



Rival Onboard Release Notes

All Releases | 2023

RIVAL

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Latest 2023.6.02

January 3, 2024

New features and enhancements

eForms created with the new eForm Builder have an incremental auto save feature. As a user completes a form, the system auto saves the form.

On the eForm Builder, added hover text to the Delete and Publish icons to be consistent across the UI.

A type-ahead text feature is now available in the Value List box for multi-select and single-select elements on the new eForm Builder. After you make a selection in a type-ahead field, the typed text is cleared.

On the new eForm Builder, added verification prior to publishing form templates to ensure all components have defined properties.

The new eForm Builder now has ZIP Code validation for the Address element.

Made a UI improvement in the way multi-select and single-select elements work in the new eForm Builder. Removal of answers is now consistent across multi-select and single-select elements, which is accomplished by clicking the Delete icon.

When creating a single select element for an eForm using the new eForm Builder, you can now select the radio buttons to be horizontal or vertical.

Resolved issues

You can now successfully clone a previously cloned event. In previous releases, an error message displayed when you attempted to do this.

The *What is a TNC?* link in the TNC section of E-Verify has been updated to point to the correct Help page on the E-Verify government website.

The delay in loading a PDF onscreen after you click the Print button has been significantly reduced.

On the confirmation page that appears when an assigned person completes a task, the message has been updated to 'The task is complete. Thank you.'

The document upload feature was missing the Claim button for the task that allowed an external email to be assigned. This has been corrected. Now, once the task is assigned to an email, the Claim button appears as it should.

When an I-9 upload task is assigned to a named person or a team on an event, the active task now correctly displays the Save and Complete buttons.

The document upload task that is completed by an external assignee now appears on a benefiter's completed task list.

2023.6

November 27, 2023

New enhancements are here. Let's take a look.

Assigning a document upload task to an email address

You can now assign a document upload task to an email address. This feature is helpful when you need to collect a document from an outside source without going through the steps of collecting and uploading it yourself.

This feature works like this. On the Employee Instructions tab of an event's task definition, an administrator or other privileged user selects the **Request a document to be uploaded** option, selects a document upload type and sets default document attributes (like always), selects **Allow task to be assigned to an email** check box and saves it:

Note: This will work for tasks assigned to a named person or a team. This will be available for event benefiter in a later release.

☒ Request a document to be uploaded

Select the upload type: *

Employer Document Upload ▼

☒ Upload is required to complete task

☒ Allow task to be assigned to an email

Set document attribute defaults:

Prevent modification on the task	Document Attribute
☐	Document Title

When the task assignee has the *External Task Assignment* team privilege and clicks *Assign* from the task, a pop-up window opens:

Assign a Task

Select Task Assignee:

Search Managers only: ☒

Advanced Search

OR Enter Email Address:

Cancel

Save

Here the assignee enters an email address of the person who will complete the task and clicks **Save**.

The external assignee then receives an email notification that grants them access to the task. The email has a link, when clicked, opens a pop-up form. (The link is active for the time set in the *External Authorized Email Link Expiration Days* setting.) On the form, the assignee provides full name, email address (which must match the email the task is assigned), and phone number. That information is captured and added to the task audit to show who completed the task.

I-9 Supporting Documents upload

Event beneficiaries can now be assigned an I-9 Document upload task. This helps with the new DHS policy that allows I-9 documents to be inspected remotely and provides the beneficiary a way to upload images of the documents used to verify them directly to the I-9 supporting documents within the beneficiary's profile.

2023 Form I-9 signature validation

I-9 administrators now have an additional validation option for how I-9 signatures are validated. The new option is *Form-only Validation (not recommended)*. It is an option when you edit the *Name Verification* setting (Administration>Settings>I-9 tab).

Setting	Value		
Use Form I-9 Version ?	08/01/2023 Form I-9	Audit Trail	Edit
Form I-9 Transition ?	Start over using 2023 Form I-9 for incomplete forms	Audit Trail	Edit
Name Verification ?	Formatted Account Name	Audit Trail	Edit

Edit

Name Verification ?

Form-only Validation (not recom

Formatted Account Name

Formatted Full Name Profile Field

Form-only Validation (not recommended)

Clear

Cancel

Save

Susan Harris



When the option is selected, the 2023 Form I-9 validates signatures based on the data provided in the I-9 and not from the assignee's profile.

New features and enhancements

(New eForm Builder) Added the ability to rollback to a previous form version when changes have been made and not published.

Added hover over explanations to each of the New eForm Builder elements. These tool tips provide descriptions of the element.

The Event Report now shows if a task has expired. Previously, it only showed expired tasks as Not Yet Completed. That caused confusion if you needed to track down incomplete tasks.

Task triggers will now add a task to an event when set using a new eForm Builder form.

Because the assign a document upload to an email address feature may be released in phases (over different releases), we created a feature flag that turns the feature off or on.

Updated the Webservice API Guide, linked within the webservices UI, to the latest version (2020.2.1).

A benefiter can now upload supporting documents to the Supporting I-9 Documents section on the Employee Profile I-9 tab. This enhancement is useful when a remote employee is being inspected by an authorized agent (someone outside of the organization) and needs to upload supporting documents for review.

New eForm Builder forms are now deleted from a user profile when the associated event is deleted.

