

SilkRoad Life Suite

Release Notes

2016.1

November 2015

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Overview

The SilkRoad team is excited to announce the 2016.1 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.

The Life Suite 2016.1 release provides new features, enhancements to existing functionality as well as 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, HRMS, Recruiting, Onboarding, Performance, and Learning. 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 easily navigate to the modules of interest.

Early adopters and upgrade process

For customers taking advantage of our Life Suite Platform, Talent Portal, Onboarding, Performance, Learning, and HRMS 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. No action is required from you to initiate this process. Only early adopters within the initial 45 day window will receive specific upgrade dates. Customers that need to select an exact date should contact SilkRoad Support to become an early adopter.
- 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 2016.1 release is slated to be deployed to all SilkRoad Recruiting customers on Saturday, December 5th, during the extended maintenance window of 12 am – 8 am ET. The 2016.1 **STAGING** upgrade is slated to occur on **November 24th, 2015** between 10:00am – 3:00pm ET.

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:

- **HRMS:** Settings page under the System Admin menu
- **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 completely 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 that cannot attend.

All participants will need to register to attend these Enhancements with SilkRoad 2016.1 training sessions via the training catalog.

<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 2016.1

Monday, November 30, 2015 11:00am -12:00pm EST

SilkRoad Onboarding 2016.1

Tuesday, December 1, 2015 11:00am -12:00pm EST

SilkRoad Learning 2016.1

Wednesday, December 2, 2015 11:00am -12:00pm EST

SilkRoad HRMS 2016.1

Thursday, December 3, 2015 11:00am -12:00pm EST

Life Suite Platform

New features and improvements

Name	Tracking ID	Support Case	Description
Include AssertionConsumerServiceURL and BindingProtocol in AuthNRequest	IIDEV-789		Life Suite Authentication has updated its AuthNRequest to include the AssertionConsumerServiceURL and BindingProtocol.
Removal of optional info from Life Suite Authentication Metadata file	IIDEV-768		To reduce the possibility of conflicts with IDPs, Life Suite Authentication has removed some optional attributes in the metadata file including the <signature> section and associated prefix tag.
Adjust the AuthNRequest signature	IIDEV-760		Enabling signing of AuthNRequest creates a signature section with the SAMLRequest and RelayState being passed as a parameter. Previously an outer signature was generated.
Support for Azure AD as an IDP	IIDEV-751		Life Suite Authentication is now supported in the Microsoft Azure AD marketplace. Straightforward step-by-step instructions are available for a customer to enable Azure AD as an IDP for SilkRoad.
Life Suite Authentication to ignore SimpleSign binding if other supported bindings exist	IIDEV-755		Life Suite Authentication now uses alternate bindings, if supported, in the presence of the SimpleSign binding.
Certification for Iconixx as an SSO Talent App partner	IIDEV-739		Iconixx, a SilkRoad Talent App partner, is certified for SSO integration.
Integration Platform performance improvements	BUS-4611, BUS-4608		Improvements made to the processing performance of Integration Platform.
LifeSuiteID as primary key	BUS-4552, BUS-4549, BUS-4546, BUS-4543, BUS-4540, BUS-4491, BUS-4488, BUS-		Introduction and migration to LifeSuiteID as internal primary key for employees managed by Integration Platform.

Name	Tracking ID	Support Case	Description
	4482, BUS-4303, BUS-4301, BUS-4200, BUS-4170, BUS-4136, BUS-4133, BUS-3986, BUS-3962, BUS-2959, BUS-3717, BUS-3709, BUS-3706, BUS-3703, BUS-3700, BUS-3697, BUS-3384, BUS-3292, BUS-3287, BUS-2861, BUS-2860, BUS-2859, BUS-2858, BUS-2853, BUS-2851		
With LifeSuiteID, external System of Record can change an employeeHRISID	BUS-4382, BUS-4381, BUS-4362		
Add PayrollSystem/ PayGroup field to Life Suite Onboarding form for HRMS	BUS-4213		Add the PayrollSystem field to the Life Suite Onboarding Form in the Forms Library. It is labeled Pay Group and maps to the Pay Group in SilkRoad HRMS. The list of values can be defined in SilkRoad Onboarding to match the list in SilkRoad HRMS.
Configuration option for the ADP Standardized export based upon use of ADP's Enhanced HR module	BUS-4194, BUS-4191		Integration Platform provides configuration option to modify the data included in the ADP-WFN export based upon whether the customer is using the ADP Enhanced HR module.
Add an ADP-WFN Specific lookup value for marital status	BUS-4091		Integration Platform now includes lookup table values for marital status that are specific for the standardized ADP-WFN integration.
Map a cell/mobile phone from Life Suite Onboarding Form for ADP to the ADP-WFN standardized export	BUS-4007		Map the phonetype value of cell phone on the ADP specific Life Suite Onboarding Form to the standard ADP-WFN export from Integration Platform.
Map worked state tax code from Life Suite Onboarding Form for ADP if no	BUS-3881, BUS-3880		If a new hire in SilkRoad Onboarding does not fill out a state withholding form, Integration Platform exports a value from the Life Suite Onboarding

Name	Tracking ID	Support Case	Description
state withholding form is completed			Form for ADP in the ADP-WFN standardized export.
Filter Talent App employee export for CWS's Timeout by PTOPolicy	BUS-4085, BUS-3878, BUS-3877		Filter Integration Platform export for Talent App partner CWS (Timeout) based upon the mapped SilkRoad HRMS value for PTOPolicy. Only employees with a PTOPolicy value will be exported.
Filter Talent App employee export for Maxwell Health by BenefitsGroup	BUS-4073		Filter Integration Platform export for Talent App partner Maxwell Health based upon the mapped SilkRoad HRMS or HB value for BenefitsGroup. Only employees with a BenefitsGroup value will be exported.

Microsoft Azure AD as IDP

Users of Microsoft 365 and Azure AD can easily setup a single sign-on experience with SilkRoad Life Suite. Life Suite Authentication is now a certified Service Provider for Microsoft Azure AD. Microsoft Azure AD is now certified as an IDP to work with Life Suite Authentication. SilkRoad Life Suite is a published entrant in the Microsoft Azure Marketplace where an Azure AD (or Microsoft 365) customer can receive step-by-step instructions in setting up the federation. The SilkRoad Life Suite listing in the marketplace can be accessed at:

<https://azure.microsoft.com/en-us/marketplace/partners/silkroad/silkroad/>

Users of Microsoft 365 and Azure AD can also extend the single sign-on experience to other organization systems that support Azure AD. Azure AD users can take advantage of some of the following benefits:

- Provides single sign-on to thousands of cloud (SaaS) applications and access to web applications that customers run on-premises
- Built for ease of use, and features multi-factor authentication (MFA); access controlled based on device health, user location, and identity; and holistic security reports, audits and alerts.
- Offers self-service password reset, group management delegation, and advanced synchronization engine to reduce IT management costs
- Supports flexible schemas and workflows for self-registration, authentication of users, and support for social logins (B2C)
- Highly interoperable and supports industry standards authentication protocols, including [SAML 2.0](#), [Oauth 2.0](#), [OpenID Connect 1.0](#).
- IT Pros can find the cloud apps being used and measure that usage by number of users, volumes of traffic or number of web requests to the application, identify the users that are using an application, then export data for offline analysis.

Single Sign-on support for Iconixx

Life Suite Authentication includes support for Talent App partner Iconixx as a Service Provider application. Combined with the Talent App data integration with Iconixx, single sign-on to SilkRoad Life Suite can be extended to Iconixx through the simple exchange of federation metadata URLs (Life Suite Authentication's and Iconixx's).

LifeSuiteID as internal primary key

The SilkRoad Life Suite now supports a new internal unique identifier, the LifeSuiteID (or LSID). Integration Platform auto-generates the LSID for employees derived from an external system of record or SilkRoad HRMS if in use. The LSID is 32 hexadecimal digits. Some Life Suite modules might display this value as read-only or expose it via API, but it should never be edited or assigned by any other system besides Integration Platform or SilkRoad HRMS.

In 2016.1, the migration of a LifeSuiteID to all Life Suite modules is automated but only for customer opting-in to the new ID as an early adopter. You can contact SilkRoad Support or Services if you would like to have the LifeSuiteID propagate to all of your modules. In an upcoming release, we will propagate the LifeSuiteID for all customers who were not early adopters.

For LifeSuiteID early adopters, the Integration Platform will attempt to update each Life Suite module with LifeSuiteIDs for each employee. If any errors are encountered in updating an employee, Integration Platform logs these in the transaction console and then attempts to rerun those employees that errored on a nightly basis. This nightly process allows time for someone to review the error and address it before the update is attempted again. Reasons for errors include:

- An employee with the matching employeeHRISID already has a different LifeSuiteID assigned.
- No employee is found in the module with a matching employeeHRISID.
 - If Integration Platform determines that no employee was ever previously sent to that module, it marks it as a warning. No remediation is required.
 - If Integration Platform determines that the employee was previously sent to the module, it marks it as an error. Remediation is required.

In most cases, this new ID is transparent to the user and there is no need to modify any behavior or integration to account for this ID. However, there are a few use cases where a customer might want to use the LifeSuiteID.

1. Due to a new system of record or data reorganization, the current ID used to reference an employee, the employeeHRISID (often associated with an Employee ID or SSO ID) needs to change for some or all employees. For example, the employeeHRISID needs to change from an email based ID to a numeric based ID. LifeSuiteID can help you accomplish this ID update.
2. When extracting new hire data for an external system of record from SilkRoad Onboarding where the employeeHRISID/SSOID is not yet known. A temporary employeeHRISID can be applied to the new hire and then once the final employeeHRISID is known, it can be updated using the LifeSuiteID for that new hire.

Pay Group added to Life Suite Onboarding Form for HRMS

SilkRoad HRMS supports the concept of Pay Groups, an identifier associated with an employee to be used in determining payroll processing procedures. Integration Platform now maps a Pay Group field on the Life Suite Onboarding Form for HRMS to SilkRoad HRMS. Note that the list of values displayed on this form in SilkRoad Onboarding must match the values in SilkRoad HRMS. An Onboarding administrator can manage this list via the eForms administration area in SilkRoad Onboarding. Also note that when updating the list of values in SilkRoad Onboarding, the field is labeled Pay Group but stored as PayrollSystem.

Improvements to the ADP-WFN standardized integration

The 2016.1 release of Integration Platform includes several enhancements to the standardized ADP-WFN bi-directional integration. This integration requires ADP-WFN as the system of record along with one or more Life Suite module including Onboarding. To take advantage of this offering, contact your SilkRoad Support or Services representative and your ADP account representative. When speaking to your ADP account rep, indicate that this joint offering is with the ADP Custom Solutions group.

To expand the number of joint customers that can use this integration, Integration Platform has a configuration option that modifies the new hire export to ADP-WFN to account for whether the customer has ADP's Enhance HR module. If the customer has the Enhanced HR Module and Integration Platform is configured appropriately, data gathered in SilkRoad Onboarding (such as Veteran Status and Emergency Contact data) is included in the export and loaded in ADP-WFN.

SilkRoad Onboarding allows new hires to fill out a state withholding form in states where applicable. If a new hire is working in a state that requires no withholding form or the onboarding process does not require a state withholding form, Integration Platform now supplements this information with a Worked State Tax Code value from the Life Suite Onboarding Form for ADP. If the new hire fills out a state withholding form, the associated state for that form is passed to ADP-WFN. However, if no form is present, the value from the Onboarding form is used instead. This ensures that ADP has an accurate value for this required field.

Integration Platform now includes ADP specific values for marital status as well as mapping a new hire's cell phone if provided on the Life Suite Onboarding form.

Filtering for Talent App exports

Integration Platform now applies automatic filtering when exporting to Talent App partners Maxwell Health and CWS (Timeout). For Maxwell Health, employees in HeartBeat or SilkRoad HRMS that have a Benefits Group value applied will be included in the Integration Platform employee export. For CWS (Timeout), employees in SilkRoad HRMS who have a PTO Policy value applied will be included in the Integration Platform employee export. If an employee previously had a value for one of these filter fields and then has it removed, it will no longer be included in the export. Any employee/data cleanup in the Talent App related to these no longer included employees is the responsibility of the customer (e.g. terminate or deletion of the employee record in the Talent App). This filtering will ensure that Integration Platform will only send the appropriate employees to the Talent App.

Resolved issues

The following issues have been resolved in this release.

Tracking ID	Support Case	Description
IIDEV-805, IIDEV-699		Increase the length of the Email for outages field to 512 characters.
IIDEV-795		Allow administrator using SSO with explicit AU_Access role access to Life Suite Authentication UI.
BUS-4351		Existing employee feed from Integration Platform to SilkRoad Onboarding that cannot update or create an employee, creates as a pending employee instead of erroring.
BUS-4057		Invalid default role of 'employee' when sending employees to SilkRoad Recruiting.
BUS-3876		Mixed-case DepartmentHRISID results in lookup failure when sending Departments/Orgs to SilkRoad Learning.

SilkRoad HRMS

New features and improvements

Name	Tracking ID	Support Case	Description
Additional Fields on Compensation View	HRMS-2627		Date of Last compensation change added to Compensation View.
Tenure Field	HRMS-2801		A field calculating tenure has been added to the Headcount and Job Info Views.
Date Range Filtering	HRMS-3207		Ability to look at Hire Date, Termination Date, Status, and Date of Last Compensation Change within a user defined date range.
Sample Reports	HRMS-2548		Sample filters are now available to HR administrators.
Dashboard	HRMS-2861		The HRMS welcome screen has been changed to a Dashboard with useful information.
Additional Fields on Headcount View	HRMS-2686		Mailing Address, Work Address, Alternate Address, Home Address, Employment Status and Pay Frequency have been added to the Headcount View.
ESS Settings	HRMS-2576		Setting that controls whether users have read only or edit rights to their personal information.
MSS Settings	HRMS-2577		Setting that controls whether employee address and contact information is hidden, read only, or editable by managers for their direct reports.
Mass Update Changes	HRMS-2566		Effective Date and Reason can now be tracked for mass updates.
Graphing Tool	HRMS-2494		Employee Data can be shown in a line graph, pie chart or

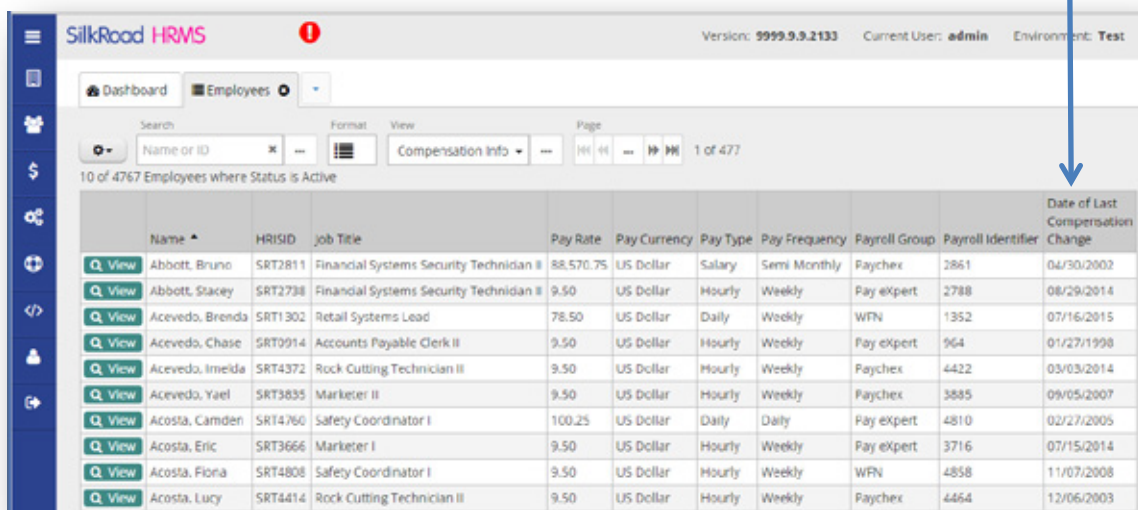
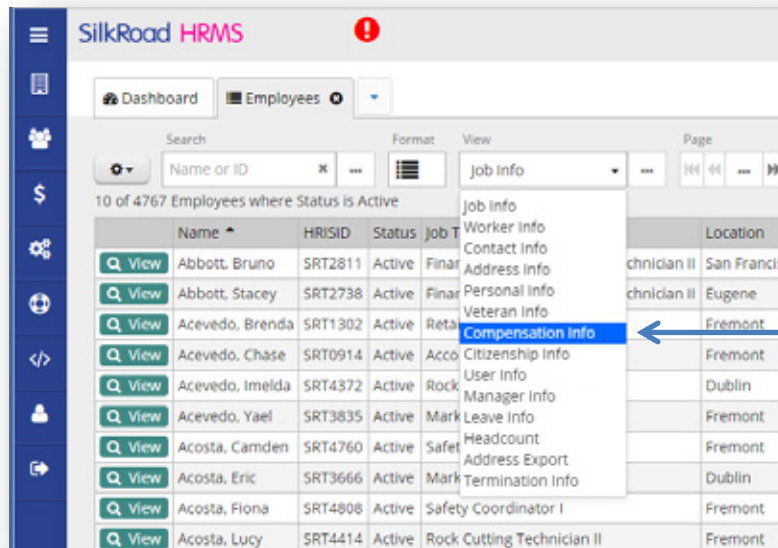
Name	Tracking ID	Support Case	Description
			bar graph.
Metrics Page	HRMS-2491		The Metrics page shows trends in hiring, terminations, job changes, and turnover rate.
Address Export View	HRMS-2799		The Address Export View shows employee address information—separated into individual columns. You can use it to create mail merges, mailing labels, imports, and more.
Add Worker Import Changes	HRMS-2375, 2936		New fields are now included on the Add Worker Import: Emergency Contact, Worker, and Personal UDFs.
Form List Changes	HRMS-3113		Job change forms now show previous values. Previous values are shown in the Additional Info column.
Absorb Payroll Group on LSOF	HRMS-2796		The Life Suite Onboarding Form (LSOF) now transfers the Payroll Group field from SilkRoad Onboarding to SilkRoad HRMS. This eliminates the manual process of entering the Payroll Group directly into HRMS after the employee has used SilkRoad Onboarding.
Termination View	HRMS-2909		The Termination View contains basic user termination information as well as Last Day Worked, Termination Reason, and Eligible for Rehire.
Ability to rehire using LSOF	HRMS-2881		You can now use the Life Suite Onboarding Form (LSOF) to rehire an employee. HRMS uses a combination of the LSOF, Recruiter Lobby (in SilkRoad Recruiting), and a unique Life Suite ID to identify if a user is a rehire.
Date of Last Compensation Change Filter	HRMS-3114		You can now filter employees based on the date of their last compensation change. Filter

Name	Tracking ID	Support Case	Description
			by Last Comp Change Date is available on the filters page, which is accessible from the Employees page.
Ability to copy Mailing and Alternate Address from Home Address	HRMS-3086		You can now copy home address into mailing and alternate address fields when adding or editing a worker. This makes data entry easier on the Add Worker form and Worker Detail page.
Additional Fields on Manager Info View	HRMS-3307		Job Title, Organization, and Location have been added to the Manager Info View.
Payroll Web Service	HRMS-2593		Payroll web service now contains pay and termination fields.
Ability to edit Visa Types	HRMS-2951		HR administrators can now edit the Visa Type choice list.

Additional fields on Compensation Info View

Additional fields on the Compensation Info View allow HR administrators to report on the date of the last compensation change for a group of employees without having to drill down into individual records.

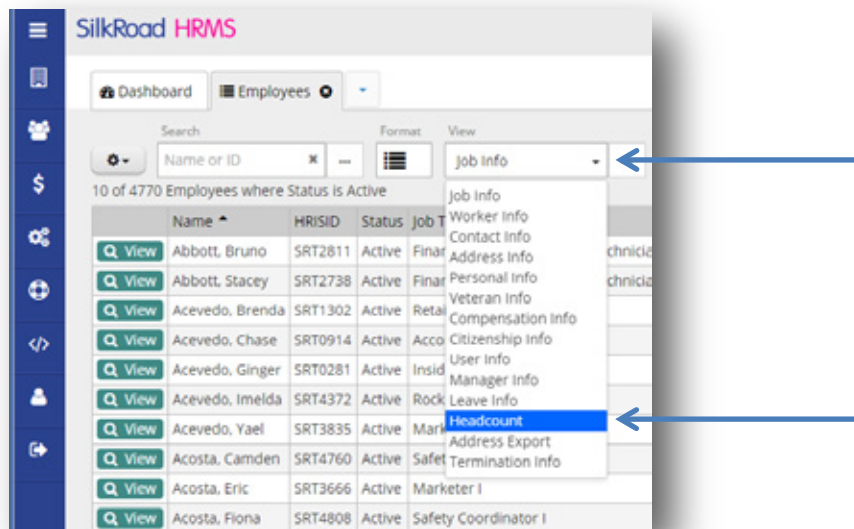
HR administrators can view and export the Date of Last Compensation Change, allowing for further analysis if desired. Date of Last Compensation Change is available on the Compensation Info View on the Employees page.



