Appraisal Status by Group report has been updated with a chart that shows process percent completion. Also, the step grid has been updated to include incomplete steps.
Stalled Appraisal Report	WS-9507		The new Stalled Appraisal Report shows appraisals that are stalled because a reviewer is missing or inactive. It also shows stalled appraisals that will auto-resume.
Role Relationship Report	WS-9508		The new Role Relationship Report shows all manager role relationships for employees.

Goal Plan actions

The Goal Plan action combo box has been simplified so that users must now select Choose an Action to view all available plan-level actions. This will make finding the actions more intuitive for users.
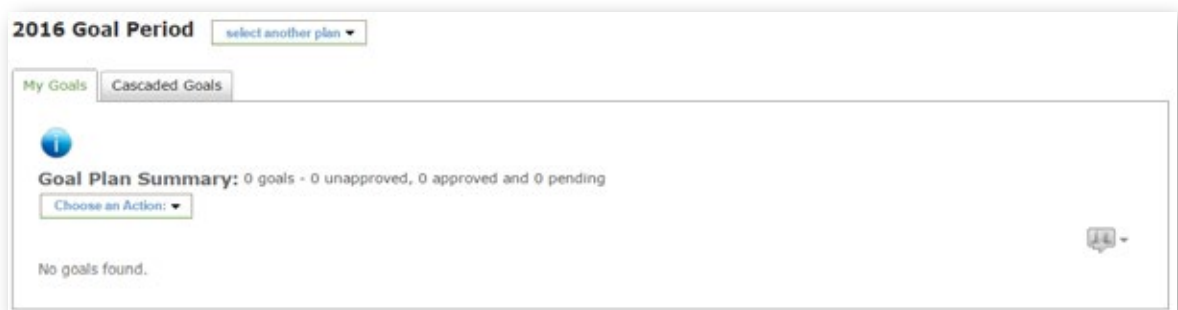
Appraisal Status By Group Report improvements

The Appraisal Status by Group Report has been updated to include a new chart that shows overall status of appraisals by percent for each launch group. The statuses can be completed, in progress, or closed. In addition, the Status by Workflow Step grid has been updated to include steps that are incomplete because the appraisal was closed via the Process Management Tool.

Appraisal Status By Group, Date Interval Filtered

Date Interval: Y2016

Printed: 7/15/2016   By: Administrator Administrator

Percentage Status by Group

Appraisal Customer Service 2016	Untouched	In Progress	Completed	Incomplete
Write Appraisal	0	1	4	0
Select others to provide feed back	0	0	4	0
Provide feedback (Optional)	0	0	1	0
Write Appraisal	0	0	4	0
Read Appraisal	0	0	4	0
Manage Meeting	0	0	4	0
Acknowledge Meeting	0	0	4	0
Totals for: Appraisal Customer Service 2010	0	1	25	0

Five filtered versions of the report are available on the Appraisal tab of the Admin Reports page.

Stalled Appraisal Report

The new Stalled Appraisal Report shows appraisals that are stalled because a reviewer is either missing or inactive. For appraisals where the reviewer's status is "missing," a role relationship must be added. For appraisals where the reviewer's status is "inactive," a role relationship exists but the manager in the relationship is inactive.

After a missing or inactive role relationship has been corrected, an appraisal still appears on the report until the process is auto-resumed. For these appraisals, the reviewer's status is "active" and the issue is listed as "auto-resume pending."

Note: Daily triggers attempt to auto-resume stalled appraisals with corrected role relationships once a day.

The report can be filtered by launch group, date interval, department, division, company, and location.

This report is available on the Appraisal tab of the Admin Reports page.