On the new eForm Builder, added verification prior to publishing form templates to ensure all components have defined properties.

Updated list usage to account for lists that are used within a new eForm Builder form.

Update task definitions to allow for new eForm Builder forms to be added a a view eForm Link. New eForm Builder forms now appear in the View eForm Links drop-down.

(New eForm Builder) A task can be created in read only mode so that the form can be reviewed without needing to fill in the form.

The email assignee of a document upload task enters information on a pop-up form that opens after they click the link in the email. That link does not provide access to Rival Onboarding. Instead a script runs to display the pop-up form and that is where the information is entered, saved, and sent to Rival Onboard.

When an email assignee of a document upload task clicks the link in the email, a pop-up form opens. The assignee provides full name, email address (which must match the email the task is assigned), and phone number. That information is captured and added to the task audit to show who completed the task.

When a document upload task is assigned to an email address, the assignee receives an email notification that grants them access to the task. The email has a link, when clicked, opens the task. The link is active for the time set in the External Authorized Email Link Expiration Days setting.

Added the ability for a Team or Person document upload task to be assigned to an external email address for completion.

Updated task definition to allow a document task to be assigned to an email.

Updated event definitions to allow for triggers to be set using new eForm Builder forms.

Updated the download package configuration to allow for the new eForm Builder forms to be added.

Updated the eForms tab of the profile to show started and completed forms that were created using the new eForm Builder.

Added SUMO transaction tracing.

Updated task definition so that when a task definition is cloned, the new task will be labeled with a version number. This version number replaces the "clone of" verbiage.

Updated the audit notes to be clearer when a category is added as an attribute.

Resolved issues

When a new hire signed and completed Section 1 for Form I-9, the signature date from Section 1 populated the signature date in Section 2 even though Section 2 was not started. This happened when printing the PDF at the end of Section 1. This issue is now corrected.

Resolved an issue where the Form I-9 section 1 signature date was populating the Section 2 signature date when printed.

On the Purge Queue Report (Employees & Events>Manage Employee Purge), the termination dates for terminated employees now populate correctly instead of being blank.

When attempting to use an API call from the Edit Profile page, an access error occurred. This has been corrected.

When configuring a multi or single select field within the new eForm Builder, if you select Type Ahead Search as the type, it is not being reflected in the configuration showing that it was selected. This has been corrected.

Removed the verbiage to add N/A to non required fields within the 2023 Form I-9.

(New eForm Builder) In edit mode for the Multi-Select element, the selection options for the Value List drop-down now correctly show values instead of value descriptions.

Updated the citizen text on the Form I-9 entry form to conform to the text on the printed PDF.

Updated the Form I-9 setting called Name verification by adding a new selection of Form-Only Validation. When selected the Form I-9 signatures will validate against the information provided within the I-9 and not against the logged in user's profile.

Updated some of the display labels on some fields on the Form I-9 entry form to conform to labels on the printed PDF. The updates were adding (if any) and (if applicable) to the field labels on those affected fields.

The Advanced Category Search popup window can no longer be moved so that Done/Save button is not visible. The window now re-positions correctly.

On the My Task tab of My Dashboard, the Active filter now correctly defaults to Active instead of All.

DoNotPurge has been added to the response output for GetUserProfileEx2 API call. This field is hidden by an XLST and can be made visible by removing the XLST. A response of "No" means the checkbox is unchecked and the user may be purge. A response of "Yes" means the user cannot be purged.

An assignee task failed when multiple, advanced eForms were used for an event and this error message displayed: "The eForm has not yet been created. Only the task Assignee can create the eForm." This issue has been corrected.

When configuring a multi or single select field within the new eForm Builder, if you select Type Ahead Search as the type, it is not being reflected in the configuration showing that it was selected. This has been corrected.

2023.5.2

October 25, 2023

Here are some new features introduced in this release.

New 2023 Form I-9

U.S. Citizenship and Immigration Services (USCIS) announced a new version of Form I-9, Employment Eligibility Verification. Employers must use Form I-9 to verify the identity and employment authorization of their employees. Beginning Nov. 1, 2023, only the new Form I-9 dated "08/01/2023" may be used.

The new Form I-9 is now available in Rival Onboard.

Form I-9 changes

Here's a summary of the changes to Form I-9.

- There is only one version of the form and it is *responsive*. This means the form can be completed on a mobile device.
- Section 1 and 2 changes:

Tip: Click  to view a sample Form I-9 with the callouts as shown in the following tables.

1	One page	Section 1 and Section 2 are now on one page when printed to PDF.
2	Removed N/As	N/As are no longer required for blank fields
3	Section 1 citizenship status selection list	The citizenship status of <i>An alien authorized to work</i> is now called A non-citizen authorized to work.
4	Alternative Procedure check box	A new check box has been added to the section 2 additional information section. This check box is to be used when an employee's documents were reviewed using the new alternative virtual method, instead of in person.
5	Preparer/Translator	A new page called Supplement A has been created for the Preparer/Translator information.

- Supplement B (Formerly Section 3) changes:

6	Name Change	Section 3 has been renamed to supplement B.
7	Additional document fields	The new Supplement B document now allows for three documents to be updated at a time. Note: For each re-verification task, the user will get a new blank version of the supplement B form to complete, and each of the three documents can be updated at one time.
8	Additional information	There is now an additional information field for each document section.

