



Release Notes

2013.4 (2013.4.0.031)

November 2013



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SilkRoad Technology, Inc.
20 West Kinzie Street, Suite 1420
Chicago, IL 60654
U.S.A.
1 (866) 329.3363 U.S. toll free
Email: ***info@silkroad.com***
Website: ***http://www.silkroad.com***

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Overview

The SilkRoad team is excited to announce our 4th quarter 2013 version of RedCarpet called RedCarpet 2013.4. This release brings several new features and enhancements to existing functionality, as well as resolutions to known issues intended to improve the stability, usability, configurability, and performance of the application. This document provides an overview of significant new features and enhancements available to users in the RedCarpet 2013.4 release.

New Features and Enhancements

Version 2013.4 provides new features and enhancements to the RedCarpet Onboarding & Life Events solution in the areas listed below. Click on the name of the feature to go to a more detailed description.

[**Audit Trail Enhancements**](#)

[**Cancel Event Visibility**](#)

[**Integration Related Update**](#)

[**New Language Support**](#)

[**New Notifications and Task Instructions Editor**](#)

[**U.S. Compliance Improvements**](#)

[**Usability Enhancements**](#)

Audit Trail Improvements

Audit trail capabilities have been extended to include the following enhancements.

1. Terminated (also called Cancelled) Events now include a system note providing an audit trail of when and who terminated an event. Previous behavior for a terminated event recorded only the note if it was added by the Event Coordinator.
2. A system note is now added on an event when the event is reopened by a reopened task.
3. Audit notes on E-Verify activity have been improved to specify the I-9 Verification Service as making the change in the system notes after an E-Verify task is reopened.
4. Audit notes are now added to the user profile if an event is created, deleted, or cancelled. In addition, to these new audit notes, the following notes display changes to the employee profile. Notes are added recording edits to the following employee profile activity:
 - Updates to values in the employee details
 - Indication of updates to the employee profile
 - Updates to team membership
 - Updates to assignment categories
 - Document upload activity from the RedCarpet UI

Cancel Event Visibility

Employers can now view tasks on cancelled events. Previously, if an event was cancelled the task information was not accessible. Tasks of cancelled events are visible. One action, Save Note, is available on tasks of cancelled events allowing additional notes to be added to the employee audit record after the event is cancelled. No other actions such as Reopen or Save & Complete Task are available on cancelled events.

Access to the Cancelled Event is available from the Employee Profile Events tab – **Edit Employee>Events or through the Event Report.**

Edit Employee
(Karen Test)

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

Events:

[Add Event](#)

List of Active Events

JMP-Onboarding-EVerify	In Progress
Onboarding	Cancelled

Select **Cancelled** to access the screen shown below.


Edit Existing LifeCycle Event
(Karen Test)

Event: [Onboarding \(Cancelled\)](#)

[View In Dashboard](#)

Select **View in Dashboard** to see the Cancelled Event Task and Notes.


Karen Test
Event: Onboarding

See Details 

Task Summary

Overdue: 0	Incomplete: 1	Complete: 0
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Incomplete

Status	Task Title	Due Date	Assignee	Notes	Form	Team	Action
	Welcome to OUR COMPANY!	5 days left 10/30/2013	Test, Karen				

Complete

There is no data

Notes

Show system notes

Change made by Admin at 10/25/2013 8:57:21 AM EDT
Event was terminated.

Posted by Admin at 10/25/2013 8:57:21 AM EDT
Cancel for testing purposes.

Change made by Admin at 10/25/2013 8:51:52 AM EDT
Event was launched.

Integration Related Update

Please note the following defect has been corrected resulting in a behavior change in the RedCarpet API:

If an employee key property is defined as a required key property, the key property data will now be required for both import and edit through the API. If importing (BulkUserImport method) or editing (XMLUserEdit method) an employee with a missing required key property, the following error will now be output

```
<Error>
< Type>Invalid Input</Type>
< Message>The following key properties are required but do not have a
value: Person: X,Date: Y</Message>
< Code>39007</Code>
< /Error>
```

(where X and Y are the key property categories with omitted values)

Previously, the BulkUserImport and XMLUserEdit methods were not honoring the require attribute. Information on the syntax and usage of methods is available in the **RedCarpet Web Service Reference Guide accessible via RedCarpet version 2013.4.0 Online help.**

New Language Support

New language included in this release is Russian for the RedCarpet Portal. See page 17 of this document for the complete list of supported languages.

U.S. Compliance Enhancements

New Form I-9 validations and E-Verify user messaging are available with version 2013.4.0 for enhanced usability and to reduce data errors.