Tenure field

HR administrators can use the tenure field to track how long people are staying at the organization and identify if any retention efforts may need to be implemented.

Tenure field is available on the Headcount and Job Info views.



Job Info View

	Worker Type	Last Hire Date	Tenure (years)	Termination
Technician II =	Employee	04/30/2002	13.51	
Technician II =	Employee	08/29/2014	1.18	
	Employee	12/14/2002	12.88	
	Employee	01/27/1998	17.76	
	Employee	04/20/2014	1.54	
	Contractor	03/03/2014	1.67	
	Employee	09/05/2007	8.16	
	Employee	02/27/2005	10.68	
	Employee	07/15/2014	1.30	
	Employee	11/07/2008	6.98	

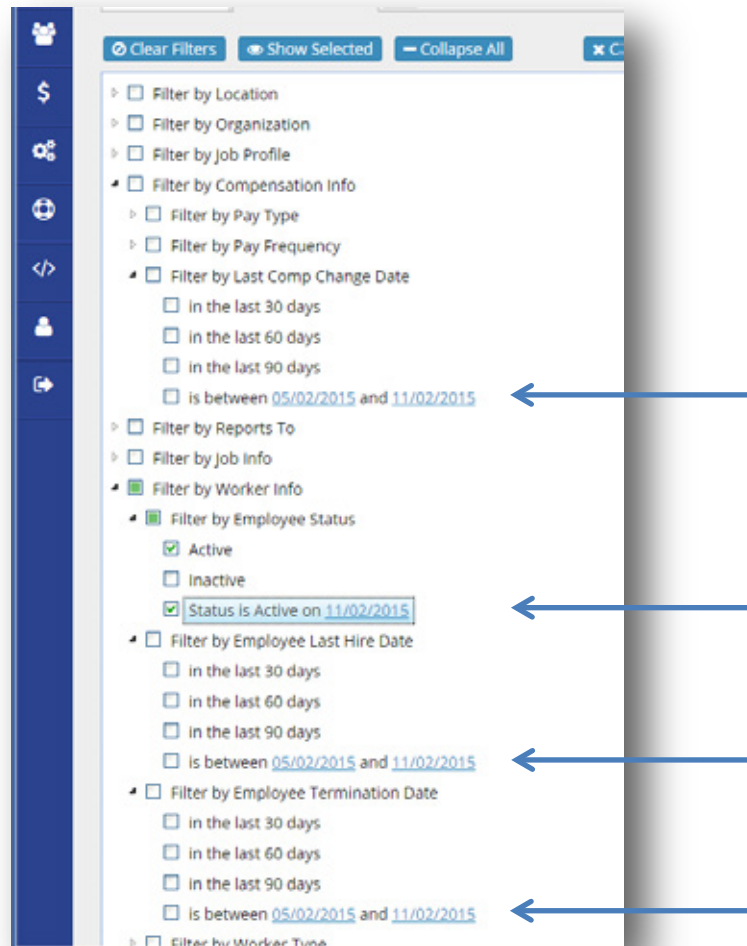
Headcount View

	Last Hire Date	Tenure (years)	Seniority
aska Native	04/30/2002	13.51	04/30/
	08/29/2014	1.18	08/29/
	12/14/2002	12.88	12/14/
	01/27/1998	17.76	01/27/

Date range filtering

Using date range filtering, HR administrators can view data that existed for a given data set at any point in history. These point-in-time reports eliminate many hours of manual comparisons.

Date Range filtering is available on four key employee fields; Employee Status, Employee Hire Date, Employee Termination Date, and Date of Last Compensation Change. This functionality is available on the Employees page in the employee filter section.



To filter on any of those four attributes or a combination of multiple attributes, select an attribute, click in the date box, and enter a date or range of dates.

Sample reports

Out-of-the-box sample reports provide HR administrators a way to pull common information together quickly and effectively. Seven out-of-the-box sample reports are available to HR administrators:

- Managers (employees who have direct reports)
- Headcount Job Info
- Headcount Personal Info
- Recent Hires
- Recent Hires Graph
- Recent Terminations
- Recent Terminations Graph

The reports can be accessed in two ways: through the HRMS Dashboard or by loading any saved report on the Employees page. To view any saved report, click the Load

button (left of the filter name). Any sample report can be modified and saved with a unique name.

	Label	Description	Count
	Managers	Manager Info does have Direct Reports and Status is Active	254
	Headcount Job Info	Headcount (14 columns) Status is Active	4770
	Headcount Personal Info	Headcount (11 columns) Status is Active	4770
	Recent Hires Info	Headcount (8 columns) Last Hire Date is in the last 90 days	0
	Recent Hires Graph	Hire Date by Month Last Hire Date is in the last 90 days	0
	Recent Termination Info	Termination Info Employee Termination Date is in the last 90 days	0
	Recent Terminations Graph	Termination Date by Month Employee Termination Date is in the last 90 days	0

Dashboard

The Welcome page has been replaced with the Dashboard. Human Resource administrators use the Dashboard to gain quick access to the To Do list, recently viewed employees, graphs, key company information, and saved and sample reports.

Click the Load icon (next to a report name) to access saved and sample reports. Click the View icon (next to a record name) to view recent records. Recent records can include anything from an employee record to an organization or location record.

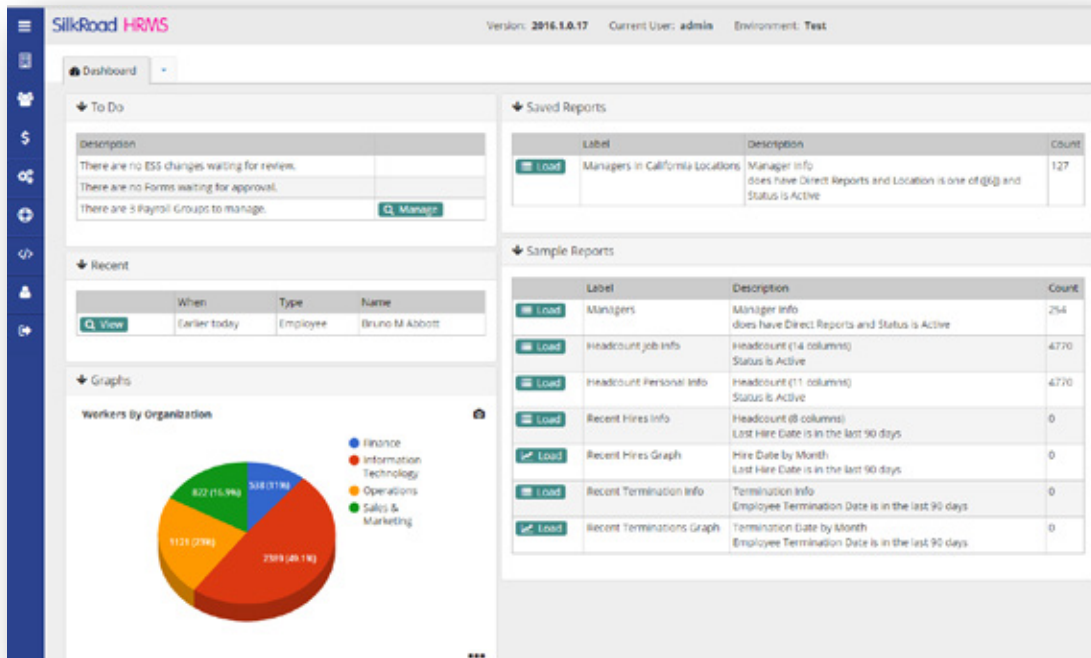
To Do's have an action button (right of the To Do), which initiates actions such as job change approvals and employee address change reviews.

Four graphs are available on the Dashboard:

- Workers by Organization
- Workers by Location
- Recent Hires
- Recent Terminations

Click the ellipsis icon to navigate through them.

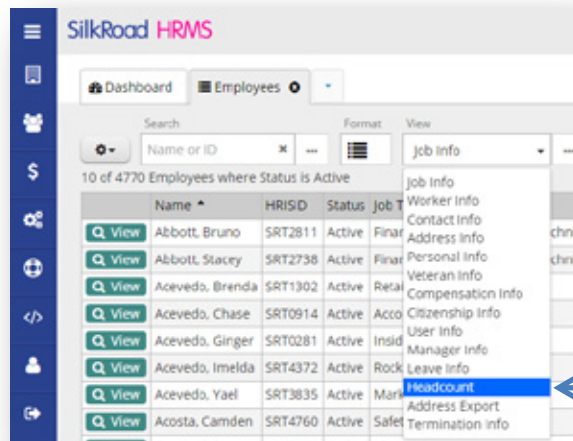
Each Dashboard section can be expanded and collapsed by clicking on the arrow to the left of the section header. Preferences for sections that are expanded or collapsed are saved after navigating away from the Dashboard page.



This functionality is available immediately and automatically after upgrading to the 2016.1 HRMS release.

Additional fields on Headcount View

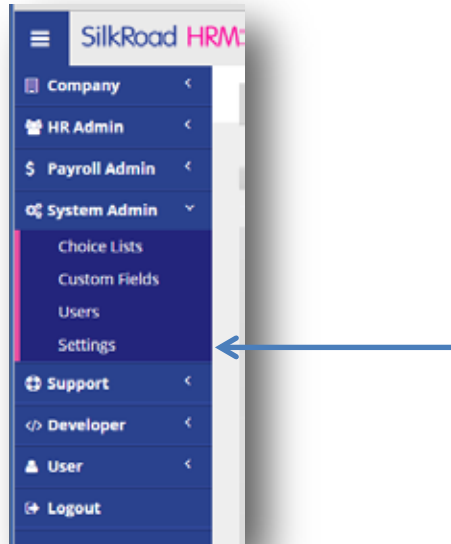
Additional fields on the Headcount View allow HR administrators to view all personal and work information for a worker record in one place and easily export it to Microsoft Excel. Home Address, Mailing Address, Work Address, Alternate Address, Employment Status and Pay Frequency are now available on the Headcount View.



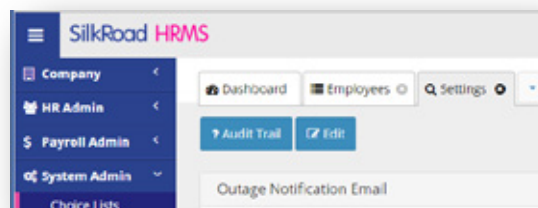
ESS settings

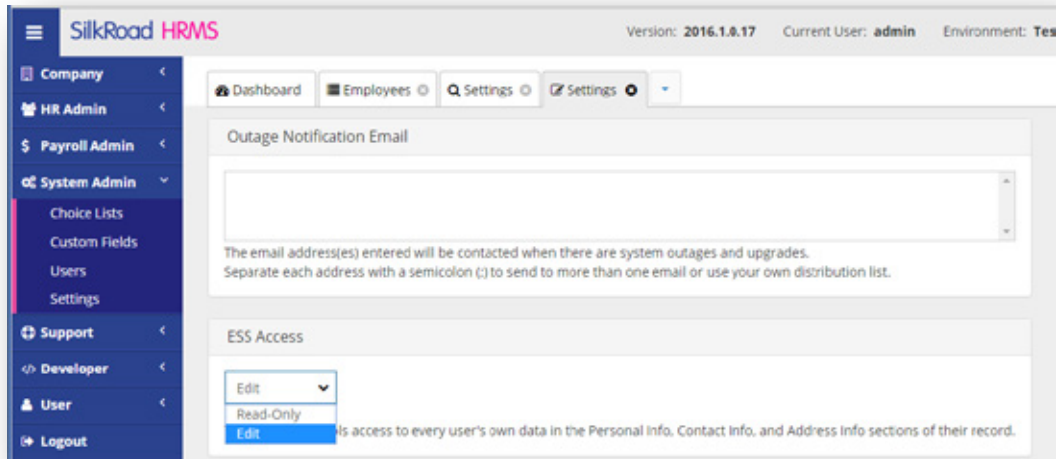
Employee self service (ESS) settings allow HR administrators to set what employees can view and/or edit in HRMS. This provides flexibility so that HR administrators can better align how employees use HRMS within the culture of the organization.

The ESS Access setting controls whether or not employees have edit or read-only access to their personal data. This setting can be accessed under the System Admin menu item on the Settings Page.



On the settings page, HR administrators can enable this feature by selecting the Edit button, navigating to the ESS Access section, and selecting the appropriate option: Edit or Read-Only.



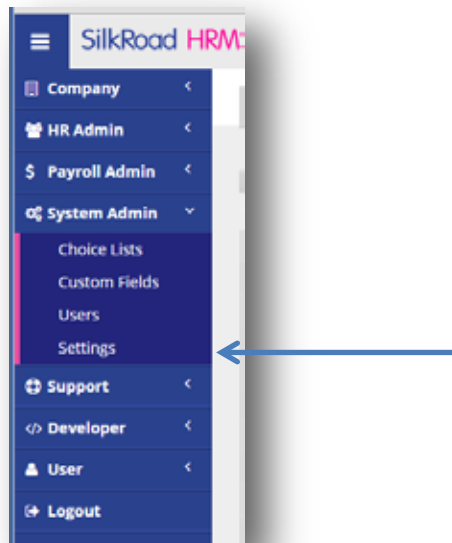


MSS settings

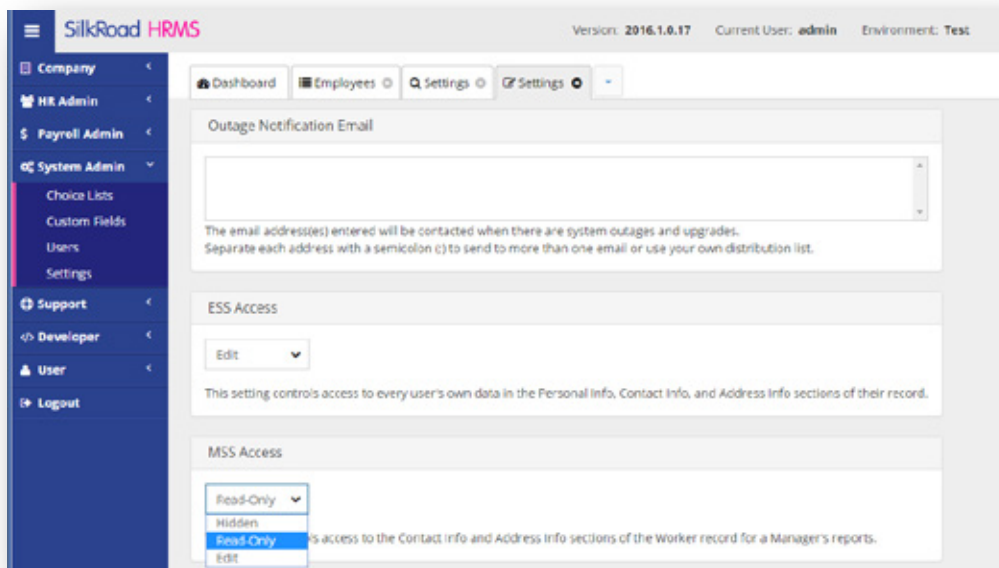
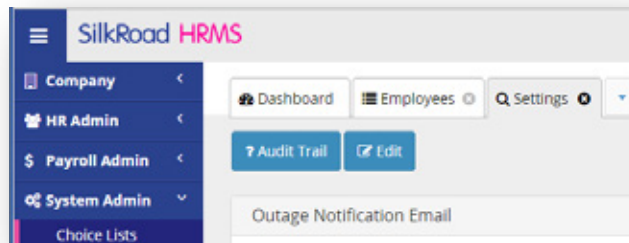
MSS settings allow HR administrators to set what managers see and/or edit in HRMS. This provides flexibility so that HR administrators can better align how managers use HRMS within the culture of the organization.

The MSS Access setting allows HR administrators to set whether or not address and contact information for a manager's direct reports is hidden, read only, or editable.

This setting can be accessed under the System Admin menu item on the Settings Page.



On the settings page, HR administrators can enable this feature by selecting the Edit button, navigating to the MSS Access section, and selecting the appropriate setting: Hidden, Edit, or Read-Only.



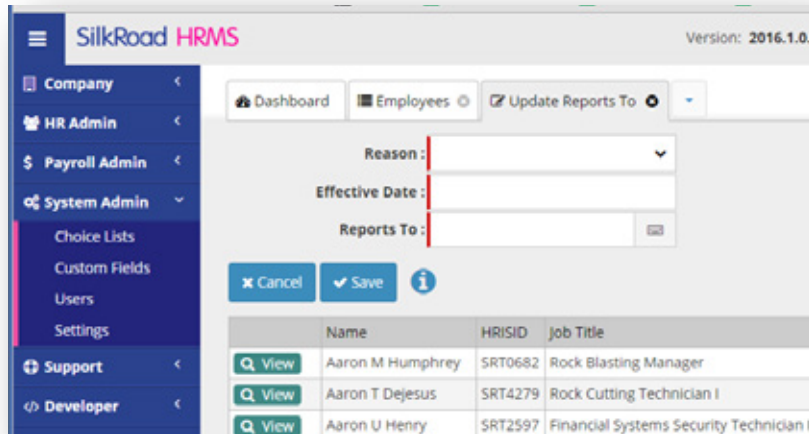
Mass update changes

Accurate employee records are a requirement for HR administrators, and they need the ability to show a reason and date for any item in an employee’s job history.

HR administrators can now enter a reason and effective date for all mass changes involving a job-related record. Reason and effective date are now available for:

- Reports To
- Organization
- Location
- Job profile
- Pay Rate

Reason and effective date are available on the mass update pages for Reports to, Organization, Location, and Job Profile. The available reasons to choose from come from the job change choice list.

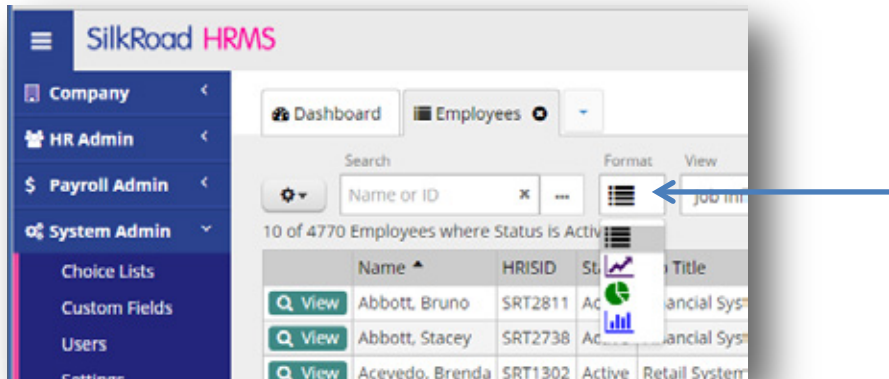


Reason and effective date are available on the spreadsheet that is downloaded for the mass Pay Rate update.