9	Alternative Procedure check box	A new check box has been added next to each additional information section. This check box is to be used when an employee's documents were reviewed using the new alternative virtual method instead of in person.
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Impacts in Rival Onboard

Here's how the new Form I-9 affects Rival Onboard.

Setting update	Be sure to update the <i>Use Form I-9 Version</i> setting to 08/01/2023 Form I-9 by November 1, 2023. (Administration>Settings>I9 tab)
	Use Form I-9 Version ? 08/01/2023 Form I-9
Responsive Form I-9	See the changes listed above in <i>Form I-9 changes</i> section.

I-9 Version Compliance Report

As you know, this release implements the revised Form I-9 (08/01/2023 version), which goes into effect on November 1. Between now and October 31, you'll want to identify any employees whose Form I-9 is "in process". In process means:

- An employee has started but has not completed Section 1 of the 2019 Form I-9 prior to November 1, 2023
- An employee has completed Section 1 of the 2019 Form I-9 but section 2 is not completed prior to November 1, 2023

We've created the I-9 Version Compliance Report to identify those employees.

What the report does

The report shows the affected employees and provides an easy option to restart the I-9 verification process with the revised Form I-9. The system does three things:

- Produces a PDF of the employee's 2019 Form I-9 and places it on their I-9 tab (helps with record keeping/audits)
- Deletes the employee's in-process Form I-9 (you don't need it because you will restart with the revised 08/01/2023 Form I-9)
- Reopens the Section 1 task for employee so they can complete using the 08/01/2023 Form I-9

Learn more

To learn more about the I-9 Version Compliance Report and how-to steps, check out these topics in the Help system:

- [Form I-9](#)
- [I-9 Version Compliance Report](#)
- [Select a transition option for the I-9 Version Compliance Report](#)
- [Run an I-9 Version Compliance Report](#)

Prefer a video? Click [here](#).

New features and enhancements

Set the new 08/01/2023 Form I-9 as the default version.

Updated the Use Form I-9 Version setting, removing references to the 2017 I-9 and added a new default version of 08/01/2023 Form I-9.

Added the new 08/01/2023 Form I-9 version of the I-9, replacing the 2019 version. With this update, all preparer/ translator information is now part of supplement A and supplement B replaces section 3.

2023.5.1

October 7, 2023

Here are some new features introduced in this release.

Team launch events

A team or teams can be associated to an event definition so that those team(s) can launch that event. A team or team(s) associated to an event can launch the event via the navigation bar (**Employees & Events>Launch an Event**).

Teams that can launch events do not have the same permissions and functionalities of event coordinators. Also, teams can only launch events they are associated with.

Note

This feature is available by request. If you want this feature, contact Rival Support and they will associate teams to your event definitions.

New features and enhancements

Updated tasks definitions so that the Optional task functionality works with the new eForm Builder.

Added the ability for additional teams to be assigned to launch events.

Resolved issues

Resolved an issue where the preview document setting was not honored when a document preview link is clicked from a task.

Resolved an issue where the EXTERNAL_ASSIGNEE_EMAIL merge field could not be added back to the To: field of the Task assigned to an External User notification if it was removed.

Resolved an issue where GetFormI9Package webservice call generated an error when using the new PDF generator.

Resolved an issue where offer letter PDFs attached to notifications displayed a message of "Object reference not set to an instance of an object." when opened.

Resolved an issue where page breaks were not honored when using the new PDF generator.

Resolved an issue where some custom form's font styles were not reflected on the PDF using the new PDF Generator.

2023.5

August 24, 2023

Here are some new features introduced in this release.

Prefer a video? Click [here](#).

Default Login ID format

Login IDs can now be set to default to something other than a user's first.last name. A user with the *Manage Settings* privilege can access/set the default Login ID format by selecting an option from the *Default Login ID Format* setting:

Configure Settings	
Employees	UI Reporting Notification I-9 Tasks Logos Apps
Setting	Value
SSO Authentication Parameter Label ?	Authentication Parameter Cfg
Employee HRISID Label ?	HRISID
Employee HRISID Is Required ?	No
Employee Email Address Requirements ?	Required
Default Login ID Format. ?	Firstname.Lastname



Preview documents

You can now preview documents that are part of a download package without those documents automatically downloading to your PC. A user with the *Manage Settings* privilege can access a new UI setting called *Automatically download documents and download packages*. When this setting is set to True (default), documents and download packages automatically download. However, when this setting is False, documents and download packages open in a new browser window so they can be previewed first.

Automatically download documents and download packages ?	False	Audit Trail	Edit
			

New features and improvements

Updated E-Verify so that cases can be identified using different identifiers when no case was provided by DHS.

Added the ability for administrators to choose whether a document or download package is to be previewed first instead of automatically downloading. This new setting, called Automatically download documents and download packages, is a global change and will make it to where all documents and download packages are either automatically downloaded (Default) or have them appear in a new browser window so they can be previewed first.

Created a new setting called "Default Login ID Format" that lets administrator select the default login ID format. Administrators can now choose the login ID to auto populate with the user's first.last name, email address, or nothing.