Role Relationship Report

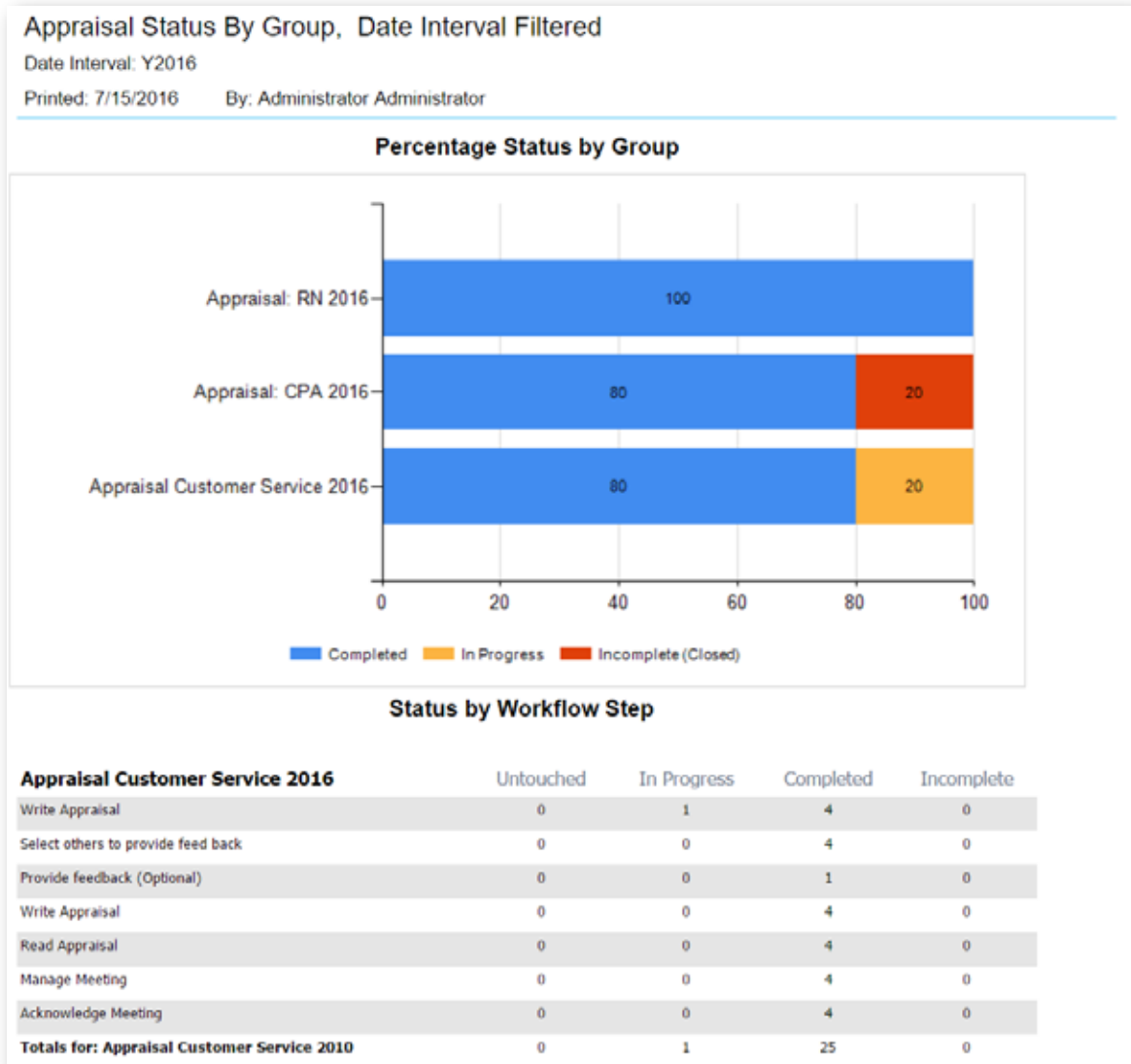The new Role Relationship Report shows all manager role relationships for employees and whether the manager in the relationship is active.

The report can be filtered by department, division, company, and location.

The report is available on the System Metrics tab of the Admin Reports page.

Resolved issues

The following issues have been resolved in this release.

Tracking ID	Support Case	Description
WS-9479		The performance Favicon has been replaced with a new image.
WS-9520	00685300	The task processor email task has been modified to allow emails to continue after an error.

SilkRoad Recruiting

New features and improvements

Name	Tracking ID	Support Case	Description
JobTarget integration	OH-28454		JobTarget OneClick integration that will allow users to post jobs to various job boards.
Purge Recycle Bin	OH-26599		Users with access to Candidate Recycle Bin will have the ability to purge resumes permanently.
Settings page access permission	OH-30972		Added a new permission in the User Accounts area for Settings Access.
CCE Merge Field selection to a modal	OH-13366		The CCE Merge field selection box is now a button that will open up in a modal window.
ePosting: Update Thank You Page links to Buttons	OH-30873		Updated the links on the Thank You page to buttons
External career portal Continue button updated	OH-16130		The final Continue button when completing an application has been updated to Submit.
ePostings Job Agent: Candidate Job Agent reset password	OH-24209 OH-31075		Candidates can use the Forgot Password for Job Agent profiles and will receive an email to reset their passwords. Email provides a single-use link to reset

Name	Tracking ID	Support Case	Description
			password.
eForms collected via the CCE feature	OH-13366		CCE eForms can now be associated to any portal instead of only the default portal.
Jobs page Company Location multi-select autocomplete filter	OH-16612		Company Location multi-select autocomplete filter on Jobs page provides selection for No Location.
Resumes page – Additional filter added for Qualified	OH-21388		A Basic Qualification Status filter was added to the Resumes page with the options: All, Yes, No, and Not Defined.
Resumes page – Additional filter added for Disposition	OH-22659		A Disposition filter was added to the Resumes page with the options N/A and All Disposition Values.
Recruiter-Initiated Assessment	OH-26620		Recruiter users have the option to configure jobs to serve up assessments to individual candidates rather than every candidate that applies to a job.
PostJobFree – New Free Job Distribution Partner	OH-30994		Our newest free job distribution partner, PostJobFree, is a US-based job board with about 600k job postings daily.
CCE Preview displays the same as the email	OH-22890		When selecting to Preview an email sent via CCE, the email displays as it

Name	Tracking ID	Support Case	Description
			will be shown in the actual email.
Created a new Post Via Broadbean button	OH-30992		Customers that have Broadbean enabled will now see a new Post Via Broadbean button rather than Post to Job Boards button.
My Reports – Report Job filter updated to use auto-complete	OH-30964		My Reports – Job filter has been updated to use an auto-complete instead of a drop-down selection list.
Tracking Code Management – add ability to disable feature	OH-31054		In the Settings > Tracking Code Management feature users are now able to select No to turn off the tracking code.