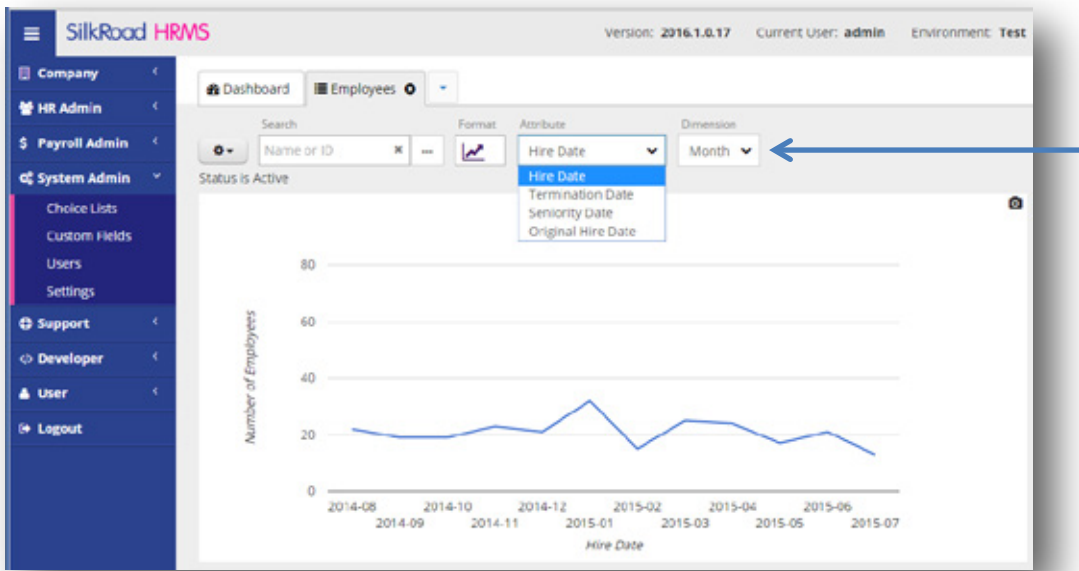
Graphing tool

HR administrators often need to provide accurate, relevant data to business leaders. Numbers aren't enough. They have to be able to predict trends and be proactive instead of reactive.

HR administrators can now produce graphs with multiple data points in various formats. The Format button on the Employees page shows data in the format you select: data grid (default view), line graph, pie chart, or bar graph.

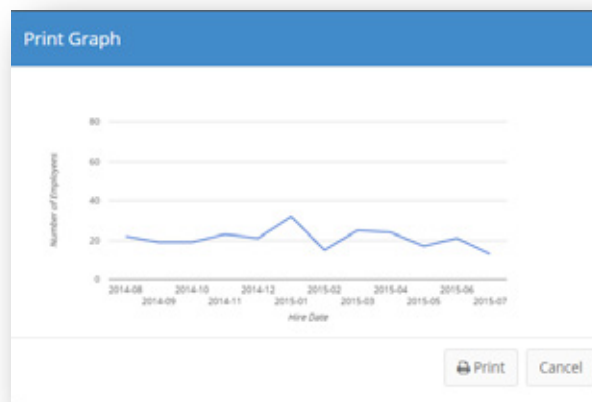


Line charts show data for a number of different attributes: Hire Date, Termination Date, Seniority Date, or Original Hire Date. Data can also be shown by month or year by selecting an option in the dimension box.

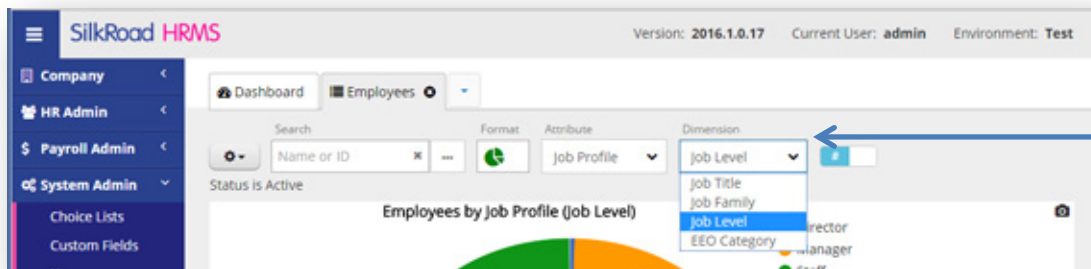
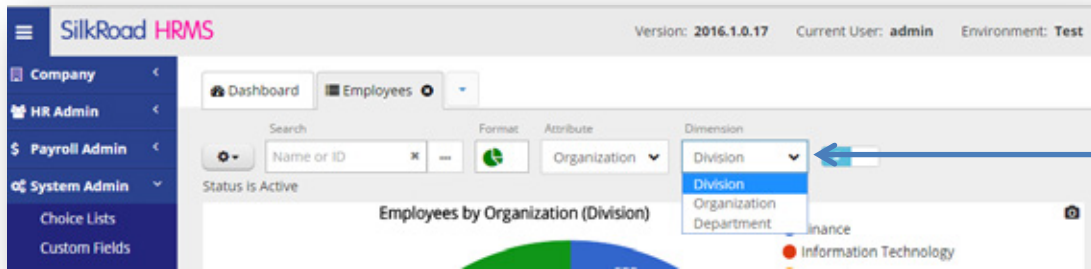


Selecting the ellipsis next to search box applies any combination of filtering to the graph, showing hires for a certain location, terminations for a certain manager, and so on.

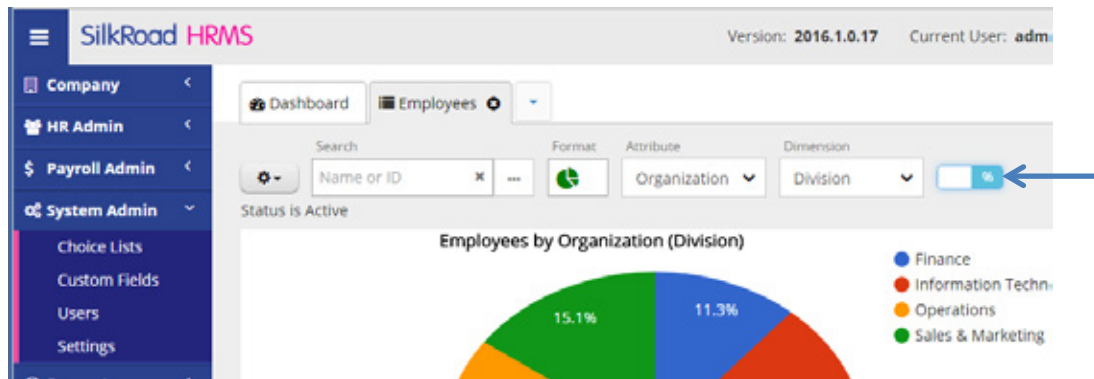
Clicking on the camera icon (upper right corner of graph) prints the graph and any applied filters.



Pie charts show the number of employees by Organization, Location, Job Profile or Manager. The dimension box shows data by hierarchy or job profile attribute.

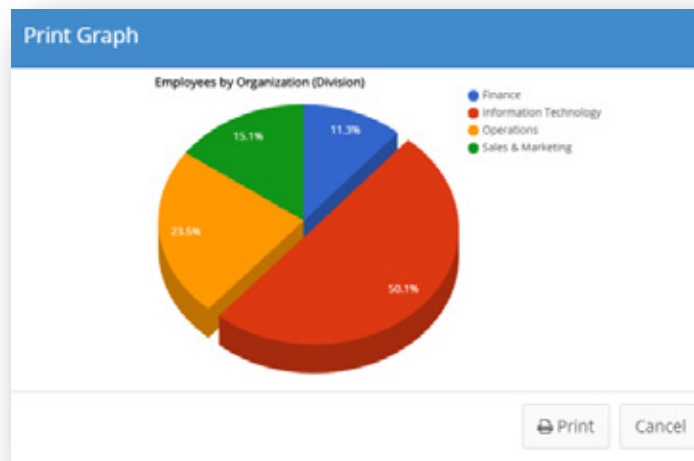


Clicking on the number/percent toggle button shows the data by either a number or percent of total.

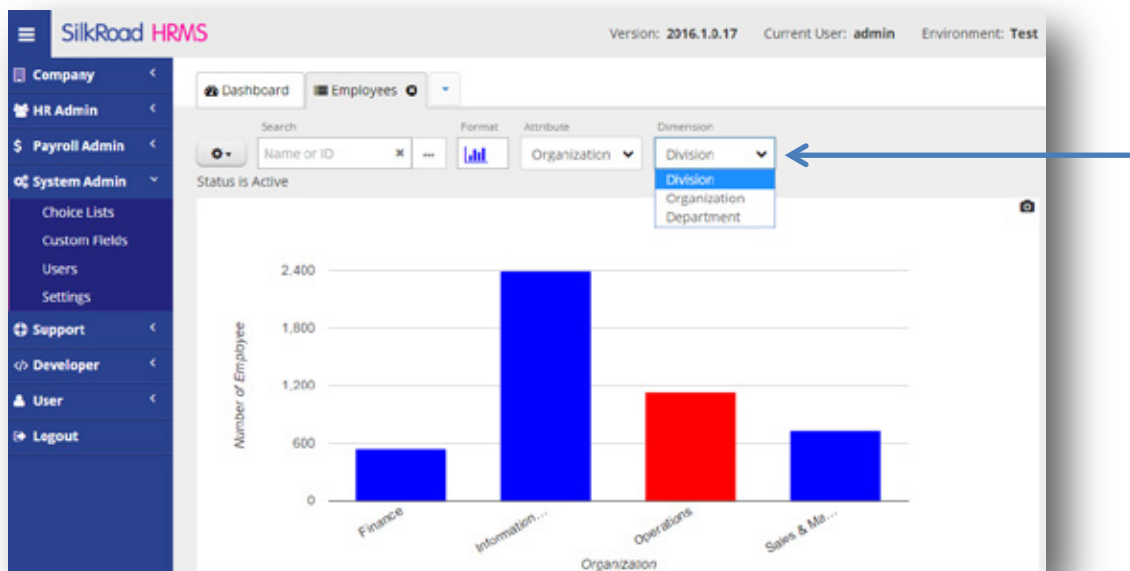


Selecting the ellipsis next to search box applies any combination of filtering to the graph, showing the number of full time employees in a certain location, number of contractors by organization, and so on.

You can explode pieces of a pie chart by clicking on a particular piece of the pie. The piece stays exploded until you click the camera icon to print.

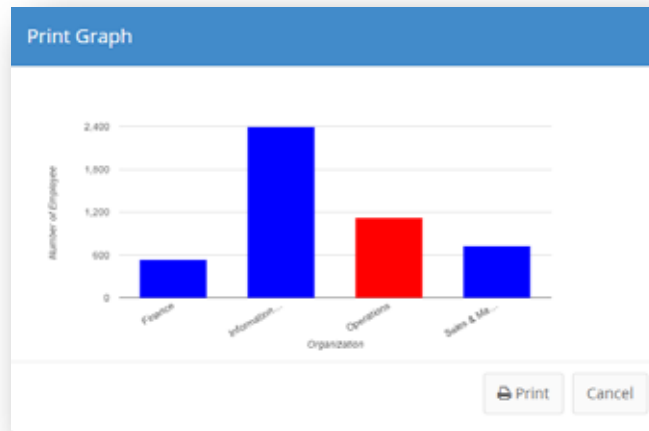


Bar graphs show the number of employees by Organization, Location, Job Profile or Manager. The dimension box shows the data by hierarchy or job profile attribute.



Selecting the ellipsis next to search box applies any combination of filtering to the graph, showing the number of full time employees in a certain location, number of contractors by organization, and so on.

Clicking on the camera icon (upper right corner of chart) prints the chart and applied filters.

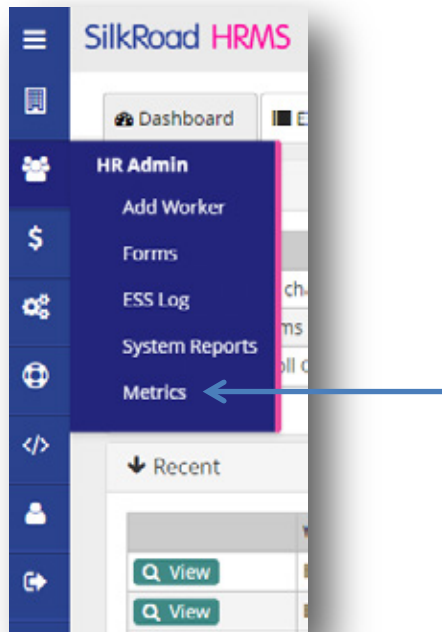


All charts and graphs can be saved by clicking the settings icon (left of the search box). All appropriate filters and graph types are saved.

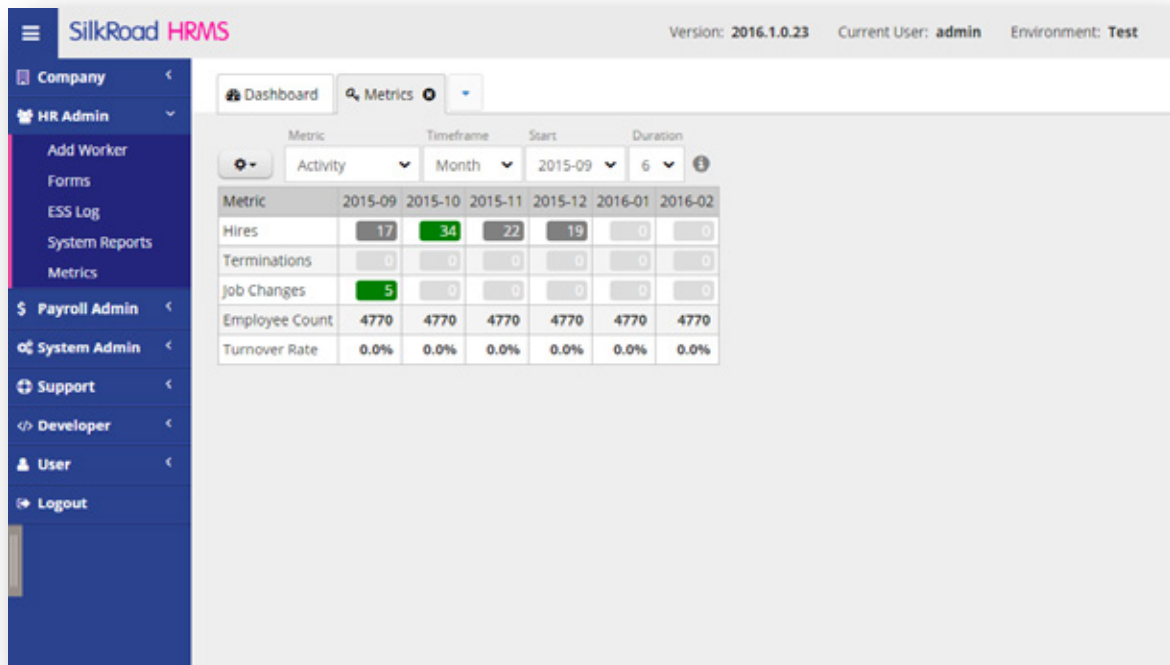
Metrics page

The Metrics page provides insight about trends in your organization such as new hires, job changes, and terminations.

To access metrics, from the HR Admin menu, click Metrics.



The chart on the Metrics page provides a quick look at the past 3 months and future 3 months of new hires, job changes, and terminations. It also identifies outliers from current averages using colors. Green indicates 150% higher than the average and blue indicates 50% lower than the average. The Metrics page also displays the employee count and turnover rate during the timeframe.



You can click each of these numbers to get detailed information and see what drives these number and outliers.

The screen sample below shows the detail provided when you click into the 5 Job Changes from the screen above:

Created On	Created By	Status	Processed On	Affected Employee	Form Type	Form Detail	Additional Info
View	07/16/2015	admin	Waiting		Dennis O Pugh	Job Change Reason Effective Date PTO Policy	Reports To Change 09/14/2015 Part-Time
View	07/16/2015	admin	Waiting		Channing X Estrada	Job Change Reason Effective Date PTO Policy	Location Transfer 09/14/2015 Full-Time
View	07/16/2015	admin	Waiting		Sopoline W Barrera	Job Change Reason Effective Date PTO Policy	Full Time to Part Time 09/14/2015 Full-Time
View	07/16/2015	admin	Deleted		Dennis O Pugh	Job Change Reason Effective Date PTO Policy	Reports To Change 09/14/2015 Part-Time
View	07/16/2015	admin	Deleted		Channing X Estrada	Job Change Reason Effective Date PTO Policy	Location Transfer 09/14/2015 Full-Time
View	07/16/2015	admin	Deleted		Sopoline W Barrera	Job Change Reason Effective Date PTO Policy	Full Time to Part Time 09/14/2015 Full-Time
View	07/16/2015	admin	Waiting		Carly S McGowan	Job Change Reason Effective Date Secondary Job Code	Location Transfer 09/14/2015 J013
View	07/16/2015	admin	Waiting		Zelenia P Estes	Job Change Reason Effective Date Secondary Job Code	Full Time to Part Time 09/14/2015 J001

Use the Metric dropdown on the Metrics page to view a breakdown of each category (Hires, Job Changes, and Terminations) to obtain more information.

SilkRoad HRMS Version: 2016.1.0.23 Current User: admin Environment: Test

Dashboard Metrics

Metric: Activity Timeframe: Month Start: 2015-09 Duration: 6

Metric	2015-10	2015-11	2015-12	2016-01	2016-02
Hires	34	22	19	0	0
Terminations	0	0	0	0	0
Job Changes	5	0	0	0	0
Employee Count	4770	4770	4770	4770	4770
Turnover Rate	0.0%	0.0%	0.0%	0.0%	0.0%

This screen sample below shows the breakdown of Job Changes. From here you can click each value to provide more detail:

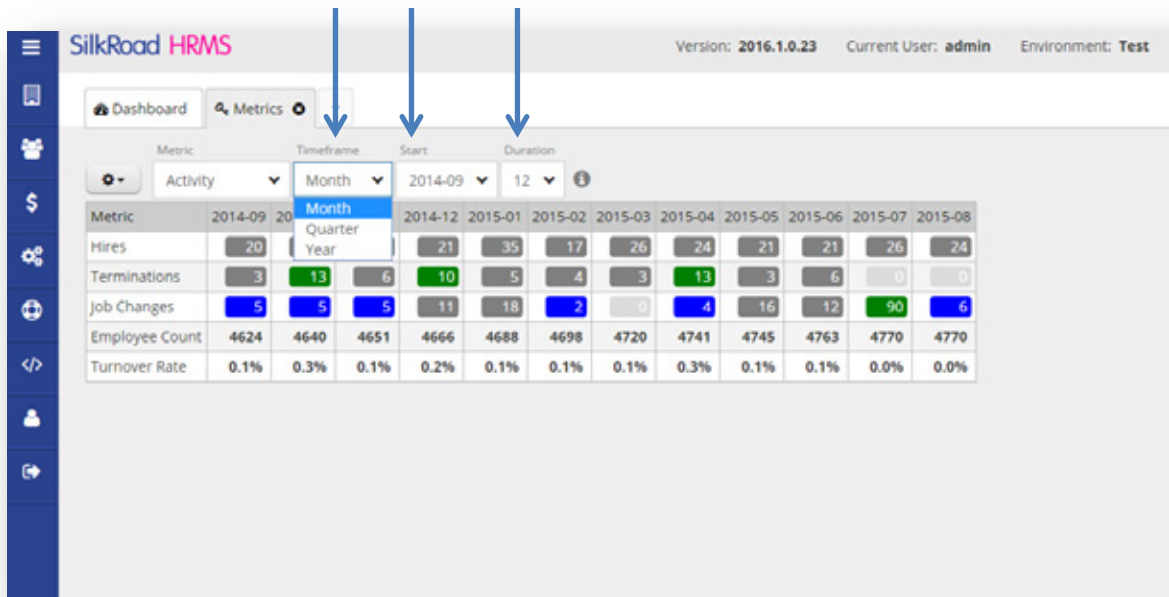
SilkRoad HRMS Version: 2016.1.0.23 Current User: admin Environment: Test

Dashboard Metrics

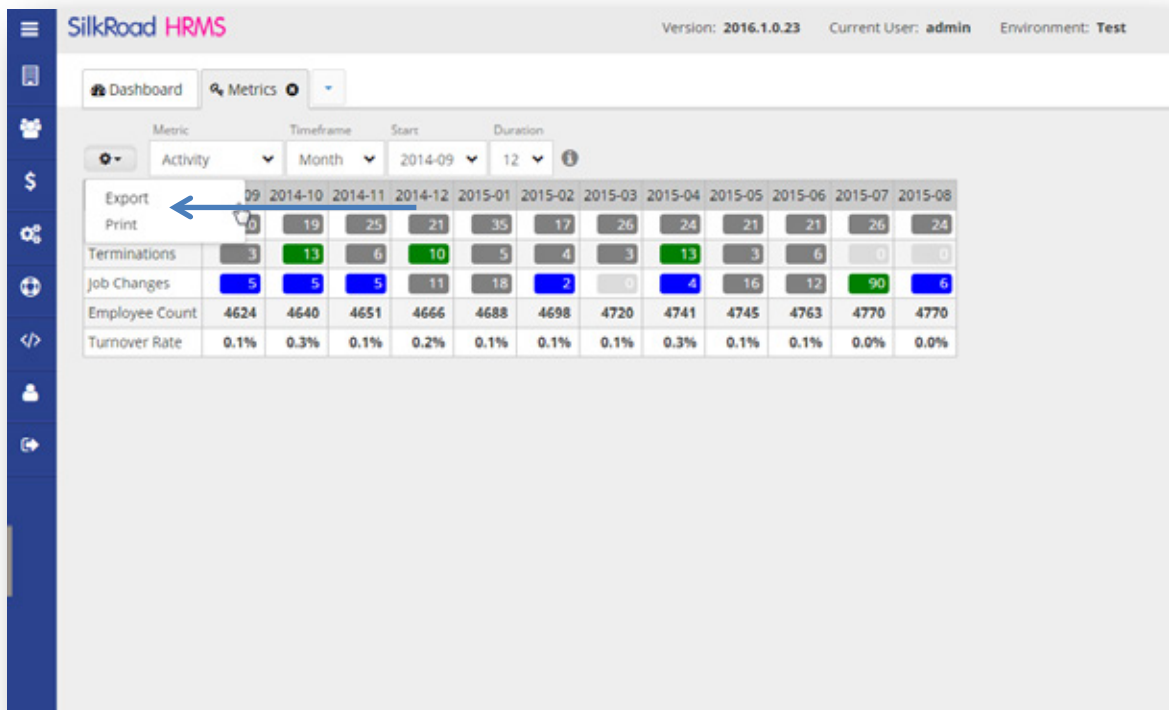
Metric: Job Changes Timeframe: Month Start: 2015-09 Duration: 6

Metric	2015-09	2015-10	2015-11	2015-12	2016-01	2016-02
Demotion	0	0	0	0	0	0
Department Transfer	0	0	0	0	0	0
Full Time to Part Time	2	0	0	0	0	0
Lateral Move	0	0	0	0	0	0
Location Transfer	2	0	0	0	0	0
Other	0	0	0	0	0	0
Part Time to Full Time	0	0	0	0	0	0
Pay Change - Cost of Living	0	0	0	0	0	0
Pay Change - Merit	0	0	0	0	0	0
Pay Change - Performance	0	0	0	0	0	0
Position Eliminated	0	0	0	0	0	0
Promotion	0	0	0	0	0	0
Reports To Change	1	0	0	0	0	0
Correction	0	0	0	0	0	0

Use the Timeframe dropdown to look at the trends by month, quarter, and year. You can also set a start date and duration, which allows you to set how far from that start date you want your chart to extend.