Resolved issues

Resolved an issue where the "Restart Now" button was only restarting one app pool after a setting was updated.

Resolved an issue where selection field header inputs were showing styling tags on the PDF of an eForm Builder form if text is copy/pasted into prompt while using the new PDF generator.

Resolved an issue where self-completing tasks that were set to activate based on a date were intermittently not activating.

Resolved an issue where the Survey Results Report did not filter based on completion dates. If a user completed more than one of the same survey, the Survey Results Report included both even when one did not meet the date filter criteria.

Updated LSAuth Authentication Cookie to use HTTPS with the security flag set to TRUE.

Resolved an issue where members of a team who had restricted access to profile were given visibility to all profile fields when they were also on a team that had no restriction and no access to the employee profiles. The profile field restriction is now only considered from teams that have the View ALL Employees and/or Edit All Users privileges.



Resolved an issue where cases were being sent to E-Verify and E-Verify goes down before responding with a case. We now do more checks on active cases to ensure Onboarding cases and E-Verify cases are sync'd.

Resolved an issue where the Pending User Reassigned notification was not sending when the assignee of a pending user was changed.

2023.4.3

Resolved issues

The following issues were resolved in this release.

Resolved an issue where if a new hire completed the Covid Emergency Reconciliation Form and only had completed one Form I-9, the second task to review the Covid Emergency Reconciliation Form and select the Form I-9 to be updated could not be completed. When the Save and Complete button was clicked from the task, the assignee was given a 'Please select one or more I9s to correct' message.

2023.4.2

July 28, 2023

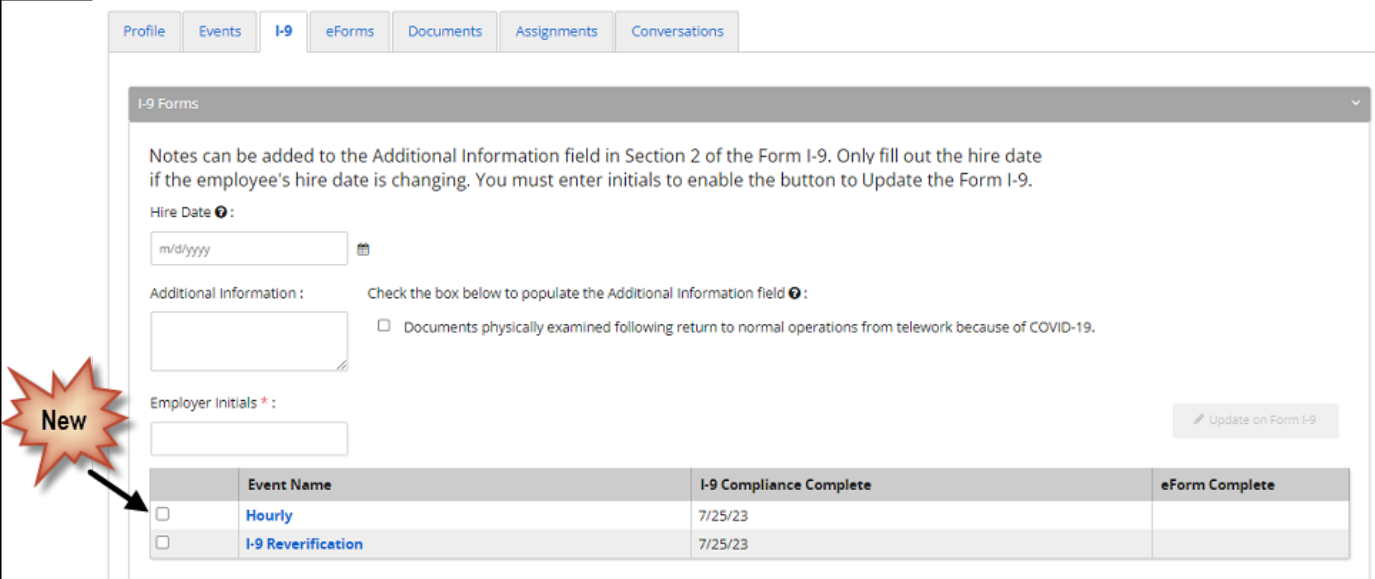
Here are some new features introduced in this release.

Expanded use of Profile's I-9 tab

Prefer a video? Click [here](#).

We've made some changes on the Profile's I-9 tab. You can now add additional information to an I-9 for employees who are retired. (In previous releases you could not do this.) The Profile's I-9 tab has been updated so that the Additional Information field can be used to update *any* I-9 that an employee has. So now even if the event was canceled or the profile was retired, the I-9 can be updated.

Also, if a profile has more than one I-9 listed, there is a check box that allows for the administrator to choose which I-9 or I-9s they want to add additional information to.



The screenshot shows the 'I-9 Forms' section of the Rival interface. It includes a tabbed menu with 'Profile', 'Events', 'I-9', 'eForms', 'Documents', 'Assignments', and 'Conversations'. The 'I-9' tab is active, displaying a form with the following fields:

- Hire Date**: A date picker field.
- Additional Information**: A text area for notes.
- Employer Initials ***: A text field.
- Check the box below to populate the Additional Information field**: A checkbox labeled 'Documents physically examined following return to normal operations from telework because of COVID-19'.
- Update on Form I-9**: A button.