JobTarget OneClick

JobTarget OneClick is the market leader for online job posting distribution. Customers can use it to discover and post to almost 20,000 job sites, including generalist job boards, as well as association, niche, collegiate, newspaper, and government sites. From this platform, clients can also benefit from a number of additional services, including OFCCP Compliance Services, Recruitment Analytics, Social Recruiting solutions, and Recruitment Agency Services.

Clients interested in using the JobTarget OneClick solution to post jobs to third-party job boards will need to submit a request at http://silkroad.jobtarget.com/ to speak with a JobTarget Solutions Manager.

After your company has established a contract with JobTarget and completed your account setup, your JobTarget Solutions Manager provides the person you have deemed as your JobTarget Admin user with a JobTarget Unique Identifier (more on that later in this document) for every person who has been set up with a JobTarget user account. These unique identifiers are used in the configuration process within SilkRoad Recruiting.

Keep in mind, each Unique Identifier is associated to a user's email address, therefore it is VERY IMPORTANT that every user uses the same email address for their JobTarget user account and their SilkRoad Recruiting user account. The JobTarget admin is responsible for providing their SilkRoad Recruiting users with their unique identifier.

Configuring JobTarget in Recruiting

The JobTarget integration is Off by default for all SilkRoad Recruiting customers. To complete the JobTarget integration, your SilkRoad Recruiting Administrator must enable the integration on your Recruiting site.

To enable the integration, a user (who has access to the Settings page) must follow these steps:

1. From the left navigation menu, select Organize>Administration>Settings page.
2. Scroll to the JobTarget Integration section select Yes, and then click Save.

Each SilkRoad Recruiting user will also need to log into Recruiting, navigate to the My Accounts page and, under the JobTarget Integration section, enter the unique identifier they have been provided with, then click Apply. After the integration has been enabled and users have entered their unique identifier, the OneClick posting process can be used.

Note: The JobTarget Integration section in the My Accounts page is only visible when the integration has been enabled via the Organize>Administration>Settings page: JobTarget Integration section. If a user does not see the JobTarget integration in the My Accounts area, they must contact their SilkRoad Recruiting account administrator to ensure the integration has been enabled.

Posting a job via JobTarget OneClick

SilkRoad Recruiting users can post jobs via JobTarget OneClick in different ways. Below is a list of areas where jobs can be posted via the new JobTarget OneClick action:

· Manage Requisitions – Post an approved Job
   · The final step of posting a requisition as a job, the Post via JobTarget button is available.

· Manage Jobs
   · Create new job
   · Edit existing jobs

By selecting to post a job using the Post via JobTarget option, a new window opens and the user is automatically logged into JobTarget OneClick. A user can then begin the third-party job boards posting process.

Recruiter users can also quickly view the status of their jobs in JobTarget OneClick via a couple of options within Recruiting.

· Manage Jobs: Manage JobTarget Postings link:

· Job Posting Details page
  · Actions: View in JobTarget
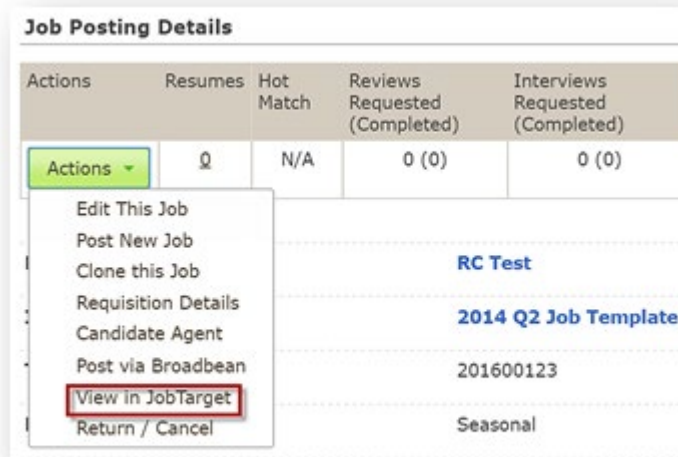
Important notice for customers using Broadbean

In August 2015, we announced a change to the structure of job posting services offered through our partner Broadbean (CareerBuilder). For several reasons, Broadbean decided the original partnership structure was not sustainable for their business and that a change was required.