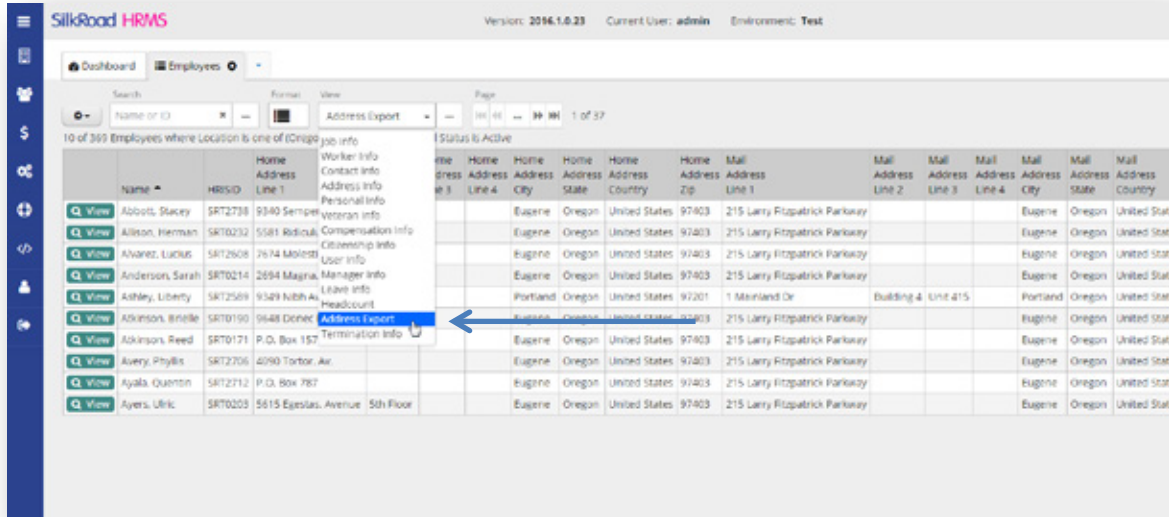
This chart can then be exported or printed for your reporting needs by clicking the gear dropdown in the upper left corner.



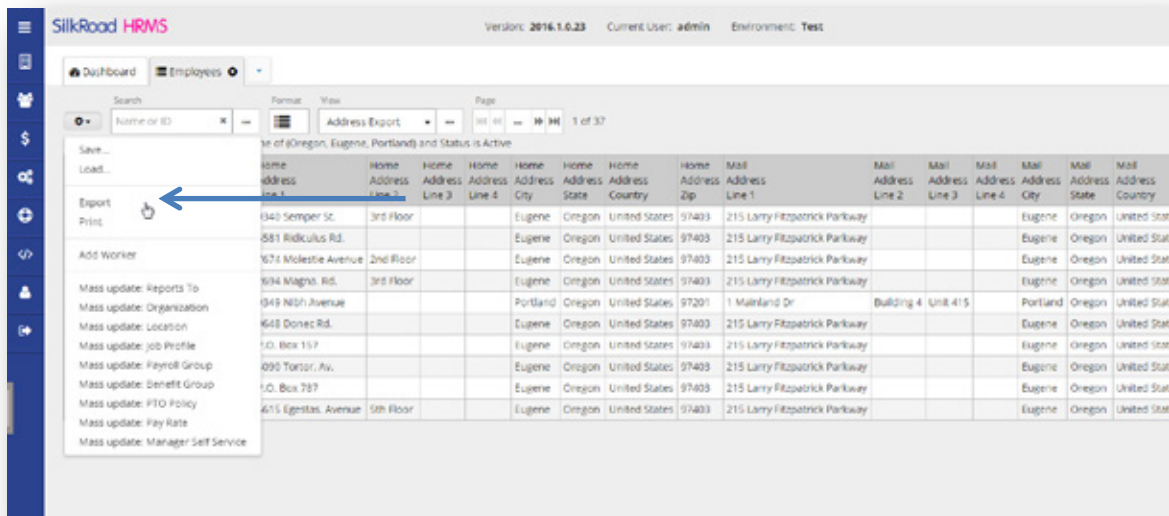
Address Export View

A new Address Export View is available in HRMS. You can use it to create a mail merge of employee addresses and more.

The Address Export View is available on the Employees page in the View dropdown.



Each part of the employee address is separated into its own column. To export, click the gear dropdown in the upper left corner and click Export.



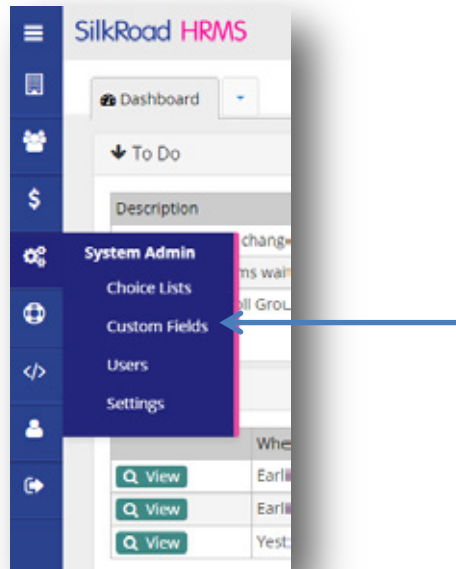
The export process creates a spreadsheet with your employee address data separated into columns. You can create mail merges, mailing labels, imports, and more from the spreadsheet.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	Name	Home Address Line 1	Home Address Line 2	Home Address Line 3	Home Address Line 4	Home Address City	Home Address State	Home Address Country	Home Address Zip	Mail Address Line 1	Mail Address Line 2	Mail Address Line 3	Mail Address Line 4	Mail Address City
2	Abbott, Stacey	SRT2758	9140 Somper St.	2nd Floor		Eugene	Oregon	United States	97608	215 Larry Fitzpatrick Parkway				Eug
3	Albinson, Herman	SRT0312	5581 Redcreek Rd.			Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
4	Alvarez, Lucas	SRT2808	7676 Molisite Avenue	2nd Floor		Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
5	Anderson, Sarah	SRT0214	2634 Magna, Rd.	3rd Floor		Eugene	Oregon	United States	97403	215 Larry Fitzpatrick Parkway				Eug
6	Aschley, Liberty	SRT2569	9149 Nish Avenue			Portland	Oregon	United States	97201	1 Mainland Dr	Building 6	Unit 415		Eug
7	Atkinson, Brice	SRT0210	9648 Conoco Rd.			Eugene	Oregon	United States	97608	215 Larry Fitzpatrick Parkway				Eug
8	Atkinson, Reed	SRT0321	P.O. Box 157			Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
9	Avery, Phyllis	SRT2706	4690 Tortor, Av.			Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
10	Ayala, Quentin	SRT2712	P.O. Box 787			Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
11	Ayers, Lorie	SRT0203	5415 Eggenia Avenue	5th Floor		Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
12	Baldwin, Kirby	SRT0277	4189 Acornman St.			Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
13	Banks, Lathah	SRT0110	2279 Igoum, Rd.			Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
14	Barker, Plato	SRT2888	4137 Oaks St.	4th Floor		Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
15	Barlow, Jason	SRT2817	P.O. Box 895			Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
16	Bartles, Nolan	SRT0227	1623 Magna Avenue			Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
17	Barr, Mary	SRT0861	5234 Passare			Portland	Oregon	United States	97201	1 Mainland Dr	Building 6	Unit 415		Eug
18	Barry, Lathah	SRT0207	4342 Quik St.			Eugene	Oregon	United States	97608	215 Larry Fitzpatrick Parkway				Eug
19	Barry, Sylvester	SRT2611	2138 Clark Ave			Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
20	Battle, Charles	SRT0113	P.O. Box 240			Eugene	Oregon	United States	97603	215 Larry Fitzpatrick Parkway				Eug
21	Bauer, Raymond	SRT0249	4788 Antio, Aye			Eugene	Oregon	United States	97403	215 Larry Fitzpatrick Parkway				Eug
22	Becker, Zeph	SRT0869	8911 Lectus, Rd.			Portland	Oregon	United States	97201	1 Mainland Dr	Building 6	Unit 415		Eug

Add Worker Import changes

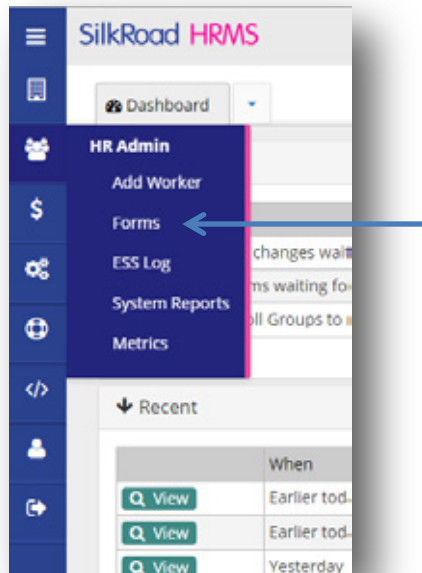
Emergency Contact, Worker, and Personal UDFs are added to the Add Worker Import. This allows you to populate these fields in the import spreadsheet and upload these values into HRMS.

To create your personal UDFs in the Custom Fields section and enable them, navigate to the System Admin menu item and click Custom Fields.

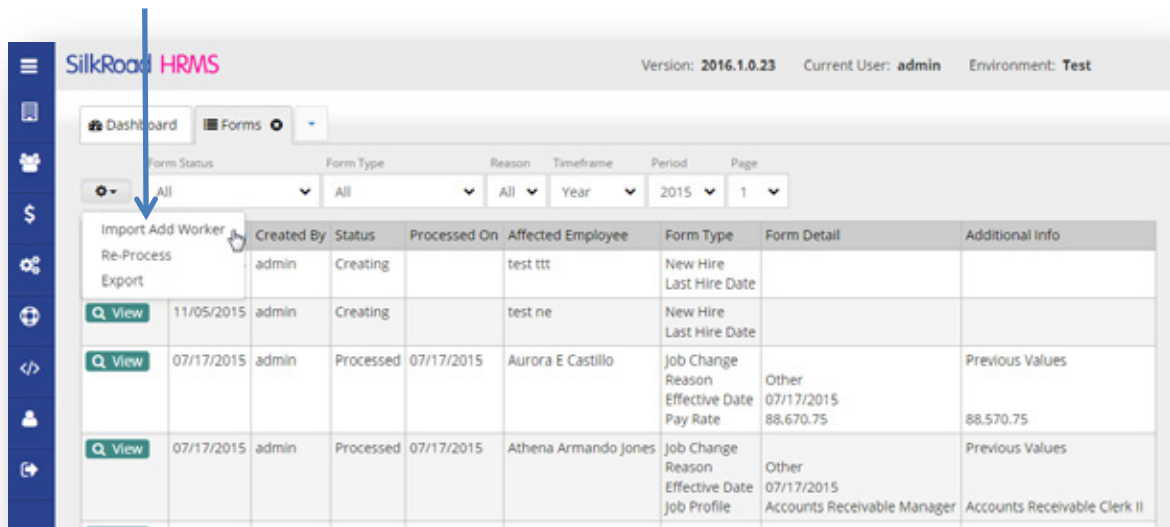


Once your custom fields are enabled, you can see them in the Add Worker Import spreadsheet.

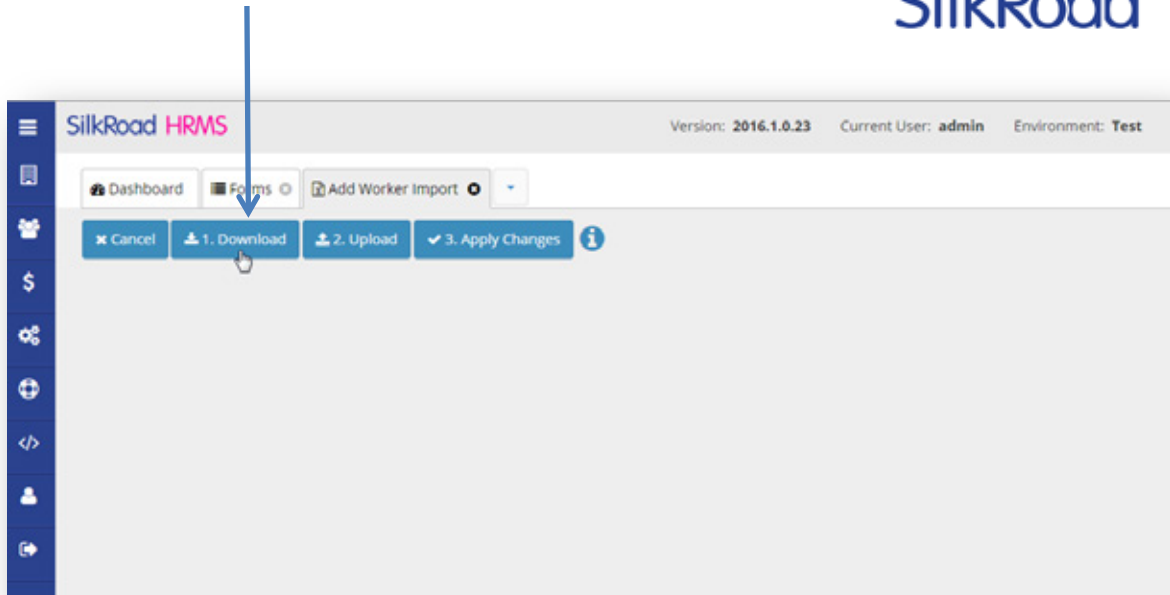
To access the Add Worker import, navigate to the HR Admin menu item and click Forms.



Once on the Forms page, click the gear icon in the upper left corner.



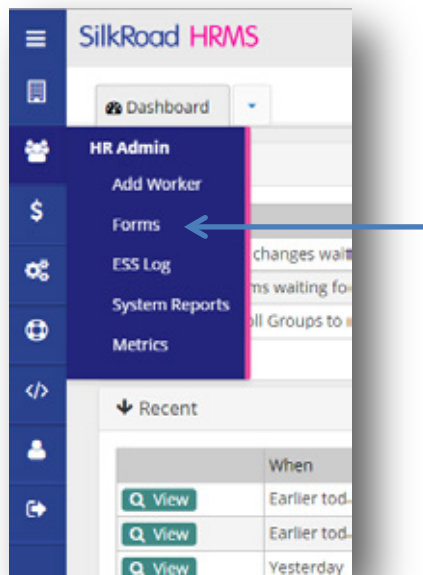
On the Import page, click to download your Add Worker spreadsheet. The spreadsheet now includes the Emergency Contact, Worker, and your custom UDFs that you have enabled.



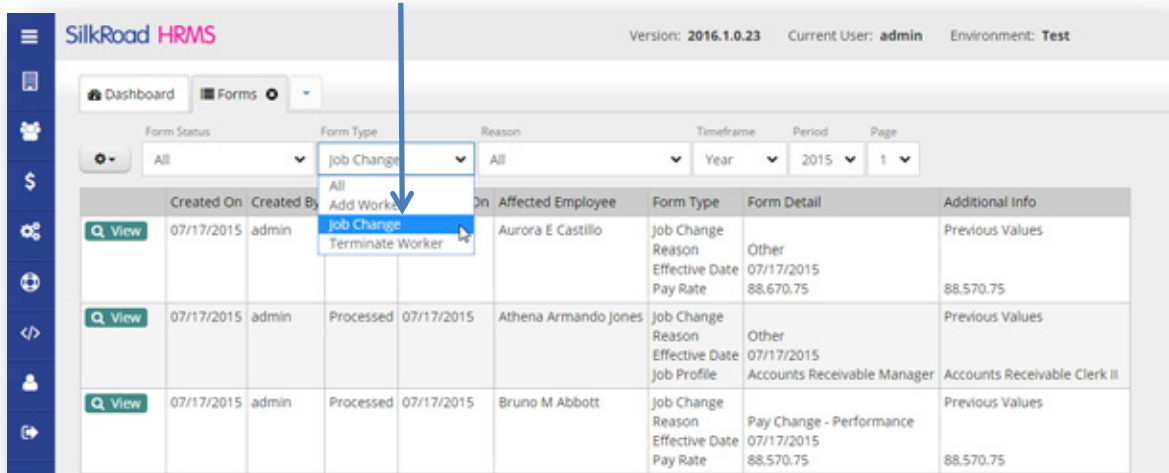
Previous values included on job change forms

Previous values are now shown on job change forms. The new value along with the previous value is shown.

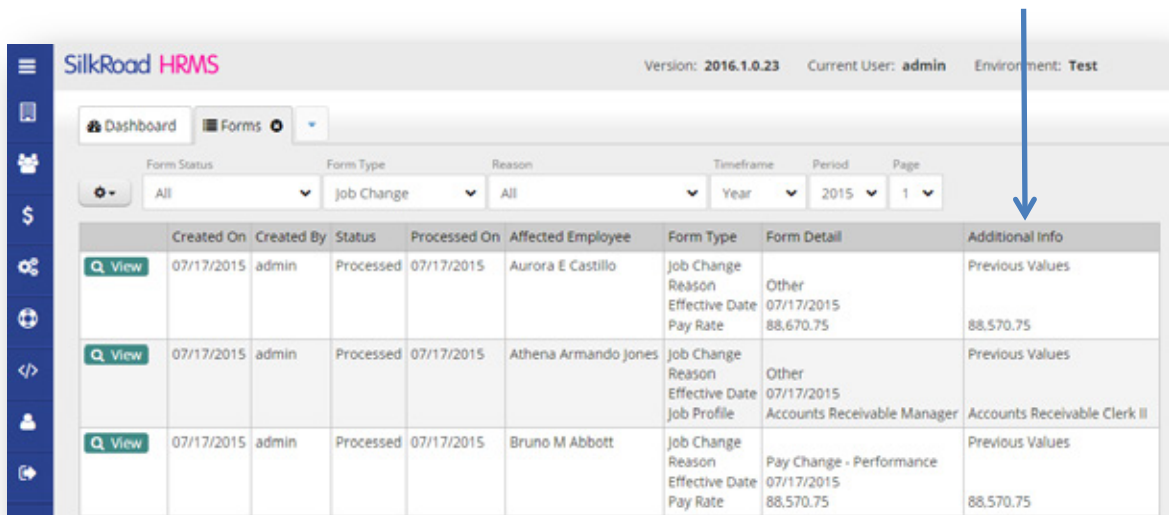
To see previous values, from the HR Admin menu option, click Forms.