Below the form is a table with the following columns: **Event Name**, **I-9 Compliance Complete**, and **eForm Complete**. The table contains two rows:

	Event Name	I-9 Compliance Complete	eForm Complete
☐	Hourly	7/25/23	
☐	I-9 Reverification	7/25/23	

A red starburst with the word 'New' and an arrow points to the checkbox in the first row of the table.

Remote access to Form I-9 section 3

Prefer a video? Click [here](#).

Now, just like section 2 for the Form I-9, section 3 tasks can be assigned to an email address so it can be completed by someone who is not a user in Rival Onboard. The section 3 tasks work just like the section 2 where members of teams that have the *External Task Assignment* privilege can assign the task to an email address.

Assign a Task

Select Task Assignee:

Search HR Coordinators only: ☒

Search

[Advanced Search](#)

OR Enter Email Address:

New

When the email assignee clicks the link within the notification, they will have to complete a small form:

You have been assigned a task. Complete the form below to continue.

Full Name

Email Address

Phone Number

After they complete the form, they are granted access to the I-9 section 3.

Access to the Additional Information field from Section 3

When a user is completing a section 3 task, they now have access to the Additional Information field located within the I-9's section 2. This gives the user the ability to populate that field with any information necessary for that employee. For instance, if a user was impacted by COVID and their section 3 documents were not initially physically reviewed, then the section 3 task can be reopened and the desired information can be added to the form.

New event to update Form I-9 for multiple employees (helps with COVID remediation)

Prefer a video? Click [here](#).



You may have a lot of remote employees that were impacted by the COVID policies and now you have to go back and have the supporting documents physically reviewed. You may not have the resources available to complete this task by the government deadline.

Good news! We've created a new form and event type that can be added to your Rival Onboard application to help collect the Authorized Agents information and then populate it on the associated I-9s.

To use this event, contact Rival to have the event and tasks configured for this functionality.

This event will consist of two tasks:

- One task is for the employee to input the information of the agent that reviewed their documents

Covid Emergency Reconciliation Form

Please provide the following information regarding the individual who reviewed your documents.

Inspector Information

First Name Last Name Title

Email Address Phone Number

If the Document that was used for this verification is different than the one original shown, please update the information below. [Click here](#) to see a list of acceptable documents.

☐ I have presented different documents compared to those used previously.

Forms Inspected

Document Title Document Number Issuing Authority Expiration Date (if any)

Document Title Document Number Issuing Authority Expiration Date (if any)

By signing below, you acknowledge that the above information accurate.

I understand that by electronically signing this document by typing my full name below, that I acknowledge, agree and attest that the information provided by me is true and correct and I am freely intending to create and adopt as my own a legally binding electronic signature that carries the same legal effect and enforceability as my handwritten signature.

Sign Here m/d/yyyy

Required information is missing.

- When task one is completed, the second task provides an internal user access to review the form and select what I-9s they want to be updated.

Task: Review Covid form

For: Brandon Smith/ COVID Remediation

Covid Emergency Reconciliation Form

Which I9s need amending?:

Event Name	I-9 Compliance Complete	eForm Complete	Amend I9?
Hourly	7/25/23	7/28/23	☐
I-9 Reverification	7/25/23	7/28/23	☐

Employer Initials:

Event Details

All Locations:

Arizona

Manager:

Mike Jones

Start:

7/28/2023

Show Discussion

Status:

Incomplete

Due Date:

7/28/2023

Assigned To:

Mike Jones

Assign

Expire Save Changes Save and Complete Task Cancel

When both of those tasks are completed, the information from the form is *automatically* added to the selected I-9s Additional Information field. This is a huge time saver for you!

New features and enhancements

Updated Form I-9 section 3 so that the Additional Information field can be updated when completing the section 3 task.

Updated Form I-9 section 3 task so that it can be assigned to an email address. Just like a section 2 task to assign the task to an email address, the user must have the External Task Assignment team privilege. The email assignee must provide their name, email, and phone number to grant them access to complete section 3.

Updated the I-9 forms section within the I-9 tab of a profile, so that the ability to update the additional information field, of an I-9, no matter the profile of event status. If there are more then I-9 for a user, each I-9 will have a check box. When checked, the selected I-9s will be updated.

Created a new event, form, and tasks that can be used to collect the authorized agents information and allow for an administrator to review the data and select what Form I-9's additional information to be updated. Please contact SilkRoad support to request this event to be created.

Resolved issues

Resolved an issue where if a new hire completed the Covid Emergency Reconciliation Form and only had completed one Form I-9, the second task to review the Covid Emergency Reconciliation Form and select the Form I-9 to be updated could not be completed. When the Save and Complete button was clicked from the task, the assignee was given a 'Please select one or more I9s to correct' message.

2023.4.1

Resolved issues

Resolved an issue where selection field header inputs were showing styling tags on the PDF of an eForm Builder form if text is copy/pasted into prompt while using the new PDF generator.

Resolved an issue where the GetFormPDF produced an error when form services was turned on using the new PDF generator.

Resolved an issue where the selected Arial Unicode MS font did not appear on a printed eForm PDF when the new PDF generator is used.

Resolved an issue where dynamic images did not appear on a printed eForm PDF when the new PDF generator is used.