The change means that upon your next renewal of SilkRoad Recruiting, SilkRoad will no longer subsidize the cost of job posting services from Broadbean (CareerBuilder). Note that SilkRoad's free job distribution network is not affected by this change in any

way.

Since early 2015, we have been working with job distribution partners to give you options that minimize the impact of this change to your business. There are now two options in place for our clients, which include continued use of Broadbean or moving to our new job posting partner, JobTarget. Please review this FAQ Document and Approved Job Boards which outlines all the details related to cost and set up for each option.

We sincerely appreciate your partnership and welcome your questions on this topic. Once you have an opportunity to review the FAQ Document please feel free to reach out to our Customer Success Team at CustomerSuccess@silkroad.com to discuss questions or concerns.

Purge Recycle Bin

The Purge Recycle Bin feature is for those customers who need to clean up resumes from their Recycle Bin. This may be test resumes or resumes for stagnant candidates the system, etc. Not all users should have access to purge resumes as this is a permanent action and cannot be undone.

Users with access to the Organize>Administration>User Accounts page can grant the Purge Recycle Bin permission for Recruiting Manager and Recruiter users. Note that any user can have the permission associated to their profile; however, only Recruiting Manager and Recruiter users have access to the Recycle Bin.

To grant users the Purge Recycle Bin permission, follow these steps:

1. From the left navigation menu, select Administration>User Accounts.
2. Select the users by placing a check mark next to their names.
3. Click the Take Action menu and select Add Permissions. Click Go.
4. Highlight the Purge Recycle Bin selection, then Continue.
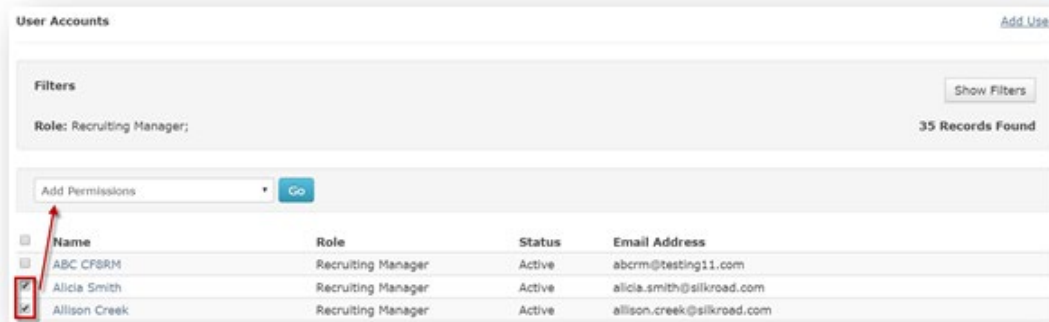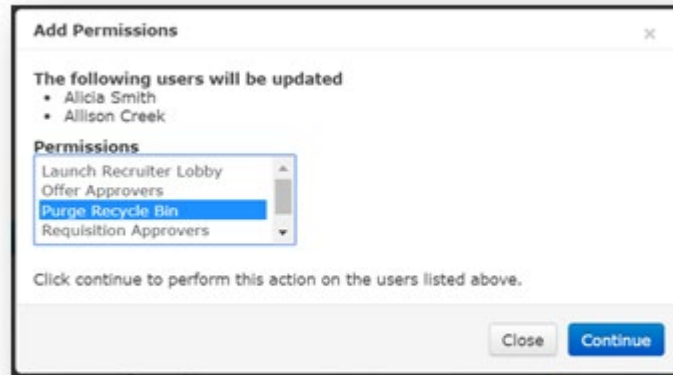
When purging resumes from the Recycle Bin, the below functionality is available to permissioned users:

- Purge button: Upon selecting resumes, the user selects to purge resumes.
- A warning notification alerts that the action the user is about to perform is permanent.
- A notification (upper right corner of the page) indicates when the last purge was made with the user's name, date/time, and number of resumes purged.

Candidate resumes that have been purged may require candidates to create a new profile when applying to future jobs. If a candidate has only applied to one job, they will need to create a new profile when applying to new jobs. Candidates that have applied to multiple jobs will still be able to login using their existing profile to apply for future jobs.

Note: If candidates are unable to see the Apply with Existing Resume option, check with your SilkRoad Recruiting account administrator to ensure this option is enabled as this is a configurable feature that can be turned on or off depending on your company's business requirements.