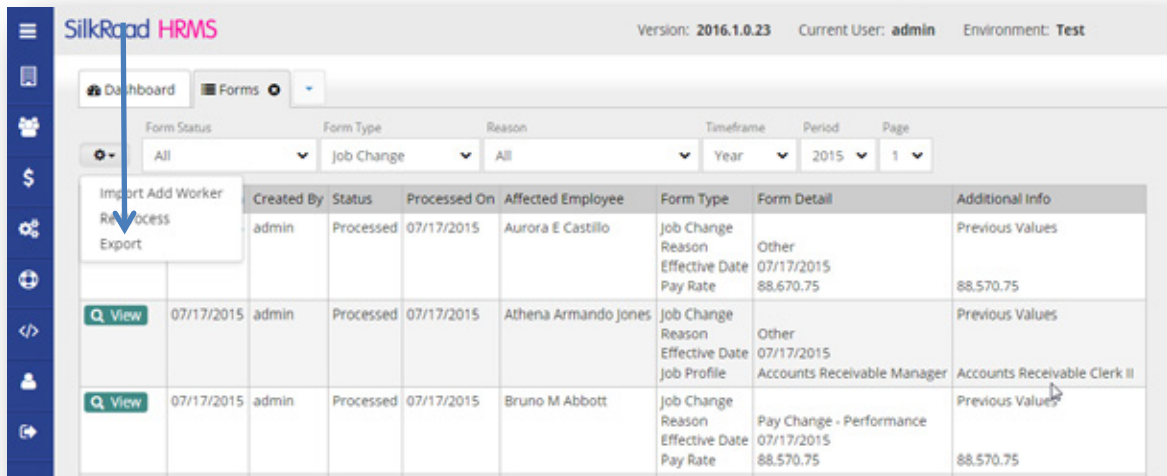
On the Forms page, select Job Changes from the Form Type dropdown.



This shows job changes with form type and form detail, the reason for the change, and what the change was. The newly-added Additional Info column shows the previous value prior to the change.



You can export this data if you want. Click the gear dropdown (upper left corner of the Forms page) and click Export.



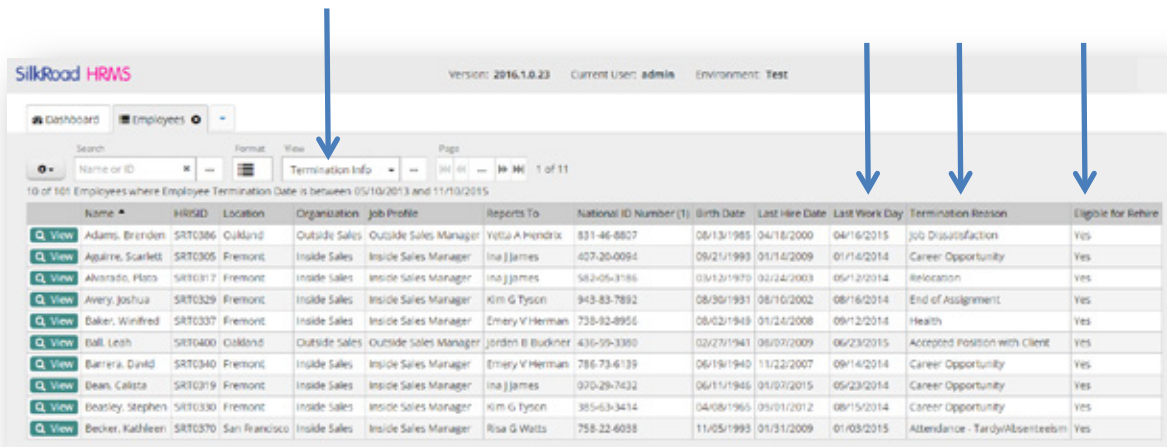
Absorb Payroll Group on Life Suite Onboarding Form (LSOF)

The Life Suite Onboarding Form (LSOF), which transfers data from SilkRoad Onboarding to SilkRoad HRMS, now transfers data from the Payroll Group field. This eliminates the manual process of having to fill in Payroll Group directly into HRMS after the employee has used SilkRoad Onboarding.

Termination View

A new Termination View is available on the Employees page. This view contains basic user termination information as well as Last Day Worked, Termination Reason, and Eligible for Rehire.

To access Termination View, select Termination View from the View dropdown on the Employees page.



Ability to Re-hire using LSOF

You can now use the Life Suite Onboarding Form (LSOF) to rehire an employee.

HRMS now uses a combination of the new Recruiter Lobby (in SilkRoad Recruiting), Life Suite Onboarding Form, and a unique Life Suite ID to identify if a user has existed in the past and is a rehire.

Once a user is associated with a unique ID in the Recruiter Lobby and is going through the Onboarding process, when the LSOF is submitted, HRMS can determine if the user:

- Exists and needs their information updated based on the form submitted.
- Should be created as a new worker.

Date of Last Compensation Change filter

You can now filter employees based on the date of their last compensation change. Filter by Last Comp Change Date is now available on the filters page, which is accessible from the Employees page.

You can choose to filter compensation changes for the last 30, 60, or 90 days—or set an actual date range.



Copy home address into mailing and alternate address fields

You can now copy home address into mailing and alternate address fields when adding or editing a worker. This makes data entry easier on the Add Worker form and Worker Detail page.

Use the Copy button to replicate home address into the mailing address and/or alternate address fields.

SilkRoad HRMS Version: 2016.1.0.23 Current User: admin Environment: Test

Dashboard Employees Bruno M. Abbott Address info

Employee: Bruno M. Abbott

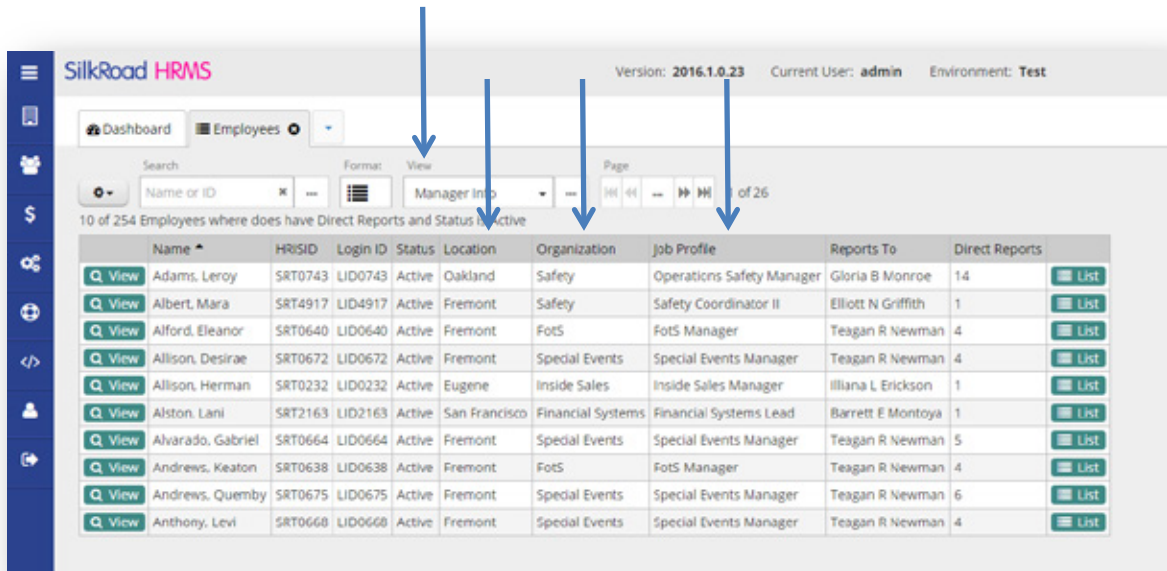
Home Address		Work Address	
Line 1:	8080 Pelentesque Av.	Line 1:	
Line 2:		Line 2:	
Line 3:		Line 3:	
Line 4:		Line 4:	
City:	Fremont	City:	
State:	California	State:	
Zip:	94539	Zip:	
Country:	United States	Country:	United States

Mailing Address		Alternate Address	
Line 1:	5 Fremont Boulevard	Line 1:	1430 Malesuada Avenue
Line 2:	2nd Flr	Line 2:	
Line 3:		Line 3:	
Line 4:		Line 4:	
City:	Fremont	City:	Fremont
State:	California	State:	California
Zip:	94539	Zip:	94539
Country:	United States	Country:	United States

Save Cancel

Additional fields on Manager Info View

The Manager Info View includes additional fields: Job Title, Organization, and Location. These new fields provide details about where your employees fit within your organization. You can export the Manager Info View to build organization charts.



Payroll Web Service

SilkRoad HRMS uses a secure web service to provide generic payroll data to external systems.

Basic process flow for export

The basic process for this integration is described below:

1. The external entity (payroll application or client) sends a service request to HRMS.
2. HRMS receives the request, authenticates and authorizes the credentials for the request, and returns the payroll data.

Listed below are the fields returned from the HRMS web service:

```
Worker LSID (unique identifier)
National ID
First Name
Middle Name
Last Name
Home Phone
Work Phone
Mobile Phone
Date of Birth
Marital Status
Gender
Worker Type
Hire Date
Job Profile LSID (unique identifier)
Location LSID (unique identifier)
Organization LSID (unique identifier)
Job Title
Worker Status
File # (Payroll Identifier)
FLSA Code
Pay Frequency Code
```

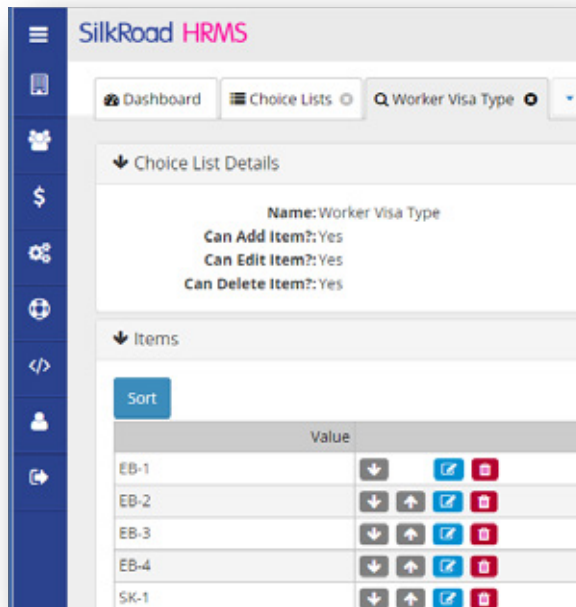
Rate Type
 Rate 1 Amount
 Term Date
 Term Reason
 Job Code
 Location Code
 Department Code
 GL Code
 Address Line 1
 Address Line 2
 Address Line 3
 City
 State
 Postal Code

Ability to edit Visa types

HR administrators often need to add additional visa types to HRMS so that they can maintain accurate employee records. SilkRoad HRMS now allows HR administrators to edit the Visa type choice list.

To edit the Visa type choice list, navigate to the Choice Lists page under the System Admin menu option. On the Choice List page, click View beside the Worker Visa Type option. You can then add, edit, or delete items on the choice list.

View	Worker Visa Type	Yes	Yes	Yes	EB-1 EB-2 EB-3 EB-4 SK-1 SK-2 SK-3 SK-4 EB-5 INV H-1B H-1C H-2A
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Resolved issues

The following issues have been resolved in this release.

Tracking ID	Support Case	Description
PTO Policy Field does not integrate with Partner Products		SilkRoad Integration Platform is able to absorb the PTO Policy field and send it to partner products.
LSID Values report displayed twice on the "Reports" Page	HRMS-2500	The LSID Values report was duplicated on the reports page. The duplicate has now been removed.
Custom Fields: Date Type - should be able to enter a date 5+ years into the future	HRMS-2681	SilkRoad HRMS users were not able to enter dates in to a custom field that was date formatted more than 5 years into the future. There now is no limit for dates entered.

Known issues

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

Issue	ID	Workaround
Add Worker Import does not complete processing the form if the hours worked value is invalid.	HRMS-1701	Ensure proper values are listed in hours worked on the Add Worker Import. If an invalid value is added during import, administrators can add the field separately using the Forms Menu.

Issue	ID	Workaround
Entering an invalid date in a custom field produces a validation error – once data is corrected, the first click on the Save button isn't recognized.	HRMS-2482	Click Save to clear the validation error. Then click Save again.
Deadlock Error on concurrent payroll processing	HRMS-3277	SilkRoad HRMS deadlocks when trying to run payroll for multiple payroll groups at the same time. The workaround until this is resolved is to run payroll for only one payroll group at a time.
F5 Fallback Page Error	Infrastructure -17717	Users may get an error because of an HTML redirect on the F5. The workaround is to click the X to close the error and continue working.
Add worker import becomes unresponsive while importing 499 workers when using FireFox browser	HRMS-3365	When using the Firefox browser to perform actions that require some significant server-side processing (for example, importing large Add Worker spreadsheets), you may receive a browser message "A script on this page may be busy, or it may have stopped responding". When this occurs, click the Don't ask me again check box and then click the Continue button.
Periods of inactivity can occasionally cause system to 'hang'	HRMS-3380	In some cases the user may have to click on a link or button twice as the system hasn't recognized the first click. In other cases the user may have to close all tabs and re-open them.

SilkRoad Learning

New features and improvements

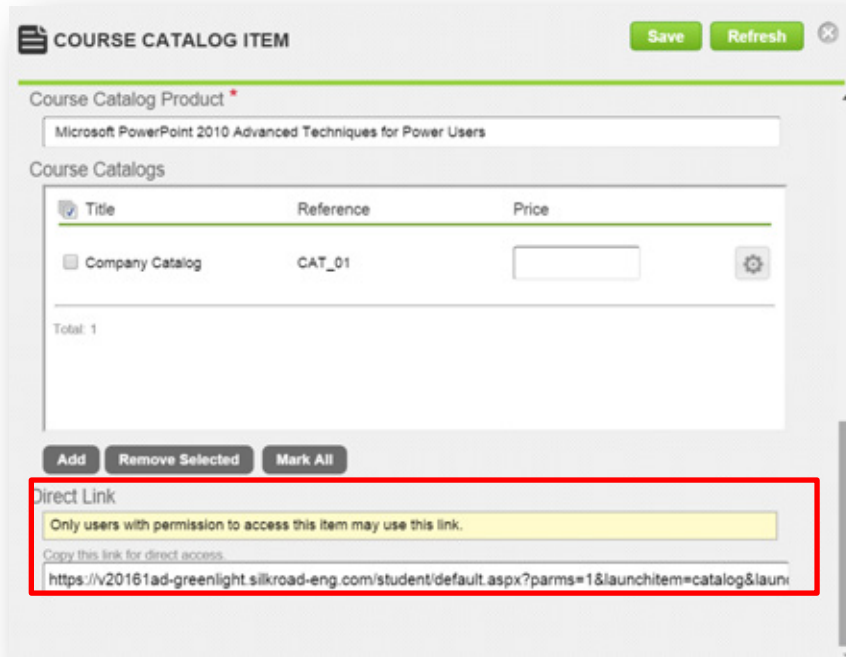
Name	Tracking ID	Support Case	Description
Direct Link to Course Catalog Item	GL-5446	621020	You can create a direct link to any published course in the Course Catalog. The direct link can be sent via an email and the recipient can then directly access the course in the Course Catalog, provided they are authenticated and have privilege to access the course within SR Learning.
Course duration time	GL-5444 GL-5271	624752	Course duration time (in hours and minutes) appears automatically in the Course Catalog search list and Course Description for any eCourse where the course duration time has been entered in eCourse properties.
HTML Matching and Fill-in-the-Blank questions	GL-5516 GL-5517 GL-5562		When Fill-in-the-Blank or Matching type questions are displayed in the Student portal, Flash is no longer required. These question types now display in HTML.
Instructor data in Notifications	GL-5523		Instructor names and email addresses can now be included in the Training Event based notifications.
Training Event Administrator Name and Email	GL-5263	615849	Added Training Event Administrator Name and Email to TrainingEventUsers and TrainingEventUsersDeclined report queries.
Default Email Notification Format	GL-5447		A new Company setting allows privileged administrators to set the default email notification format to be either HTML or Plain Text.
Training Event Copy Time improvements	GL-5522		When copying a training event, the current time zone for the event becomes the default time

Name	Tracking ID	Support Case	Description
System report name and description	GL-5340		zone for the new event. When adding a new system report or replacing an existing report with a system report, the report and description are automatically filled in using the report's default name and description.
Activity tracking now includes Windows 10 and Edge	GL-5471		Activity tracking can now detect users who are using Windows 10 and Edge to access SilkRoad Learning.
Updated link to ClickOnce extension for Chrome	GL-5312	564379	When using Chrome to launch the Importer Utility, a new preferred ClickOnce extension for Chrome is now available.
Personal Calendar	GL-5532		The Personal Calendar within Student Properties is no longer available.

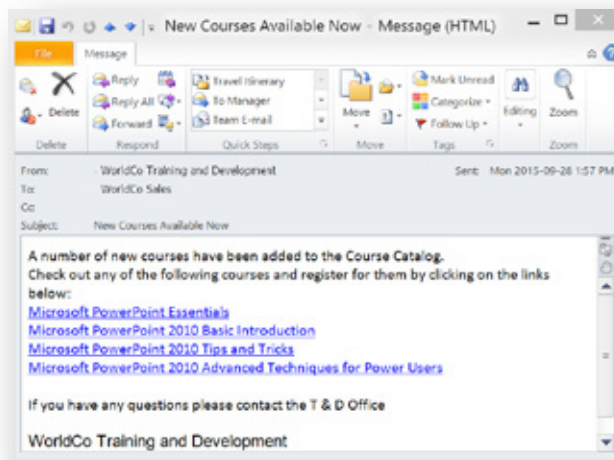
Direct link to Course Catalog Item

You can now provide direct links to courses in the Course Catalog. Direct links make it easy for users to directly access courses published in the Course Catalog. Direct links are useful when you want to suggest team members register for a course or market new course offerings. You typically provide direct links via email.

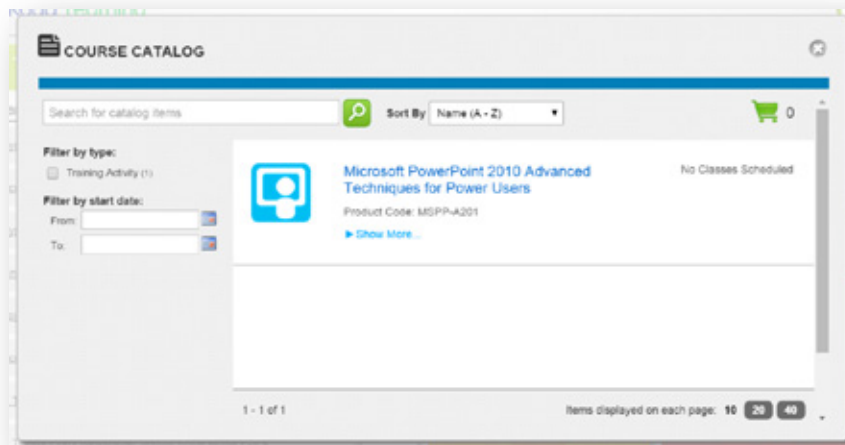
A direct link URL is automatically created for every Course Catalog Item definition. A new field appears in the Course Catalog Item properties:



Copy and paste this link into any email and send to users:



Users with permission to access the Course Catalog Item are directed to the associated course in the Course Catalog where they can register once they are authenticated to the SilkRoad Learning instance.



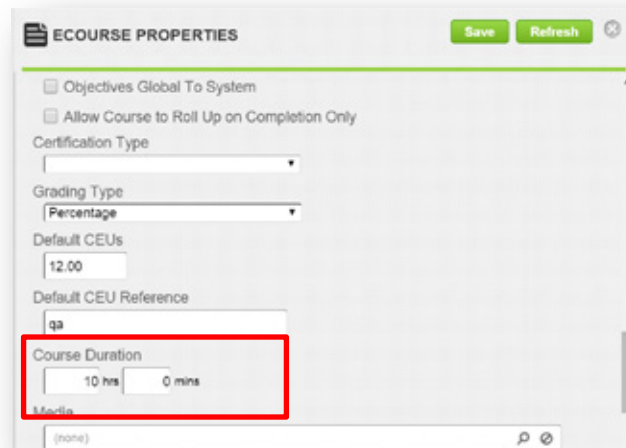
Note: The user of the direct link must have pre-existing permission to see the catalog item to add or schedule training using this method.