Resolved an issue where the Survey Report results counts were not reflecting what was in the exports. The results now reflect what is in the exports.

2023.4

May 2023

Here are some new features introduced in this release.

Use latest uploaded document

Do you have the same document attribute being used for when someone is going through the same event more than once? Well now when you are creating a download package, you can designate that only the last document uploaded, with that attribute, will be included in the package.

Prepare a download package

Specify the eForms and uploaded documents to be included in the download package. Only saved eForms, and uploaded documents of types .pdf, gif, jpeg, jpg, png, bmp, tiff will be included in the download.

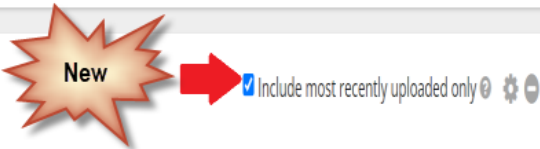
Set button label Download Package

☐

Download Package - Table of Contents

Hourly New Hire Document Upload

Document Title = Driver License


☒ Include most recently uploaded only  

New features and enhancements

Updated the spelling of Naturalized in the e-Verify Potentially Naturalized notification.

Added the ability to only associate the last document uploaded to the download package for any particular attribute used.

Added a new setting that allows for the amount of time that a link, sent when a Form I-9 section 2 task is assigned to an email, remain actives. Any team member with the "Manage Settings - I-9" privilege can adjust this setting.

Resolved issues

Resolved an issue where integrations, that are replacing large amounts of category values at once, were timing out before the values were updated.

Resolved an issue where a user on multiple teams did not get all the combined profile field visibility when the "Include all fields except" check box was used on one or more teams.

Resolved an issue where the "Append to PDF" functionality, that add the linked acknowledgement pdf to the end of an eForm builder form's printed PDF.

Resolved an issue where previewed Form Builder forms displayed blank fields.

Resolved an issue where the first task of an event could not be reopened after it expired.

Resolved an issue where a task configured with Send Integration Notifications checked is cloned, and the cloned task definition still sends integration notification after the Send Integration Notifications checkbox is unchecked and the task definition is saved.

Resolved an issue where clicking "Cancel unpublished changes" or "Delete" does not remove/delete unpublished task definition from the workflow when the task is configured to send integration notifications.

Updated the eForm Administration page so that the Regenerate Builder forms only appear if a change was made to the global settings.

Resolved an issue where the Survey Report could not be downloaded when data segmentation is enabled.

Updated the Launch Event trigger to require an event to be selected before the task can be saved and published.

Added a new Custom Theme CSS Class Name field within the Default layout settings for PDF documents setting that allows for custom themes to be named so they are applied to the PDF when printing a custom form.

Resolved an issue where the fonts used in forms were inconsistent when printing a PDF using the new PDF Builder.

Resolve an issue where an error occurred when an Imports template was being created when no import type was selected. The Next button will remain grayed out until a import type is selected.

Resolved an issue where unplaced documents were not indexed properly when uploaded, causing them to not appear within the portal.

Resolved an issue where the Manage Category restore point page was not loading when there were a large number of restore points. Updated the page to only keep the last 100 restore points.

Resolved an issue where users that were assigned to an expired task could not be retired.

2023.3

April 2023

Here are some new features introduced in this release.

Optional people on events

Have you ever wanted to launch an event and not have all of the people required to be named at launch? Beginning in this release, you can now have people assigned *after* an event is launched. This new feature allows for a person to be added to an event and marked not required. This allows for tasks to be created and assigned to this person without having to name the person at launch. When the event is launched, all required people will have a **RED** line next to the selection field and the non-required people will not.

After the event is launched, the person can be assigned directly to a task or they can be added to the event and all previously unassigned tasks will automatically get assigned to that person.

If a task is manually assigned to a person, naming a different person to the event does not change the assignment.

The optional person can be any listed person that is not marked as the Event Coordinator.

Contact Rival Support if you want to add an optional person to your events.

New features and enhancements

Added the ability to have event People marked as not required, giving Event Coordinators the ability to launch events without having to name them upfront.

Resolved issues

Resolved an issue where task complete notifications were not being sent with attachments when the new PDF generator was activated.

Resolved an issue where an error message of "Could not find Task 2" appeared when a Form I-9 section 1 task was reopened after a section 2 task was reassigned to an email address.

Resolved an issue with the I-9 Dashboard UI where the Completed I-9s header did not display properly.

Resolved an issue where semi-colons were not being enter consistently between emails tokens when merge fields were added to the To: fields using Chrome.

Resolved an issue where the Expire Task button on a task being viewed from a portal displayed a "String does not exist" message.

Resolved an issue where the Excel export for the Employee Report did not show data when there was only one row in the results.

Added the ability to hide the Purged I-9 tab on the I-9 dashboard when Enable I-9 Purging setting is turned off. Contact SilkRoad Support if you are not purging I-9s and would like the Purged I-9 tab to be hidden.

Resolved an issue where an "Unknown database error occurred" alert appeared after a task was completed that contained a trigger to launch an event, and that event was already active for that user. The alert now indicates that the event already exists.

Resolved an issue where radio buttons on an eForm Builder form were difficult to see on the completed form.