Form I-9 Validations

1. Form I-9 Enhancement - US Social Security Number field

New warning message displayed if Social Security Number Field is empty. New warning message reads "Provide your 9 digit Social Security Number. Providing your SSN is voluntary. However, if your employer participates in E-Verify, a SSN is required prior to E-Verify submission."

2. Form I-9 Enhancement - Allow entry of D/S for I-94 Document

This rule only applies to employees who are "Students in Curricular Training" or F-1 or M-1 Nonimmigrant Students as defined by USCIS. D/S can be entered in Step 1 if Citizen Status is Alien Authorized to work, in the expiration date field, employees can enter a valid date - mm/dd/yyyy, N/A or D/S. D/S can be entered in Section 2 if document 2 is Form I-94, in the expiration date field, employees can enter a valid date, or N/A or D/S.

3. Form I-9 Enhancements - Document Expiration Date

New validation messages for List B and C, if left blank a new message displays that reads "Expiration date, or "N/A" should be entered for List B (or List C) document expiration date. Click 'ok' to continue without making changes or cancel to make changes".

4. Form I-9 Validation- US Passport Number Length - List A Document

Validation for passport number for Section 2, List A document number field when document is US passport. New error message displays "US Passport Number must be between 6-9 alphanumeric numbers for List A Document." This new validation applies to Form I-9 (Rev. 03/08/13)N only.

E-Verify New Message

A new E-Verify message has been added when an E-Verify case is in a state of continuance.

The new message displayed for cases in continuance is:

“An SSA or DHS Case in Continuance indicates that the employee has visited a SSA field office and/or contacted DHS, but more time is needed to determine a final case result. If a case has a SSA or DHS Case in Continuance result for more than 60 Federal government workdays, contact E-Verify Customer Support at 888-464-4218 or E-Verify@dhs.gov.” Below is an example of the message:

E-Verify Red TwoNineZeroZero [History](#)
CASE IN CONTINUANCE
Case Number : f2006932-6536-48b1-be73-a8117f73daa0 [Case Details](#)

TNC Referral I-9 Documents

An 'SSA or DHS Case in Continuance' indicates that the employee has visited a SSA field office and/or contacted DHS, but more time is needed to determine a final case result. If a case has a 'SSA or DHS Case in Continuance' result for more than 60 federal government workdays, contact E-Verify Customer Support at 888-464-4218 or E-Verify@dhs.gov.

E-Verify Case Number f2006932-6536-48b1-be73-a8117f73daa0 has been in Continuance with DHS or SSA since 2/11/2013 2:25:01 PM. As result, you should contact E-Verify Customer Support at 888-464-4218 or E-Verify@dhs.gov to confirm the status.

[Modify Task Due Date](#) You may wish to modify the due date of the task. Select a new date if you would like to modify the task's due date.

Case Referred : 2/11/2013 2:25:01 PM
Referred and sent document in the mail.

[Print DHS Referral \(English\)](#)
[Print DHS Referral \(Spanish\)](#)

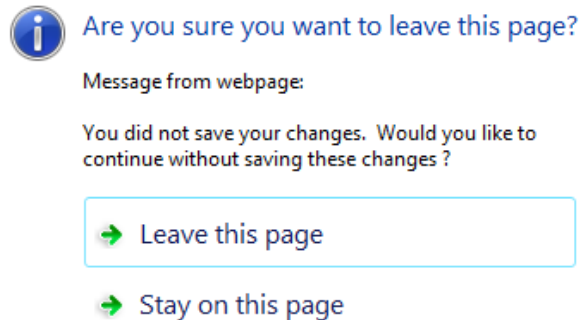
[Close](#)

Usability Enhancements

Several new features with version 2013.4 have been added for added ease of use by RedCarpet customers. Please review the notable improvements.

1. A new prompt to warn user they are closing the form without saving changes has been implemented for all e-forms.

A new warning prompts users if they are closing the form without saving changes



2. A new option has been added to the EditProfile page

The EditProfile page is the usually the first task the new hire completes to fill in their employee profile information.

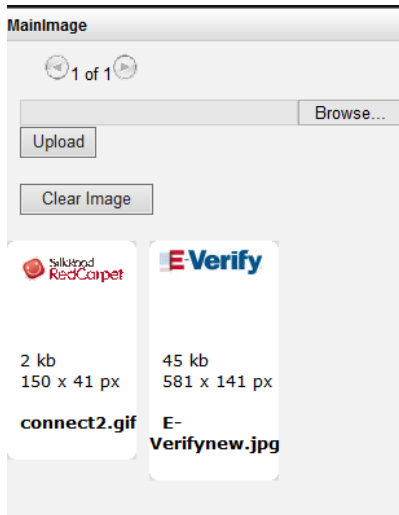
By default the EditProfile page will allow the current user to edit the user information of the current user.