Course duration time in Course Catalog

When selecting a course from the Course Catalog, you can now see the estimated time it will take to complete the online course before registering.

Define course duration time

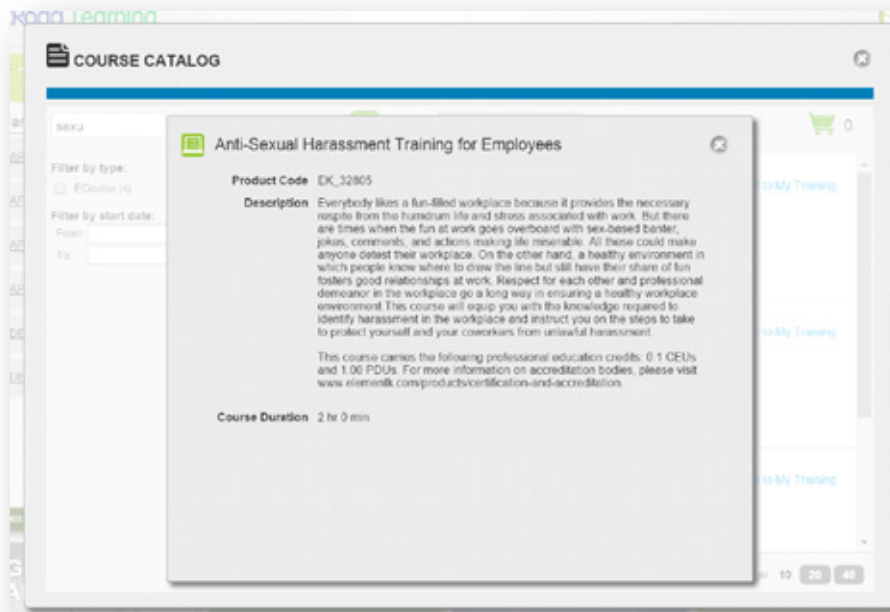
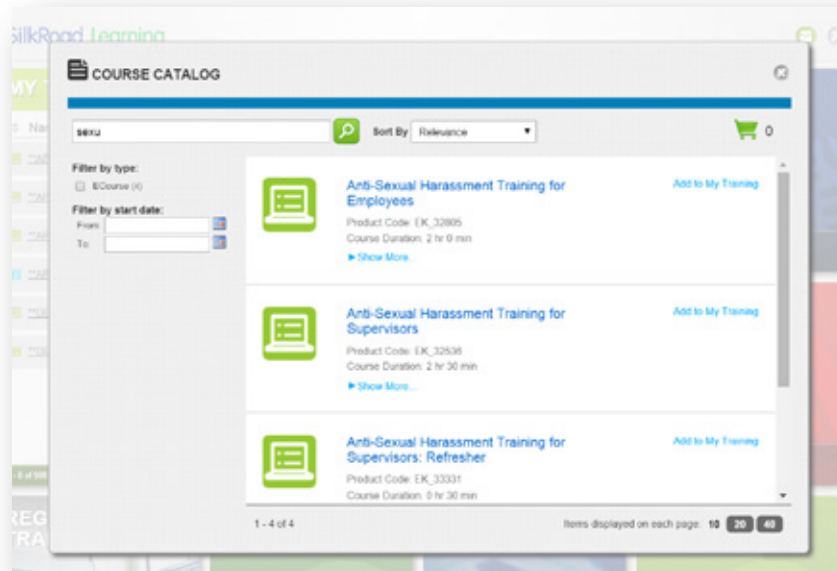
Administrators can enter an estimated course duration time on the eCourse Properties page:



Display course duration time

The Course Catalog automatically displays the course duration time whenever the Course Duration fields in eCourse Properties contain data. The duration appears in

both the Course Catalog search list and Course Description for any course that includes an course duration time:

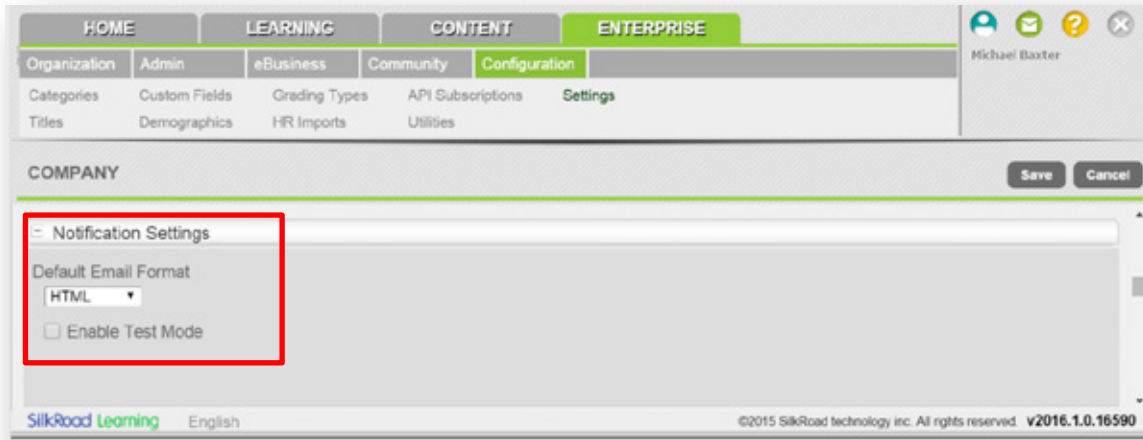


Default email notification format setting

You can now set the default email notification format for your company so that users receive emails in either HTML or Plain Text. In the past, you had no control over this setting and had to request SilkRoad Support make changes. Now you have full control over what the format defaults to for the entire company.

Define Email notification format

In Enterprise>Configuration>Settings, in the Notification Settings section, set the Default Email Format to be either HTML or Plain Text:



Note: If set, the user profile setting for default email preference overrides this company-wide setting.

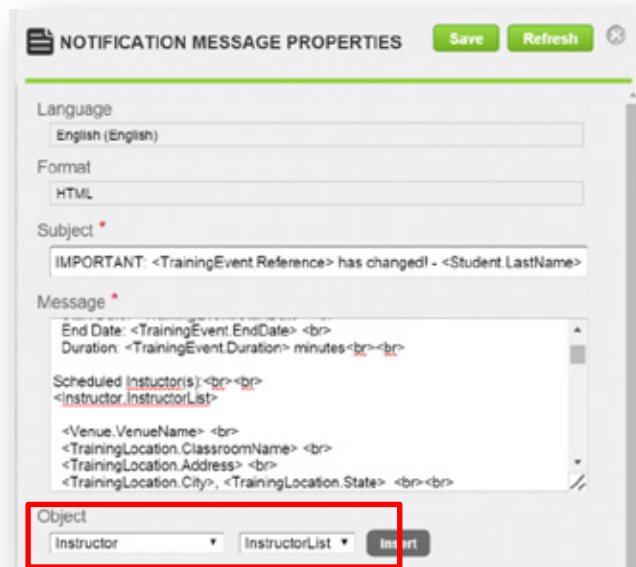
Instructor names and emails in notifications

You can include a list of one or more instructors scheduled for an event as part of an outgoing notification for training event reminder notifications. A new field tag is now available <Instructor.InstructorList> that can be included in any of the following notifications:

- Training Event Cancellation
- Training Event Change
- Training Event Enrollment
- Training Event Enrollment Cancellation
- Training Event Enrollment Pending
- Training Event Start
- Training Event Waitlist
- Training Event Waitlist Cancellation

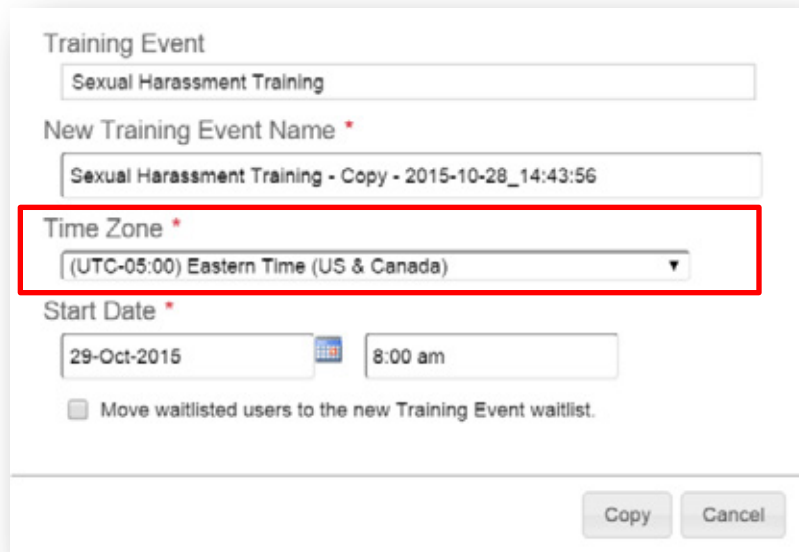
When generated in the notification, the <Instuctor.InstuctorList> field tag returns a list of ALL scheduled instructors in the event in the following format:

```
Firstname1 Lastname1 (Instuctor1Email)
Firstname2 Lastname2 (Instuctor2Email)
```



Training Event Copy Default Time Zone

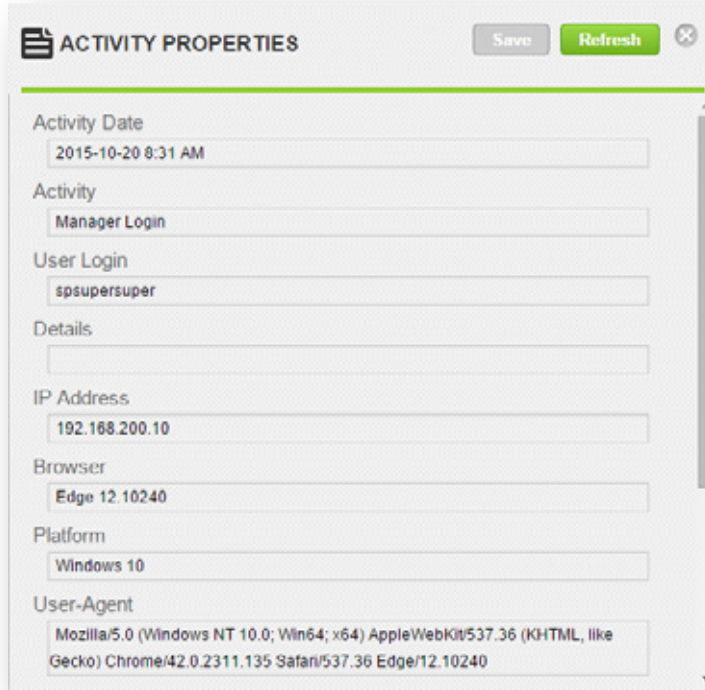
When copying a training event, the current time zone for the event becomes the default time zone for the new event.



The source training event here is scheduled in Eastern Time (US & Canada). The copied training event now defaults to this source time zone and not the company default time zone.

Activity tracking supports Windows 10 and Edge browsers

SilkRoad Learning can now track the latest Microsoft Windows 10 and Edge browsers. Navigate to Learning>Monitor>Activity and view Login properties to determine the browser used on Login:



Resolved issues

The following issues have been resolved in this release.

Tracking ID	Support Case	Description
GL-4368	489935	The SR Student History, SR Student History – All Exams, and SR Student Training Combined Reports are now correctly formatted when more than 99 records are displayed. Additional lines are now removed.
GL-4866	510462	Uploading a student ad-hoc record no longer causes an error for any date/time regional settings.
PE-26016	568357	
PE-32090		
PE-34269		
GL-4995		Course Catalog Invoice Report now correctly applies date filters when generated.
GL-5021	600920	Applying an Org Unit in Student properties now displays correctly when the property sheet is saved.
PE-33966	641586	
PE-37504		

Tracking ID	Support Case	Description
GL-5160 PE-34689		The student bulk purchase notification now only lists an expiration date if an expiration date exists.
GL-5232		HTML tags in the following Question fields are now correctly escaped when generated: Stem Common Response Feedback Options
GL-5339 PE-36208	629029	Numbered lists now save correctly when using the HTML editor.
GL-5404		When a course is launched in a separate window, the explanatory text for the user is now displayed in all languages, including English.
GL-5448 PE-37476		When viewing a system report's property page, the required "System Report" field now correctly displays the system report name.
GL-5504 PE-37600	640963	When video is used as a media element in a multiple-choice or multiple response question type, the video now plays as expected.
GL-5512	564379	When users decline an enrollment from waitlist using an Outlook invite, the automatic enrollment from waitlist function is now triggered correctly if it is set to ON in a training event property.
GL-5521 PE-36397	630765	Multiple choice questions created in imagen now react correctly when choices are selected.
GL-5558 PE-38152		When editing and saving a training catalog item, the description text no longer inserts additional line feeds on save.
GL-5568	642152	Content object version comments now support up to 400 characters and prompts the user if their text comment exceeds 400 characters. Moving content objects through workflow is no longer affected by the length of text in the comment field.
GL-5572	647149	Saving a company report with a large number of saved courses no longer produces an error when saving filters.
GL-5617 GL-5618 PE-38520		Next function now correctly navigates between SCORM content loaded in a separate window to native SR Learning content in Internet Explorer browsers.
GL-5620 PE-38571	651440	HR importer tool now correctly indicates the label on the option that "File Includes Column Headers".

Tracking ID	Support Case	Description
GL-5638 PE-38100	645173	The invoice type is now being set correctly on all student bulk purchases.
GL-4262		When unsubmitting a Checklist, the Unsubmit button now appears in the localized language for the user.

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 user's 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 Assignments do not appear in My Training when part of an Equivalency.	GL-2956	Self-launching Assignments can only be 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.

Issue	ID	Workaround
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 will not load in Internet Explorer 8 or earlier	GL-4406	Old Version of HTML Editor will show instead. Users should use browser that supports modern standards.
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 large files (>500Mb) using Internet Explorer 8 or 9, SilkRoad Learning does not stop users from uploading, but the files are not uploaded and no alert is displayed to tell the user why.	GL-5108	Use a browser other than Internet Explorer 8 and 9.
When using Internet Explorer 8 or 9, a progress bar is not displayed when uploading a file to SR Learning.	GL-5109	Use a browser other than Internet Explorer 8 and 9.

Issue	ID	Workaround
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.

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 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
Enhanced Integration with SilkRoad Recruiting	Red-6081		The Recruiter Lobby allows recruiters to launch candidates directly from Recruiting as active employees into Onboarding, Rehire, and Transfer events.
Additional Recruiting Partner and Methods for Direct Integration with Onboarding	Red-7078		There is a new recruiting partner and an enhanced set of APIs offering additional options when integrating with Onboarding.
Self Service – Ability to Change Login ID	Red-1400	00317949	Privileged users can change Login IDs through the UI.
New Notification Type for Login ID Changes	Red-7489		A notification can be configured to be sent to the user whose Login Id has been modified.
Self Service – Two New Settings for Passwords	Red-6797		Added two new settings to the Employee tab of the Settings page to enable users to set password length and password strength.
Self Service – Improved Performance When Downloading Multiple eForms	Red-7461	00577336	Using a self-service UI setting optimizes the downloading of multiple PDFs through the UI.
Audit Report Enhancements	Red-6138, Red-7012		Added IP address of user whose action generates audit entry, added entry for when a site is manually restarted through the UI and added new filters for the report.
Usability Improvement for the Employee Report	Red-7008		Enhanced labels and layout of the filters for the employee report to make it more intuitive to the user.

IP Address Displayed I-9 Footer	Red-7326	The IP address of the person signing the I-9 is being captured and displayed in the footer of I-9
Notification Enhancement on Task Update	Red-6411	There is a new option for the Task Update notification to notify for active tasks only (checked) or for all tasks (unchecked).
Notification Enhancement to Disable Emails	Red-5427	New Send Emails checkbox option to allow or prevent the processing of the notification.
Notification Settings Validations	Red-6823	Email format validation added to three notification settings
Helpful Text on Export/Import Pages	Red-7467	Text has been added to the export and import pages to remind users that it is best to utilize the export/import feature during off hours.
eForms Library Enhancement	Red-7277	eForm Builder forms which are added to the library by SilkRoad can be cloned and used by customers.

Enhanced integration with SilkRoad Recruiting

The Recruiter Lobby allows recruiters to launch candidates directly from Recruiting as active employees into Onboarding, Rehire, and Transfer events. This feature is available in addition to the existing option to “Roll Out the RedCarpet”, which places the candidates into the Pending User Queue.

With this release, both new and existing mutual Recruiting and Onboarding customers can use this streamlined approach to onboarding new hires, rehires, and transfers. This enhanced integration:

- Is completely configurable by your Onboarding and Recruiting administrators.
- Eliminates the need for a recruiter to log in to Onboarding (SSO is not required) because the recruiter is implicitly authenticated to Onboarding.
- Allows rehires to be selected from an existing list of employees in Onboarding to avoid duplicates.

For more information, search Onboarding online help for “Recruiter Lobby” or refer to the SilkRoad Recruiting section of these release notes.

Note: Should you receive a message that states the Recruiter Lobby Configuration is unavailable, please contact SilkRoad Support for assistance.

New recruiting partner: SmartRecruiters/methods for direct integration with Onboarding

SmartRecruiters has now joined Jobvite in partnering with SilkRoad Onboarding to use the RedCarpet Recruiter Lobby feature for direct integration. Currently, the SmartRecruiters integration with Onboarding is in beta.

If you are currently a SmartRecruiters customer, contact SilkRoad Support and request an administrator be added to the RedCarpet Configuration Manager team in order to configure the trust between the SmartRecruiters and Onboarding sites. You can also refer to online help for specifics about configuring your Onboarding site. Additionally, an administrator will need to go to the SmartRecruiters Marketplace, search for SilkRoad Onboarding and click Get Started.

Self Service – Ability to change Login ID

SilkRoad Onboarding now provides the flexibility to change the Login ID of an employee. Updating the Login ID is beneficial for a variety of scenarios including when a Login ID is based on employee name and the employee experiences a name change, or in the event a personal email was originally associated to the Login ID. The rules for this new feature are:

- A new privilege, called Change User Login ID, is required to use this new feature.
- You can only change the Login ID on the Edit User page. Login IDs cannot be changed via web services.
- Changing the Login ID generates a note on the employee profile and an audit note in the Audit Report.
- Login IDs cannot be reused. If a user has one or more old login IDs, there is a history link next to the Login ID field, which displays the old login IDs.
- On the Find Employee page, the Login ID field always searches against the active login IDs and the old login IDs.
- After changing the Login ID, the user can only log into Onboarding with the new Login ID, not the old Login ID.

Edit Employee
(John Adams)

Details **Key Properties** Teams & Categories Events I-9 eForms Documents

Details:	First Name	<input type="text" value="John"/>	Employee ID	<input type="text" value="POTUS02"/>
	Middle Name	<input type="text"/>	Authentication Type	<input checked="" type="radio"/> Standard <input type="radio"/> External
	Last Name	<input type="text" value="Adams"/>	Login ID	<input type="text" value="Johnny.Adams"/> history
	Email	<input type="text" value="John.Adams@silkroad.com"/>	Previous Login IDs:	John.Adams JJ.Adams
	Hire Date	<input type="text"/>	SSO ID	<input type="text"/>
	Termination Date	<input type="text"/>	Password	<input type="text"/>
			Confirm Password	<input type="text"/>

Force Password Change

Employee Profile: [Edit Employee Profile](#)

Notes: [Hide Notes](#)

Show system notes

Change made by Administrator at 11/10/2015 11:06:12 AM EST
[Login ID has changed from: "JJ.Adams" to: "Johnny.Adams"](#)

Change made by Ronald Reagan (Ronald.Reagan@silkroad.com) at 11/10/2015 9:47:54 AM EST
[Login ID has changed from: "John.Adams" to: "JJ.Adams"](#)

New notification type for Login ID changes

A notification can be configured to be sent to a user whose Login Id has been modified. The email alerts the user of the Login ID change and includes who made the change, old Login ID, and new Login ID. The email also includes a link to the Onboarding site.

This new notification is initially configured NOT to be sent. You must opt-in by selecting the new Send Emails check box (shown in second screenshot below) to have this notification sent to employees.

Select Notification

Employee

Tasks

Events

Bulk Upload

E-Verify

Settings

Welcome

Sent when a new employee is created.