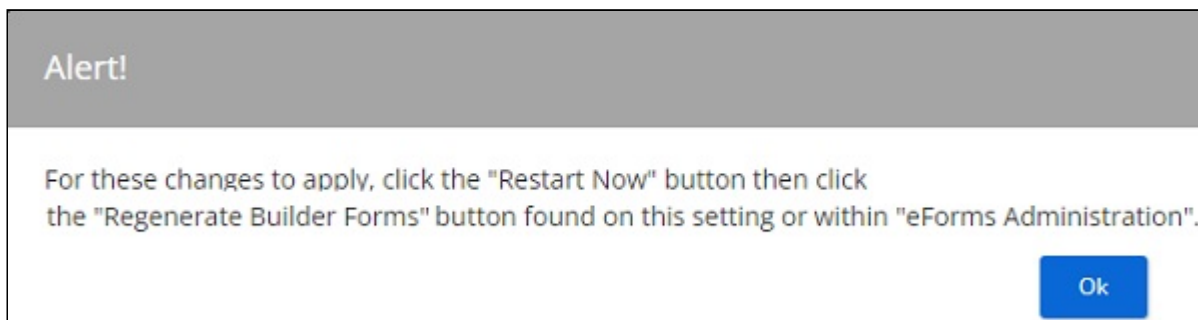
2023.2

February 2023

Here are some new features introduced in this release.

Default PDF layout setting

After you make a change to the "Default layout settings for PDF documents" settings, with the new PDF generator enabled, a new alert message appears:



It informs you that for changes to apply, you must click the **Restart Now** button and then click the **Regenerate Builder Forms** button (this is new!). The Regenerate Builder Forms button appears beside the Default layout settings for PDF documents setting:



If you forget to click the **Regenerate Builder Forms** button while in Settings, you can also find the button in the eForms Administration section:

eForms Administration

eForms
eForms Library
Lists
Import Lists
Fonts
Surveys

Extended User Profile

Edit List
Download XSD
Set Preview Defaults

Library eForm
Builder eForm
Custom eForm
Add eForm
Regenerate Builder Forms

The Default PDF Layout Settings will not override any local eForm settings that an eForm might already have. If *Override default PDF layout settings* is toggled on for an eForm, any Default setting change made in Settings will not affect the form.

Metadata

Set Admin Name

Canada Acknowledgement Form

Override system default fonts, such that a specific eFormBuilder eForm, or custom dynamic PDF (for example offer letters).

PDF Printing - Font Regular (TTF)
PDF Printing - Font Bold (TTF)
PDF Printing - Font Italic (TTF)
PDF Printing - Font Bold Italic (TTF)

eForm Builder Html rendering - Font Regular (WOFF)
eForm Builder Html rendering - Font Bold (WOFF)
eForm Builder Html rendering - Font Italic (WOFF)
eForm Builder Html rendering - Font Bold Italic (WOFF)

Override default PDF layout settings
Hide background

No Yes
No Yes

Paper Settings

Top Margin (inches)
Bottom Margin (inches)
Paper Height (inches)

0.5
0.5
11.69

Download package enhancements

Two new enhancements for download packages:

- The download package now allows for Microsoft Word documents to be included (.doc and .docx).
- Previously, if there were any errors in a download package, the package would fail to download. Now, if there are any errors, an error message page is included in the download package with the name of the error file and why there was an error. All other files will be downloaded in the package as usual.