For RedCarpet customers who have multiple employees logging in from the same computer, there is sometimes confusion when editing the employee profile from the dashboard. Enhancing the link in the task definition to include the new ForWhom parameter will insure the employee profile updated is the event benefiter.

Please review the RedCarpet On-line Help "**What's New in version 2013.4.0**" and **Link to EditProfile.html** for additional information.

3. Images in Portal include file name, size and thumbnail.

In the Portal, administrators who use "Edit with Advanced Edit" to customize pages in the portal, the image library will now include the name of the image, in addition to the file size and a thumbnail of that image for ease of viewing graphics.



4. Employee User Profile permissioning by role

New permissioning feature, if enabled can allow the Extended User Profile (EUP) fields to be editable based on rules. Customers may choose to permission different fields to different roles, teams and categories so individuals, teams or categories are able to only specific fields. SilkRoad Support and Services can enable these new configuration options for customer sites upon request.

5. RedCarpet Version Display

RedCarpet version number has been added to Dashboard footer. This number includes the release and the build number. This will allow customers to easily view the version number they are utilizing.



RedCarpet version: 2013.4.0.028

Resolved issues

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

Internal Issue ID	Support Case Number	Description
RED- 435		Usability: Eprise merge string in task definitions instructions are corrupted when saving the task definition with Mozilla Firefox
RED-2327		Compliance: E-Verify auto-close option removal
RED-2379		Usability: Unclear message on task definition screen
RED-2575		Usability: Allowing tasks to be added to retired users
RED-2670	00428041	Usability: Retiring task results in error message due to trigger task
RED-2711		Usability: Issue with Special Characters used in Task Names
RED-2804		Usability: Support MS Project files for Document uploads via Portal
RED-2867		Compliance: IE10 issue with Form I-9 Section 2: requires double click on List B and C drop down list
RED- 2902		Compliance: Field corrections on E-Verify letters
RED-2925		Usability: Custom Log-in screen improvements
RED- 2943	445245	Usability: TASK_URL merge string results in error
RED-3005		Translation: French translation default text of the "Task list" page in the Portal is incorrect
RED-3012		Translation: Today not Translated in French in the calendar pop-up window
RED-3025		Usability: Custom Log-in Screen improvements
RED-3061	00451143	Scalability: Improve system performance for re-open task processing and form completion

Internal Issue ID	Support Case Number	Description
RED-3090		Compliance: Form I-9 Re-Verification pre-population updated to include Last Name, First Name and Middle Name for Section 1 and Section 3. Note: This default pre-population only applies for Re-Verification Events.
RED-3130		Compliance: Duplicate E-Verify company name causes error during upgrade
RED-3146		Integration: Ability to bulk upload a user without a required key property
RED-3164		Integration: XMLUserEdit without all required key properties does not work properly
RED-3174	00460987	Reporting: Error on Event Report when opening in Excel when category name is same as Event Status column name
RED-3176	00455150	Usability: Task Note Notifications being sent out even though the box to "send emails" is not checked to send the notification via Save and Complete on Task Summary page.
RED-3195		Documentation: Online help In Event Reports detail clarification for results for "All" dropdown menu option
RED-3221	00464169	Usability: No error message appears in French when task is removed from dashboard
RED- 3222		Usability: Updates to notification priority order causes error
RED-3226		Usability: Issue with clone task dependencies when an Event is cloned
RED-3247		Documentation: Web Services: doc update on CompleteTaskEx
RED-3298, RED-3331	00468641	Usability: Error message when publishing Event workflow changes with retired tasks
RED-3303	00468629	Reporting: Event Report error when Events with no task data are included
RED-3316	00469761	Compliance: E-Verify Overdue Reason Note exceeds 250 characters results in E-Verify case not able to be submitted

Supported browsers

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

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

Mobile device support

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

Supported languages

RedCarpet is designed to support multiple languages for ease of use by employees and administrators. RedCarpet version 2013.4.0 includes the following supported languages. Russian language (ru) has been added with this version.

Portal

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

Admin Interface

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

Technical support

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

- **Phone:** US Toll Free: 1-866-803-9663
- **International Toll Free:** Access numbers via support.silkroad.com
- **Web:** support.silkroad.com
- **Email:** support@silkroad.com