Settings access

The Settings page provides configuration functionality for particular features in your SilkRoad Recruiting application to which only certain users should have access. This link is off by default and users who should have access to this page will need to have a new permission added to their user accounts. To update users to have Settings Access:

In the Administration>Users Accounts:

1. Place a check mark next to the user(s) name that should be granted the permission.
2. From the Take Action menu, select Add Permissions, then click Go.
3. From the Add Permissions>Permissions window, highlight Settings Access then Continue.
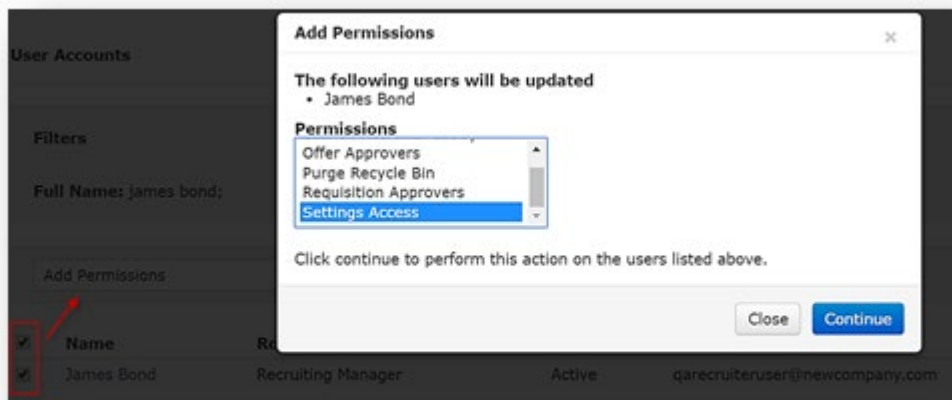
Note: Any user with access to the Administration>User Accounts page can update permissions for user profiles. If a user should not have access to the User Accounts page, ask your SilkRoad Recruiting account administrator to contact SilkRoad Support to have permissions updated.

CCE Templates and Email

CCE (Candidate Correspondence Engine) Templates and Email merge fields section has been updated as a button within the formatting icons. When a Recruiter user clicks the Merge Fields button, a new modal window opens and shows a list of available merge fields.

To insert a merge field within your email body:

1. Place your cursor within the email where the merge field needs to be inserted.
2. Click the Merge Field button.
3. Click the desired merge field.

After selecting the merge field, the window closes and the merge field string will be displayed in the email body.
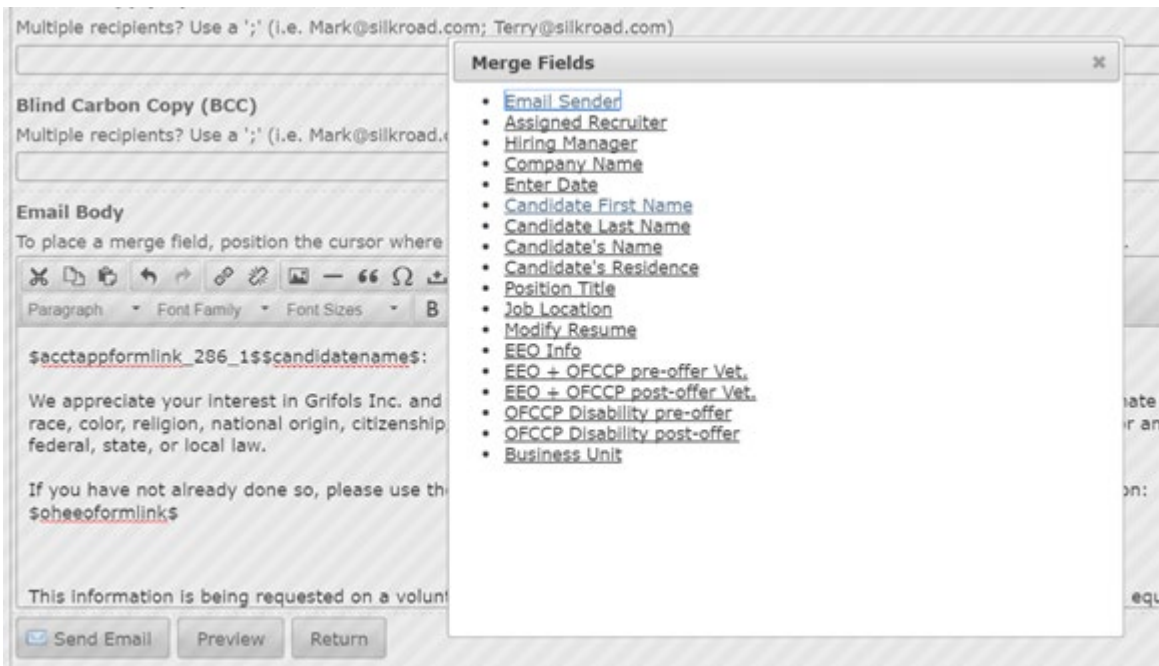
Recruiter-Initiated Assessment option

Customers who have an Assessment integration managed via HRNX now have the option for Recruiter users to serve up an assessment for individual candidates rather than have every candidate complete an assessment during the application process. This provides companies and Recruiters the option to administer assessments to only

those candidates who are being considered for employment and need to have the assessment completed to move forward.