Specialization Table - Notifications can be targeted based upon a specified property and prioritized

Key Properties	Priority
*	▲ ▼

UserNoteAdded

Sent out when a note is added to an employee's profile.

[Edit Notification](#)

SharedDashboardActivate

Sent when a shared dashboard is activated.

[Edit Notification](#)

SharedDashboardDeactivate

Sent when a shared dashboard is deactivated.

[Edit Notification](#)

EventLaunched

Sent when an event is created for an employee.

Specialization Table - Notifications can be targeted based upon a specified property and prioritized

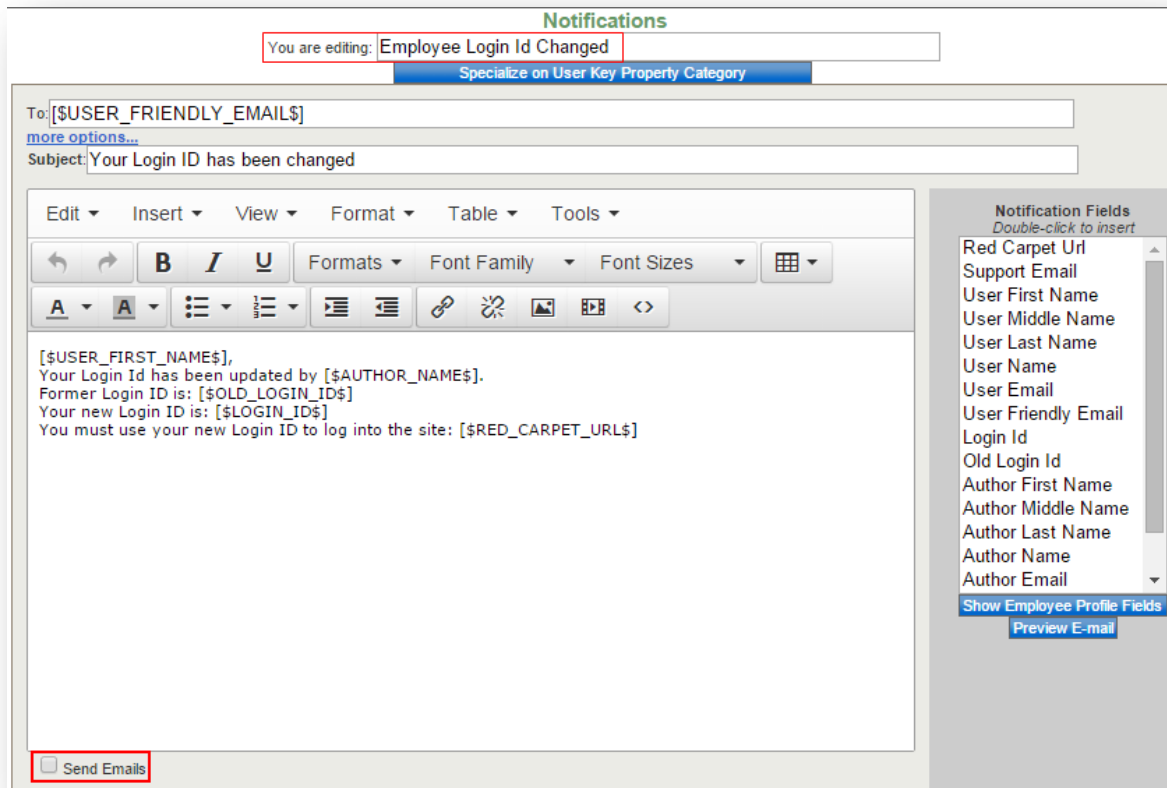
Key Properties	Event	Event Category	Priority
*	*	*	▲ ▼

UserLoginIdChanged

Sent out when an employee's login id is modified.

Specialization Table - Notifications can be targeted based upon a specified property and prioritized

Key Properties	Priority
*	▲ ▼



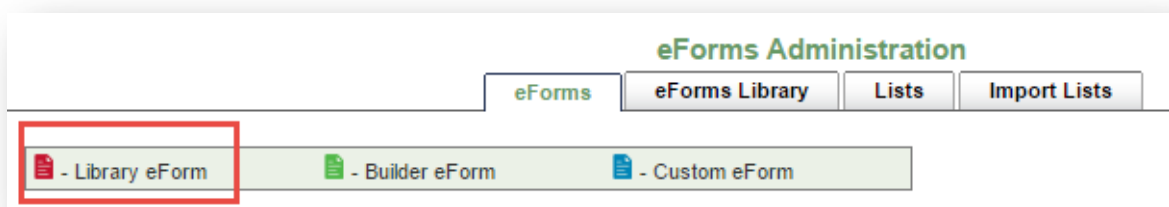
During setup of the notification, these tokens are options:

- Red_Carpet_URL
- Support_email
- User_First_Name
- User_Middle_Name
- User_Last_Name
- User_Name
- User_Email
- User_Friendly_email
- Login_ID
- Old_Login_ID
- Author_First_Name
- Author_Middle_Name
- Author_Last_Name
- Author_Name
- Author_Email
- Author_Friendly_email
- Relevant_Manager_Emails

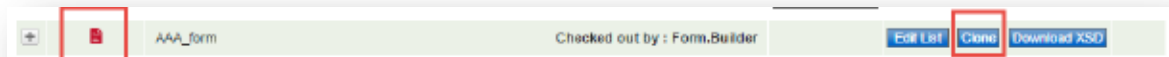
eForms Library enhancement

This enhancement allows you to leverage additional forms in the eForms Library beyond the typical state and federal forms.

Administrators can go to the eForms tab on the eForms Administration page and look for eForms that have both the red Library eForm icon *and* Clone button. This signifies that the eForm was built by SilkRoad services using the eForm Builder and is available for you to clone, edit, save and publish for use in your own events.



The screenshot below shows an eForm, which is a Library form, denoted by a red icon; it also shows the Clone button.



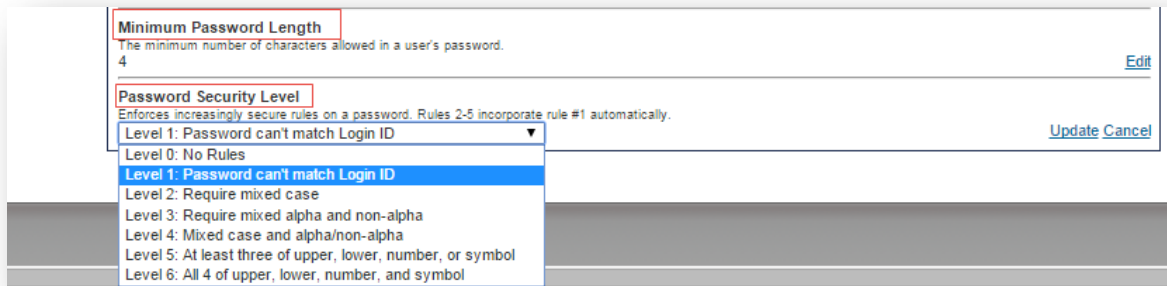
Self Service – Two new settings for passwords

Administrators can now control the minimum password length and security level for passwords using two new settings on the Employee tab of the Settings page.

- Minimum Password Length: Enter the minimum number of characters allowed in a user's password; 4 is the lowest number of characters allowed.
- Password Security Level: Select the level of security rules for a password; there are 6 increasing levels of password strength in the dropdown box.

Changes to these settings are captured in the Audit Report.

Note: Changes do not take effect until the system is restarted—either during the nightly restart or by a manual restart.

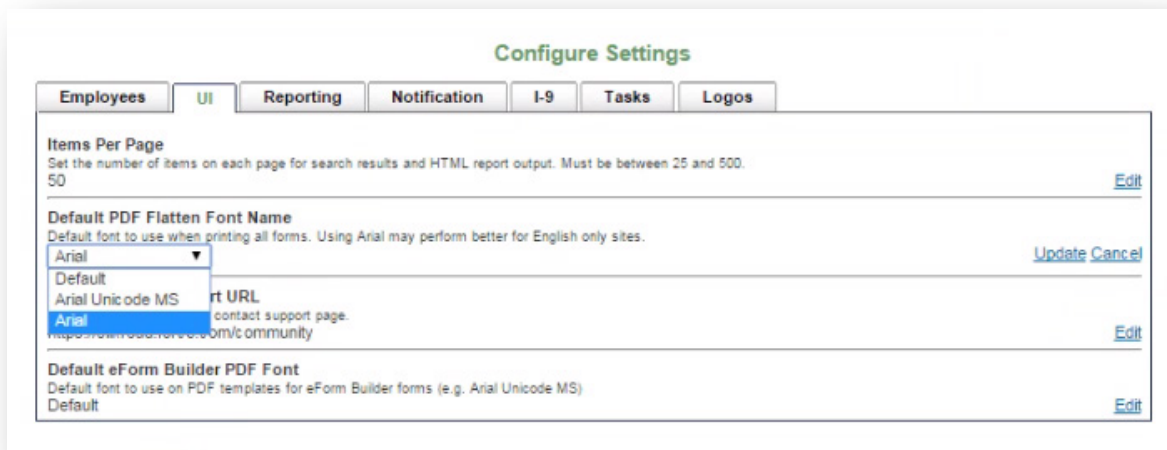


Self Service – Improved performance when downloading multiple eForms

If your administrator often uses the Download Selected eForms button to download multiple eForms and none of the eForms require a multi-byte character set language (Chinese, for example), then it is beneficial to test changing the font to Arial.

Change the font by using Default PDF Flatten Font Name setting, which is found on the UI tab of the Settings page. The current default is Arial Unicode MS, which creates larger documents. Arial (for Western languages) provides a performance improvement when downloading.

Note: Arial Unicode MS is only applied when multiple eForms are downloaded at one time.



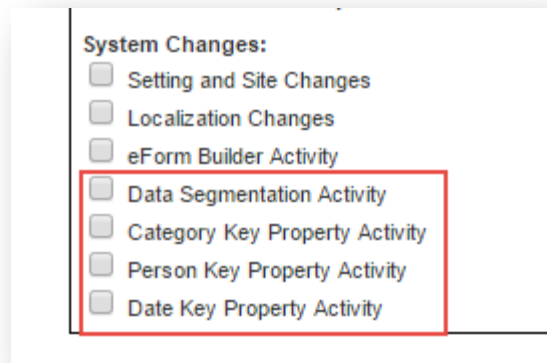
Audit Report enhancements

The Audit Report now captures the IP Address of the user whose action in Onboarding generates an entry in the report. In addition, new entries for when the system is manually restarted through the UI or when a Login ID is changed have been added to the report.

B	C	D	E	F
Date	IpAddr	Author	Item	Message
11/3/2015	172.16.10.148	Calvin Coolidge	Config Setting	Website was manually restarted.
11/3/2015	172.16.10.148	Calvin Coolidge	Config Setting	Setting "Support Email address" has changed from "No Valu

Additional filters to enhance searching for audits related to System Settings changes have been added as well. The additional filters include:

- Data Segmentation Activity
- Key Property Activity (Category, Person and Date)



Employee Report usability improvement

To make filtering and searching more intuitive, the labels and layout of the filter options on the Employee Report have been improved.

Employee Report

Search Filter

First Name:	<input type="text"/>	Category	
Last Name:	<input type="text"/>	TD_Category	<input type="text"/>
Email:	<input type="text"/>		<input type="button" value="Select"/>
Login ID:	<input type="text"/>		<input type="checkbox"/> Not
Auth Param Cfg:	<input type="text"/>		
Unique ID:	<input type="text"/>		
HRISID:	<input type="text"/>		
Employee Status:	<input checked="" type="radio"/> Active <input type="radio"/> Retired <input type="radio"/> All		
Show Count: <input checked="" type="checkbox"/>	Items per page: <input type="text" value="50"/>	<input type="button" value="HTML"/> <input type="button" value="PDF"/> <input type="button" value="XML"/> <input type="button" value="Excel"/> <input type="button" value="Clear"/>	

For this search, the Data Segmentation category results are drawn from Location (Location).

IP address displayed in I-9 footer

In the I-9 footer, the IP address associated with the person filling out the I-9 is appended to the electronic signature and date.

I attest, under penalty of perjury, that I have assisted in the completion of this form and that to the best of my knowledge the information is true and correct.

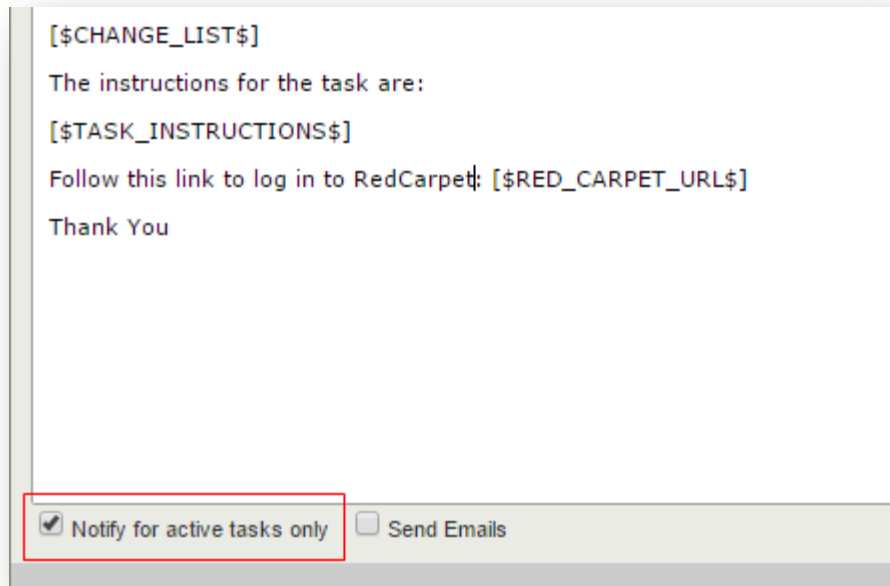
Signature of Preparer or Translator:		Date (mm/dd/yyyy):	
Last Name (Family Name)		First Name (Given Name)	
Address (Street Number and Name)	City or Town	State	Zip Code

Employer Completes Next Page

Form I-9 03/08/13 N John.Smith on 2015-11-05T14:18:06.708Z, IP: 192.168.3.71 Page 7 of 9

Task Update notification enhancement

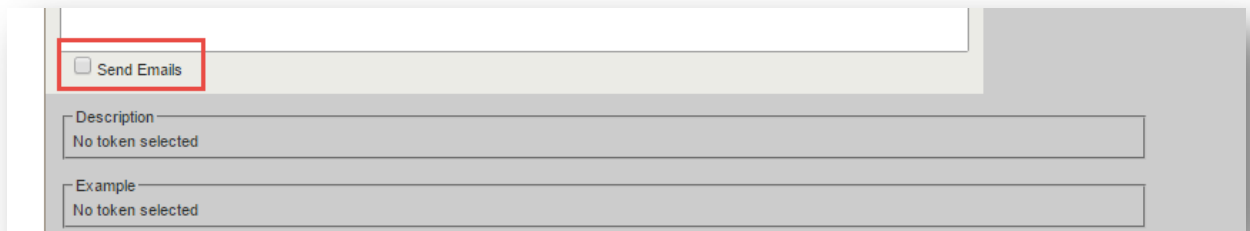
The Task Update notification has a new option to notify for active tasks only (checked) or for all tasks (unchecked).



Notification enhancement to disable emails

Send Emails check box has been added to every notification configuration page. The check box indicates whether or not a notification should be sent.

If you want a specific notification to be temporarily or permanently disabled, clear the check box. This prevents the processing of the notification.



Email format validation added to some notification settings

Email format validation has been added to some settings on the Notifications tab of the Settings page. The validation ensures that a:

- Correctly formatted email has been entered
- Semi-colon is present between multiple email addresses

If validation fails, a message indicates there is a formatting error.

These are settings affected by the email format validation:

- Bulk Upload Manager Email Address
- Support Email Address

- From Address for Notifications

Helpful text on Export/Import pages

Text has been added to the Export and Import pages as a reminder that it is best to use the feature during off hours. This is because transactions are paused when an export or an import gets created.

Resolved issues

The following issues have been resolved in this release.

Tracking ID	Support Case	Description
Red-7055		Fix for export tasks error under specific condition
Red-7105		Add Create Date to XML Output of GetUploadedDocumentList API
Red-7528	00650247	Fix to ensure validation on cursor signature
Red-6916		Fix to allow an iPad user to upload multiple documents during onboarding
Red-7159		Translate eForm Builder strings for all languages
Red-7175		When associating a form with a task, allow both

Tracking ID	Support Case	Description
		insert forms and view forms hyperlinks
Red-7280		Fix for pagination error in various browsers
Red-7206	00640686	A task is cloned if the form on the task definition changes to a different form
Red-7329	00646381	Fix to allow saving a task definition after removing insertForm
Red-7054		Change "Null" to "No Value Set" in settings that have no saved value
Red-5932		Fix to allow user to be removed from a team if user was the assignee for the team task
Red-7405	00646409	Warning message needed French translation
Red-7513	00650258	Correction to element suffix printing over last name on a PDF
Red-7458		Fix to wrap signatures and list values when printing eForms
Red-7266		Adjustment to improve the usability of text fields on the eForm Builder (both columns and rows)
Red-7067		Date picker missing on eForm Builder form
Red-5484	00577336	Improved speed when downloading all forms into PDF
Red-7575		Fix for issue with eForm Builder forms under specific condition when using non-HTML5 browsers such as Internet Explorer 8
Red-6657		Attributes that were added to the employer document upload style are now visible on the task Summary screen

SilkRoad Performance

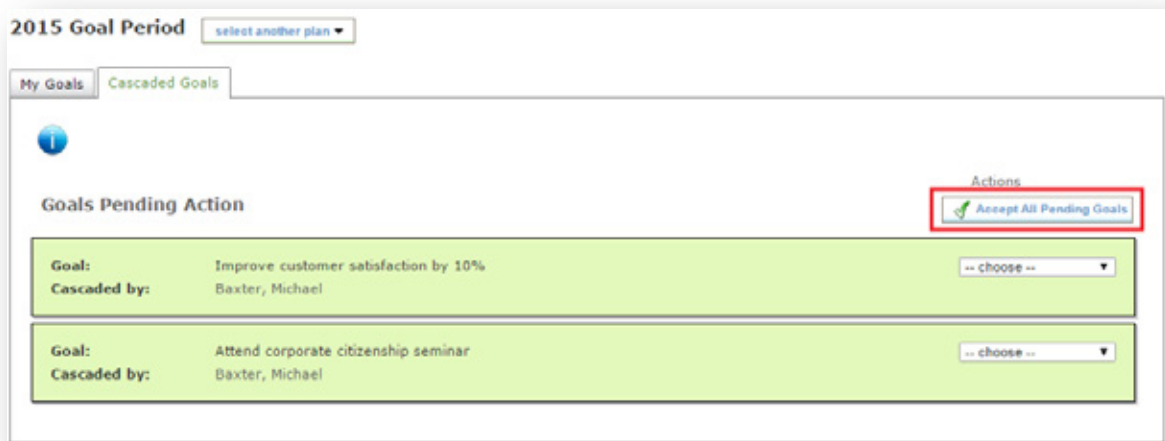
New features and improvements

Name	Tracking ID	Support Case	Description
Accept goals with single click	WS-8509		Employees can accept all suggested goals from their manager with one click.
Relationship import improvement	WS-9315	00609543	The Data Exchange relationship import now allows updates when an employee with goals has a missing 2nd level manager.

Accept goals with single click

It is now easier for employees to accept multiple goals suggested by their manager.

A new “Accept All Pending Goals” button has been added to the Cascaded Goals page so that employees can accept all suggested goals from their manager with a single click.



Relationship import improvement

The Data Exchange relationship import supports a new update scenario.

Relationship updates are now allowed when the employee has a goal plan and the employee’s new manager does not have a goal plan and does not have an active manager.

Resolved issues

The following issues have been resolved in this release.

Tracking ID	Support Case	Description
WS-9397		Fixed an issue where the "Admin Appraisal Ratings For Employees by Process" report was not available to all admin users. The report is now available.
WS-9358	00643683	Fixed an issue where a value in a UDF select list could not be removed after it is translated. The value can now be removed.
WS-9339	00635717	Fixed an issue where a new UDF could not be created or edited.
WS-9284		Fixed an issue where selecting the Succession Planning Dashboard changed the color of the navigation menu. The color change no longer occurs.
WS-9274		Fixed an issue where translations were out of synch with the base text. Translations are now properly aligned.
WS-9195	00596986	Fixed an issue where the 9-box did not populate correctly. The 9-box placement is now based on an employee's most recent ratings unless the employee's placement was previously overridden.
WS-9155		Fixed an issue where the 9-box did not display properly in Chrome. The 9-box now works properly in Chrome.
WS-8732	00642203	Fixed an issue where the 9-box could not be downloaded as PDF. A PDF is now created.