To enable the Recruiter-Initiated Assessment option:

1. Current HRNX Assessment integration must be configured and enabled for users.
2. An Administrator or Recruiting Manager user with access to the ATS left navigation menu Administration>Settings page: scroll to the Assessments section.
3. Click the Yes button for Enable Recruiter-Initiated Assessments.
4. Click Save.
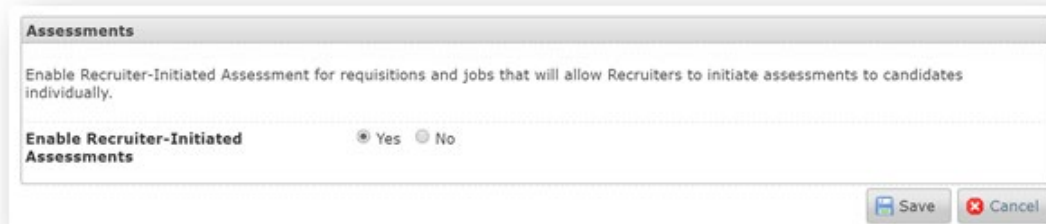
After the Enable Recruiter-Initiated Assessments option is set to Yes, a new field is available in the Compliance section for requisitions and jobs. The job must have a Talent Assessment package selected and the Recruiter-Initiated Assessment box checked, then the Recruiter can Initiate Assessment Request from the Select an Action drop-down on the candidate profile.
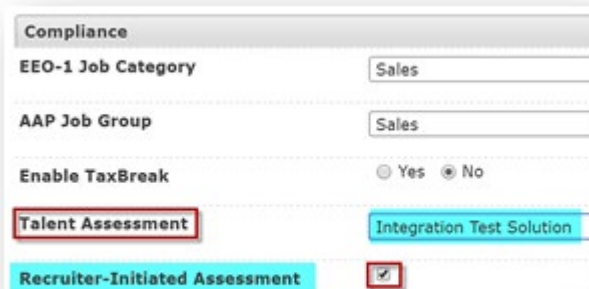
To initiate an assessment, Recruiters will follow these steps:

1. Set the Recruiter-Initiated Assessment flag on jobs.
2. Search for candidate who needs to complete an assessment.
3. From the Candidate Resume profile screen, choose Initiate Assessment Request from the Action menu.

   The Recruiter user receives an on-screen confirmation that their request has been submitted to the candidate.

The candidate receives an email to complete the assessment. (**Note:** This email is generated by HRNX, not SilkRoad Recruiting.)

The Activity Status tab on the candidate's profile displays the assessment status, date requested, and vendor:

Candidate Resume Profile Screen

After the candidate completes the assessment, the vendor provides a response status back to SilkRoad Recruiting that is shown in the Activity Status tab of the candidate resume profile.

External Career Portal improvements

The Recruiting external career application page has some new enhancements to improve the candidate experience when completing an application or modifying/deleting their Candidate Job Agent. The following enhancements have been made to the career portal application:

· Return to Job Listings link is now a button

· Logout link is now a button

· The Continue button on the final submission page has been changed to Submit.

· Candidate Job Agent Forgot your password – Candidates who cannot log into an existing job agent can use this feature to receive an email that allows them to reset their passwords. The link provided in the email can only be used one time to reset their passwords.
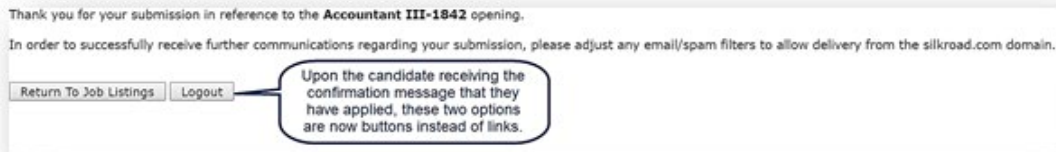
These improvements make the applicant experience more consistent throughout the application process.

eForms collected via CCE feature

Clients who have more than one career portal often need to associate a specific eForm to a particular portal. The eForms collected via the CCE (Candidate Correspondence Engine) feature will now be translated based upon the portal's language configurations.

Highlights for this improvement:

- The candidate contact info is translated based upon the portal to which the eForm is associated.
- The eForm displays the proper branding based on the portal to which it is associated when sent via CCE request.
- More than one eForm can be associated to a portal and can be sent via CCE while maintaining that portal's translations and branding.

- The CCE eForm merge strings re labeled with the 'portal name + eForm name to make it easy to determine which eForm is associated to a particular portal (e.g. US Portal + Electronic Application).
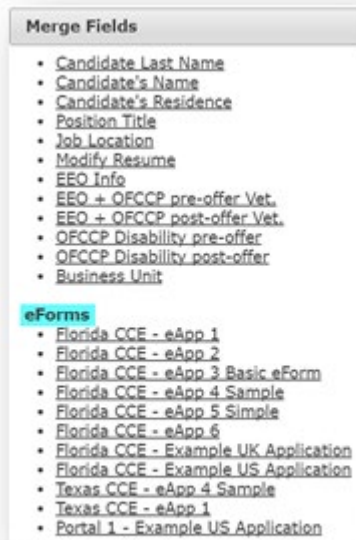
Currently, all CCE eForm merge fields point to your default primary portal (portal 1). Clients who need to have a specific eForm configured for a particular portal must contact SilkRoad Support for assistance. Be sure to provide the eForm name and the portal you want the eForm associated with and a representative will make the updates for you.

Resumes page new filters

To improve candidate resume searching, two new filters have been added to the Resumes page.

- Qualified – Filters on the Qualified field on the candidate profile. Options are: All, Yes, No, and Not Defined.
- Disposition – Filters on candidates who have been dispositioned. Up to 30 dispositions can be selected.

New job distribution partners

SilkRoad Recruiting continues to build new partnerships and provide our customers with additional free job distribution channels, which helps increase the number of qualified applicants while decreasing your job advertising costs. Several new job distribution partners have been added in this release.

As with Recruiting's other job distribution partners, our clients' externally posted jobs will be included in each of these partner's job listings. This integration provides SilkRoad Recruiting customers the ability to expand their reach across various countries and industry types for both active and passive job seekers, increasing visibility at no additional charge.

PostJobFree

PostJobFree is a US-based job board with about 600,000 job postings daily. In business since 2007, the company was first a resource for recruiters to post their jobs for free. Since then, they have expanded to help job seekers and employers connect with each other. PostJobFree provides job postings in the US, with some in Canada, India, Australia, and New Zealand in English only.

CCE Preview feature improvement

Recruiter users creating CCE templates or generating candidate emails can use the Preview feature to ensure emails are formatted correctly. Previously, the Preview feature did not show formatting for the merge fields, which has been improved in this release.

Disable Tracking Code Management

The job Tracking Code Management feature now has a No selection—in case a customer wants to disable the feature after enabling it.

When a customer chooses to move away from a custom tracking code, the auto-generating number resumes when creating new requisitions and jobs and no longer adheres to the number previously established.

To disable the Tracking Code Management feature:

1. Login to SilkRoad Recruiting as a user with access to Administration>Settings page.
2. Scroll to the Tracking Code Management section, set the radio button to No, then click Save.
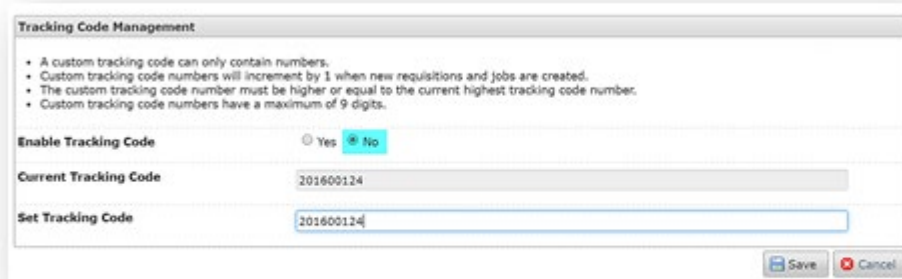
Resolved issues

The following issues have been resolved in this release.

Name	Tracking ID	Support Case	Description
Salary Type field shows Daily on career portal	OH-15685	00385851	The Salary Type field was showing an incorrect value from what was selected on the job.
Candidate OFCCP/Affirmative Action EEO Data Extraction Report - Qualification Status returning wrong results	OH-16351		The Candidate OFCCP/Affirmative Action EEO Data – Extraction Report had an issue with the Qualification Status filter.
Updating Summary Information Removed Hired/Selected Disposition	OH-22173	00535076	Updating a candidate's Summary was updating the candidate's disposition when candidate is in the Hired/Selected status. When you click to Edit Summary Information, the disposition field automatically displays Not Defined and once you click Save this is saved to the candidate profile.

Name	Tracking ID	Support Case	Description
Candidate Modified Date prior to Enter Date	OH-27780	00631296	Candidate Modified Date was showing before the actual candidate Enter Date.
Manage Requisition - View As Recruiter limited by location issue	OH-30586		Manage Requisitions View as Recruiter was not limiting Recruiting Manager user's view based upon location association to the user's profile. This was a gap in functionality.
Error received when uploading candidate resumes	OH-30692		Error when uploading a candidate resume.
Customer Unable to complete candidate background check	OH-30711	00671017	Customers using Vertical Screen were unable to submit a BGC and receiving a tracking code error.
Apply with LinkedIn - Candidate receives error when selecting upload resume first, then uses back button	OH-30737		Candidates using the Apply with LinkedIn button were unable to complete their applications when clicking the back button.
Unparsed resume content error	OH-30792	00673590	When a Recruiter user was uploading a candidate resume, they were receiving an error for Unparsed Resume Content, which has been corrected.
FR Portal - incorrect translation for all location	OH-30881		External career portal search for jobs then filter by location was translating incorrectly for French portals.
Sending mass CCE emails would fail	OH-31024		When sending a CCE email en masse, the functionality would fail. This has been corrected.

Supported browsers

The SilkRoad Life Suite 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.