SilkRoad Recruiting

New features and improvements

Name	Tracking ID	Support Case	Description
Recruiter Lobby	OH-27935		Recruiter Lobby is the improved integration between Recruiting and Onboarding for new hires, rehires, and transfers of candidates and employees.
Launch Recruiter Lobby User Permission	OH-28426		Establish Launch Recruiter Lobby permission for specific users
JobTarget Partnership			SilkRoad Recruiting has partnered with JobTarget to further expand customer options for job postings.
Customer Care Link is now 'Help'	OH-28634		Customer Care link is now 'Help', and directs users to the new SilkRoad Recruiting Online Help.
Apply with LinkedIn	OH-23131		Apply with LinkedIn for customers' external career portals is available again
Approval Management			Recruiting no longer supports the import of approver/reviewer spreadsheets managed by SilkRoad Support.

Recruiter Lobby

SilkRoad Recruiting has implemented Onboarding's new Recruiter Lobby integration. New and existing mutual Recruiting and Onboarding customers can use this integration to streamline hiring and onboarding processes for new hires, rehires and transfers of employees. Prior to this release, SilkRoad Recruiting candidates were placed into the pending user queue in Onboarding when recruiter users would 'Roll Out the RedCarpet'. With Recruiter Lobby, save time by completely bypassing the pending user queue in Onboarding and launch the event automatically.

The Recruiter Lobby feature can be enabled by any Administrator or Recruiting Manager user with access to the Administration>Settings page. Set the Onboarding Integration Status to 'Enabled' and Onboarding Integration Type to 'Launch Recruiter Lobby' then click Save. Upon saving, the RedCarpet Trust fields are populated

automatically. The Trust fields establish the connection between Recruiting and Onboarding.

Organize

- Administration
- Manage Resources
- Company Locations
- Business Units
- Departments/Clients
- Job Templates
- Job Categories
- C Q E
- Offer/Rejection Letter
- C C E Templates
- Background Checking
- User Accounts
- AAP Job Group
- Settings**

Onboarding Integration

When the Onboarding integration is enabled, select the desired integration type.

- Legacy Roll out the RedCarpet will send candidate data to Onboarding where HR staff can start the event.
- Launch Recruiter Lobby will allow recruiter user to initiate Onboarding events.
- The derived RedCarpet Trust values shown below need to match the values from your Recruiter Lobby configuration page. Please verify for accuracy.

Onboarding Integration Status

Onboarding Integration Type

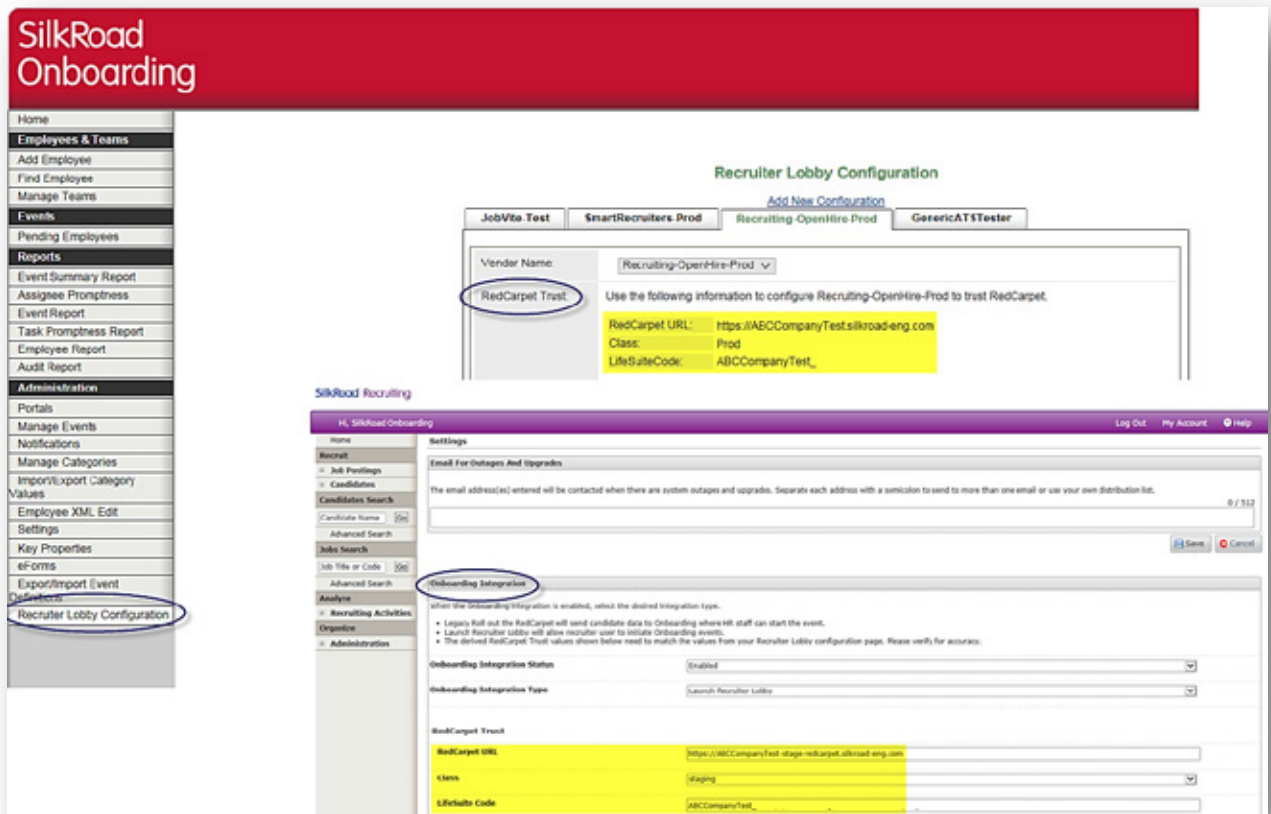
RedCarpet Trust

RedCarpet URL

Class

LifeSuite Code

You should then login to your Onboarding site, navigate to the Recruiter Lobby Configuration page and verify that those RedCarpet Trust fields match the RedCarpet Trust fields in SilkRoad Recruiting. If there is a difference, copy and paste the RedCarpet Trust field information from Onboarding into Recruiting and save your changes.

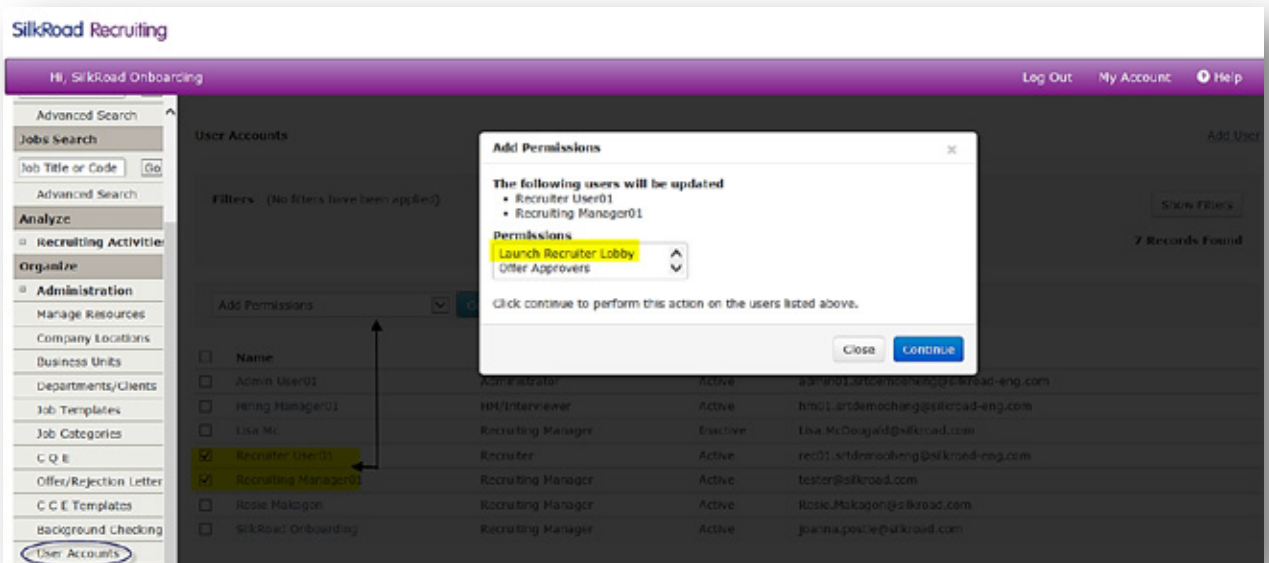


Different from Recruiting's 'Roll out the RedCarpet' feature, Recruiting users do not need to be Onboarding users to perform the Launch Recruiter Lobby action, which launches a new event.

Additionally, Recruiting has created a new Launch Recruiter Lobby permission that can be set for a single user or in bulk in the Administration>User Accounts area. By establishing this permission on a user's profile, the user can 'Launch the Recruiter Lobby' action from a candidate's profile after the candidate has been moved to an Offer or Hired stage.

Note: If the permission option to Launch the Recruiter Lobby is grayed out, please have your Administrator contact SilkRoad Support to make the option available to you.

Note: Recruiting Managers, Recruiters, and Hiring Managers are the only users that can take an action on a candidate profile. Therefore, when setting the Launch Recruiter Lobby permission for users, keep in mind that users with these roles are the only users that can actually perform the Launch Recruiter Lobby action.



If you are not a current Recruiting and Onboarding customer, but you are interested in this new streamlined integration, contact your SilkRoad Account Manager for additional information.

JobTarget OneClick

SilkRoad Recruiting has partnered with JobTarget to further expand your job posting options. JobTarget OneClick is the market leader for job posting distribution. This online product can be used to discover and post to almost 20,000 job sites, including generalist job boards, association, niche, collegiate, newspaper, and government sites. From this platform, you can also benefit from a number of additional services, including OFCCP Compliance Services, Recruitment Analytics, Social Recruiting solutions, and Recruitment Agency Services. **Visit <http://chilp.it/d668167> to learn more about the JobTarget OneClick posting distribution option.**

As a result of this partnership, we now offer several options to meet your specific job posting needs:

- If you are currently using Broadbean, you can remain on this service until the end of your current SilkRoad Recruiting term and then contract directly with Broadbean to continue using their services and SilkRoad integration.
- If you are interested in exploring a different option for your job posting, you can contact a JobTarget representative by emailing Silkroad@jobtarget.com.
- If your needs are well served by our ever expanding free job distribution network, you do not need to take any further action.

Customer Care link is now 'Help'

The Customer Care link has been replaced with a Help link. Click the Help link to display a searchable online Help system. You can then search for topics using the Contents, Index, and Search tabs.

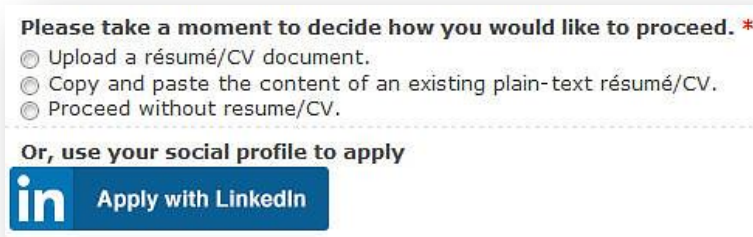


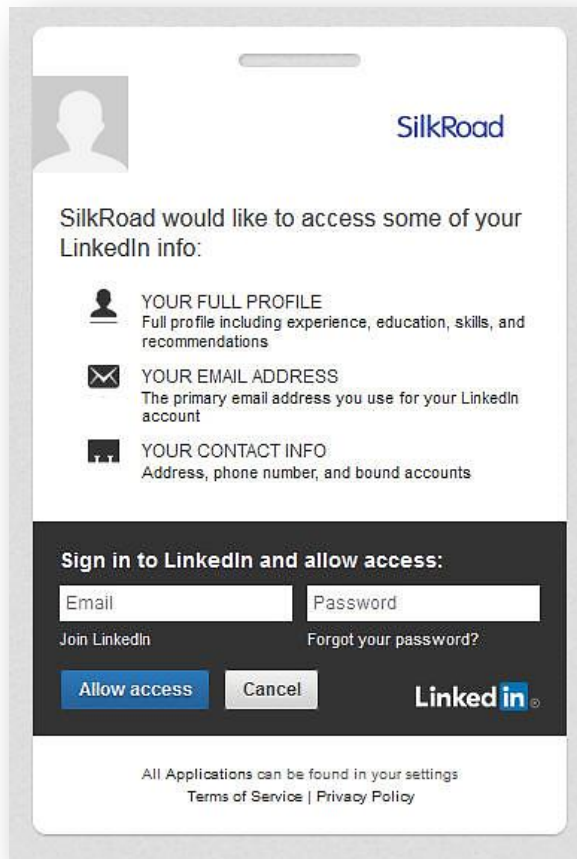
You can still access Recruiting user guides (pdf format) on the SilkRoad [Community](#) page.

Apply with LinkedIn

Beginning in this release, the Apply with LinkedIn feature is available again in SilkRoad Recruiting. Apply with LinkedIn is a social application that simplifies an external candidate's application process by prepopulating the candidate's LinkedIn profile into the SilkRoad application. Apply with LinkedIn eliminates the need for mobile applicants to upload a resume, which was a burdensome task on mobile devices.

One notable difference with the Apply with LinkedIn feature is after a candidate selects the Apply with LinkedIn button, the modal window displays the SilkRoad logo. (This is standard for LinkedIn's partners using their apply feature.)





Note: The Apply with LinkedIn feature is not compatible with career portals that use an iFrame.

Clients interested in having this feature enabled for their career site(s) need to have their SilkRoad Administrator contact the SilkRoad Support team. Clients with more than one career site must inform the SilkRoad Support team if there is any portal for which you would NOT want this feature enabled.

Approval Management

In the 2014.1.0 (March 2014) release, the Approval Management feature was implemented. Approval Management provides you a self-service way to define Offer and Requisition approvers in your application. Users (with access to the Administration>User Accounts area) can update and maintain their approvers at their own discretion and convenience—reducing the dependency on SilkRoad Support to import new approvers and updates.

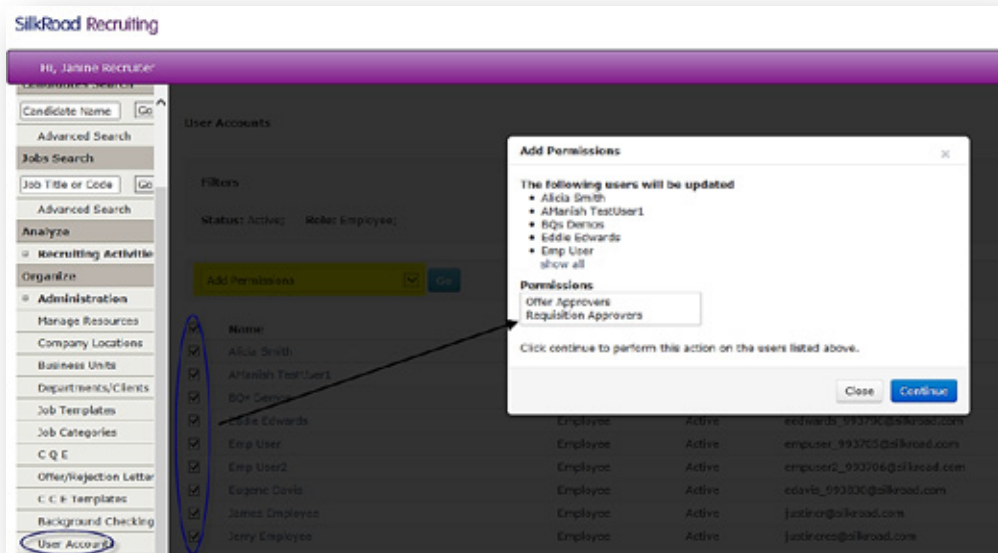
Beginning in 2016.1, SilkRoad no longer supports the legacy import process using an Excel spreadsheet submitted to SilkRoad Support. All customers must use the Approval Management feature to define approvers, and route requisitions and candidate offers for approvals.

Customers with reviewer/approver integrations will not be impacted. However, be aware that this legacy integration does not provide the benefit of managing approver

permissions via the ATS or allow you to take advantage of the new approver workflow groups that can be defined at the job template level or on the fly during approval creation.

Approval Management benefits

- My Groups – Creating Approval Workflow Groups
 - Requisition and Offer Approver Groups
- Manage user approver permissions individually and in bulk
- Associate Approval Workflow Groups at Job Template level and on the fly during approval creation



Resolved issues

The following issues have been resolved in this release.

Name	Tracking ID	Support Case	Description
Unable to pull Applicant Tracking Log report that includes Workflow information	OH-24515	574863	When pulling the Applicant Tracking Log report that includes the Workflow Name information, the Workflow Name field is blank.
Work Authorization Issue	OH-25782	592111	Fixed some inconsistencies around the Work Authorization fields in the ATS.
Req Approval email not including custom field	OH-26187	602264	Requisition approval email missing some custom fields due to prohibited custom field names. Improved the functionality around the names that can be given to custom fields.
Candidate not moving to correct workflow stage	OH-26257	599261	Some candidates were not moving to the correct workflow stage due to duplicate sequence numbers for the workflow stages.
Requisition approval missing information	OH-27421	627128	The requisition approval email was not displaying some options for education level.
Total Resume Display is Incorrect	OH-27960	635123	Total Resume display is incorrect on the Track My Jobs page for Hiring Managers.
Filter by Business Unit contains inactive BUs	OH-15897		The Business Unit filter on iPosting portal was listing inactive Business Units as options.
Error was received while trying to save an eForm	OH-28133		Fixed an issue that caused an error in some specific instances when trying to save an eForm.
Unable to email candidate receiving invalid email message error	OH-28319		Users were unable to email candidates due to an issue that was caused by trailing white spaces after the candidates email address.
Remove all outdated 2006 and prior standard reports	OH-28101		We have removed the outdated 2006 and prior standard reports from the My Reports library.
Outage Notification field needs to use semicolon to separate email addresses	OH-28331		Users now receive an error message when they attempt to separate the email addresses via a comma instead of a semicolon.
Invalid length parameter passed to the LEFT or SUBSTRING function	OH-28413		This error was caused by attachments that were missing a file extension.

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 <i>(not compatibility mode)</i>	8*, 9, 10 (Win7), 11*
Mozilla FireFox	Latest*
Google Chrome	Latest*
Apple Safari	Latest*

As of Life Suite 2016.2 release (expected spring 2016.), SilkRoad will no longer test against Internet Explorer 8. Starting January 2016, Microsoft will only provide security updates for the latest version of browsers on supported operating systems, not including Internet Explorer 8 or any earlier version. We will continue to resolve IE8 specific issues to the best of our ability but we cannot guarantee our software to continue to work with IE8 going forward. We encourage the use of modern browsers. To work in the best interest of our customer base, testing capacity will be devoted towards supporting the latest browser versions.

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

***SilkRoad HRMS & Life Suite Platform**

- Internet Explorer is only supported on version 11 currently.

***SilkRoad Performance:**

- *IE8 has known issues rendering the application in Windows® 7 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 customers report using these browsers in the Mac environment with no problem.
- The Admin Portal has been tested for the three most used browsers on the Windows platform (IE, Chrome, and FireFox).

Note: *The current Life Suite Skin is optimized for use in modern web browsers. At this time, Internet Explorer 9 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 either 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 tablet devices.

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

SilkRoad Onboarding 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.

For SilkRoad Learning with the Life Suite default Skin in the Student Portal, the iPad and similar tablet devices can be supported. Although the interface can be rendered on the iPad, some content delivered may not be compatible with the iOS or other mobile operating systems (e.g. authoring Checklist forms.)

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							
Czech (cs_CZ)	X				X			
Chinese (Simplified)	X	X	X	X	X	X	X	X
Chinese (Traditional)			X					
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					

Supported Languages	Recruiting Portal	Recruiting User Interface	Onboarding Portal	Onboarding User Interface	Performance	Learning Student portal	Learning Admin Portal	Talent Portal
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			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 (RU)	X		X		X	X		
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