Browser	Version
Internet Explorer *(not compatibility mode)*	11*
Mozilla Firefox	Latest*
Google Chrome	Latest*
Apple Safari	Latest*

With our customers in mind, SilkRoad will no longer officially support Internet Explorer 9 and 10 as of the 2016.3 Life Suite release. Effective January 12, 2016, Microsoft has ended support for these browsers in most instances and is only providing updates to their most recent browser versions for a given operating system. Click here for details on Microsoft's Internet Explorer support policy. SilkRoad also encourages the use of modern browsers to ensure the highest level of functionality and security. Examples of modern browsers include Internet Explorer 11, Chrome, Safari, and Firefox.

As we evaluate which browsers to support, we consider which ones will give our users the best experience and enable us to focus on areas that will add the most value for customers. While users may still be able to access the service from older browsers after the 2016.3 release, new and/or existing features and functionality may no longer work in these browsers. SilkRoad will do our best to support users regardless of browse; however, we may not be able to address bugs or performance issues that appear only when using unsupported browsers after 2016.3.

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

*Life Suite Platform

- Internet Explorer is only supported on version 11 currently.

*SilkRoad Performance:

- *IE8 has known issues rendering the application in Win7 and above.

*SilkRoad Recruiting:

- *IE11 was tested on (Desktop) Win8.

*SilkRoad Learning:

- Student portal - content dependent: SilkRoad has not tested all content types with Safari and Chrome on the Mac; however, many of our users report using these browsers in the Mac environment with no problem.

- The Manager Portal functions have been tested on the three most used browsers on the Windows platform (IE, Chrome, and Firefox).

Note: *The Life Suite user interface is optimized for use in modern web browsers. At this time, Internet Explorer 11 or higher and the current versions of Chrome, Firefox, and Safari are preferred. All major functions have been confirmed operational in these preferred browsers, but situations may arise where a feature may not be fully supported.*

*SilkRoad Onboarding:
- Some translated languages will not render in the portal on older browsers.
- TinyMCE, our rich text editor, has known issues with Firefox. It is evident in the new eForm Builder; when editing, the prompts and static text do not behave as expected. It is recommended you use Chrome if you experience these limitations while building eForms.
- Safari does not support drag-and-drop functionality. When using Safari, use the Upload Using Browser option.

Mobile device support

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

The following are capabilities that are known to have limitations on some or all devices:

- SilkRoad Onboarding's default skin in portal studio, tablets and similar devices can be used for viewing tasks and other portal content. Although the interface can be rendered on a tablet, some content and functions available may not be completely functional, including the use of the cursor signature on an eForm.
- SilkRoad Learning supports responsive mobile viewing for most student portal functions when using the Life Suite user interface. Some content delivered may not be compatible with mobile operating systems.

Supported languages

Below are the supported languages for each SilkRoad module.

Supported Languages	Recruiting Portal	Recruiting User Interface	Onboarding Portal	Onboarding User Interface	Performance	Learning Student portal	Learning Admin Portal	Talent Portal
Bulgarian (bg)	X							
Croatian (hr-hr)			X					
Czech (cs_CZ)	X		X		X			
Chinese (Simplified)	X	X	X	X	X	X	X	X
Chinese (Traditional)			X					

Supported Languages	Recruiting Portal	Recruiting User Interface	Onboarding Portal	Onboarding User Interface	Performance	Learning Student portal	Learning Admin Portal	Talent Portal
Danish (da)	X		X					
Dutch (nl)	X		X	X				
Dutch (Belgium) (nl_BE)	X							
English (United States) (en_US)	X	X	X	X	X	X	X	X
English (Great Britain) (en_GB)	X				X			
Finnish (fi)	X		X					
Flemish						X	X	
French (fr)	X	X	X	X	X	X	X	X
French Canada (fr_CA)	X	X	X	X	X	X	X	X
German (DE)	X	X	X	X	X	X	X	X
Greek (el-gr)			X					
Hungarian (hu)	X		X					
Indonesian					X			
Italian (IT)	X		X		X	X	X	
Japanese (JA)	X	X	X	X	X	X	X	X
Korean (KO)			X	X				
Norwegian (nb)	X		X					
Polish (PL)	X		X		X			
Portuguese (pt)	X					X	X	
Portuguese - Brazilian (BR)	X		X	X	X	X	X	
Russian	X		X		X			

Supported Languages	Recruiting Portal	Recruiting User Interface	Onboarding Portal	Onboarding User Interface	Performance	Learning Student portal	Learning Admin Portal	Talent Portal
(RU)								
Slovak (SK)	X		X					
Spanish (Universal) (es)	X	X	X	X	X	X	X	X
Swedish (SV-SE)	X		X					

SilkRoad Onboarding: "Personal Information" and "Required Information is Missing" labels are translated in Admin languages only with this release.

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 SilkRoad Community https://silkroad.force.com/community/
· **SilkRoad Community:** https://silkroad.force.com/community/
· *No Community access?* Email lifesuitelearning@silkroad.com for access.
· **Email:** support@silkroad.com