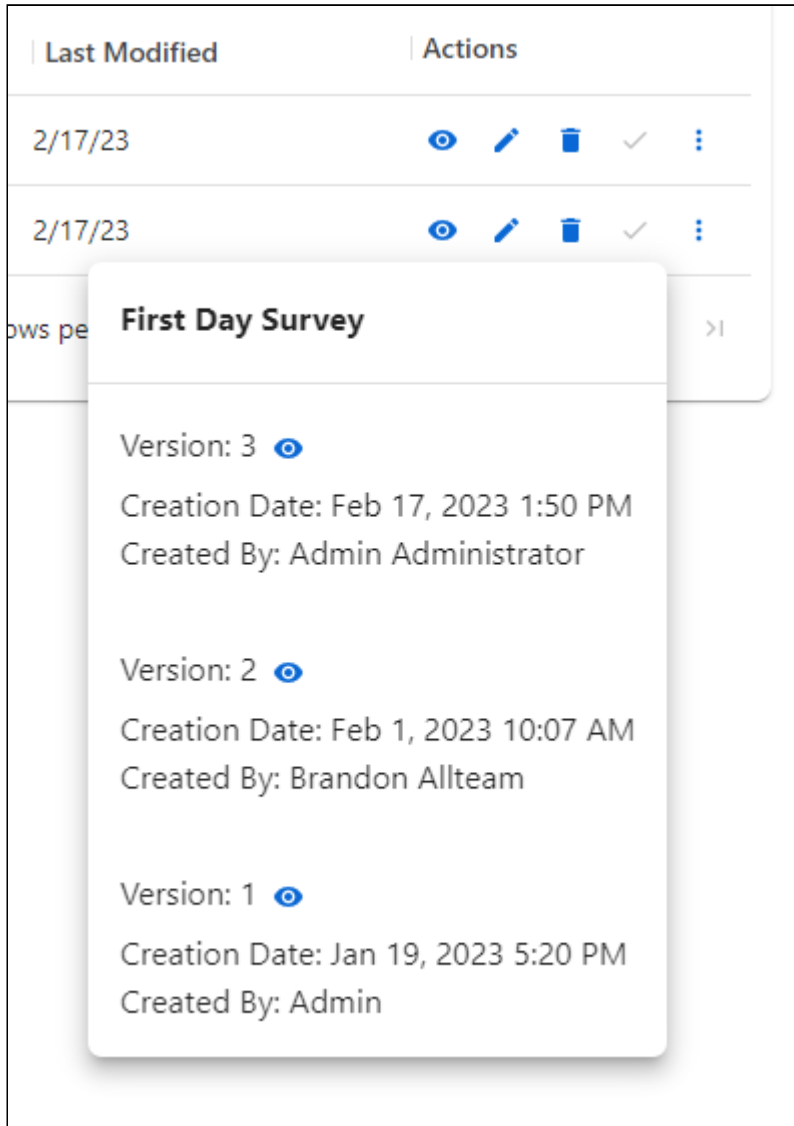
normal image.jpg

This image could not be added to the download package because it is corrupted

Survey enhancements

We have made some improvements to surveys to now allow for versioning. With this new versioning of the Survey Builder, there are some new actions:

- The eye icon allows for the form to be previewed.
- The check mark is for publishing the form for use. The icon is blue when there is an unpublished version.
- The ellipsis, when clicked, shows all the versions of the survey, a way to preview each one, along with who and when it was published.



The Delete button was also updated:

- If a **Draft** is saved, but the changes are no longer needed, the draft version can be deleted by clicking the trash can icon.
- If a **Published** form has been completed by at least one user, the form version cannot be deleted and the icon is grayed out.

New features and enhancements

Made an update to the download package so that if there are any file errors, the package will still download and a page will be included in, the download package, with the file name and why that file could not be loaded.

Made an update to download package PDFs so that they now include Word files (.doc and .docx).

Made an update so that Survey drafts and unused Survey versions can now be deleted. If any Survey version has been started or completed by at least one user, it cannot be deleted.

Updated the Survey Builder so that a form can be saved as a draft and be published when ready for use. Only published version can be accessed from tasks.

Made an update to add a version icon that shows the survey version and version audit details. Clicking the icon shows a preview of the specific version.

Made an update to the Survey UI to display a version popover containing the past versions and icon to preview past versions.

Made an update to the banner image list so that the images are displayed in order of most recent upload.

Made an update to the drag and drop so that it can be used via a keyboard and work with an iPad when creating a survey form.

Made an update to allow surveys to be versioned after making changes and updates.

Added a new Regenerate Builder Forms button that appears when making a change to the "Default layout settings for PDF documents" setting while using the new PDF generator. This will automatically regenerate all eForm Builder forms PDFs with the changes for use moving forward. This button appears next to the "Default layout settings for PDF documents" setting and on the eForms Administration page.

Resolved issues

Resolved an issue where the SMS time range did not allow for all day service (00:00 - 24:00) and required at least one hour to be entered for Start Time.

Resolved an issue where multiple images can be uploaded with the same name to the survey banner; images must now have unique names.

Resolved an issue where questions and graphs were overlapping in the Survey Reports PDF export.

Resolved an issue where apostrophes could be added to Login ID's via copy/paste.

Resolved an issue where if an E-Verify case was submitted during a USCIS outage, an error "Value cannot be null" was displayed.

Resolved an issue where if an event specific date field is selected when running an Event report, when another report is accessed right after the event date field will populate the first date in the list if the corresponding date does not exist in both reports.

Resolved an issue where not all of the search results are displayed in the Audit Report after clearing the filter and searching again.

Resolved an issue where tasks with an expiration date were expiring before they activated.

Resolved an issue where the Employee action menu drop down cannot be closed after being opened.

2023.1

January 2023

Here are some new features introduced in this release.

Accessibility

Updates have been made to Rival Onboard to make it more accessible. Here are the highlights:

- All colors in the user interface (UI) have been updated from green to an accessible blue.
- All table headers are now left aligned and the Status row has been updated to include *Status*.
- Status icons are now larger, use accessible colors, and include icons to help provide context.
- The Percentage bar colors are now a more accessible red.

My Dashboard

Employees
Assignees
My Tasks
Team Tasks

Show Events for
Name/Team

All
All

▼ Status	Name/Team	% Tasks Overdue	# Incomplete Tasks
!	Admin, Chad	25% Overdue	4
✓	Buddy, Brandon	0% Overdue	0
✓	Payroll	0% Overdue	1
✓	IT	0% Overdue	1
✓	Facilities	0% Overdue	1
✓	Operations	0% Overdue	1

1 - 6 / 6

<
<
1 / 1
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>

- On the Employee Profile, the collapsible boarder colors have been changed from green to an accessible blue:

Profile Events I-9 eForms Documents Assignments Conversations

Details

First Name *: Survey Middle Name : Last Name *: Test2

Email *: nothing@silkrad.com Hire Date : m/d/yyyy Termination Date : m/d/yyyy

Work Phone : Mobile Phone : (201) 555-0123 Time Zone : (UTC-05:00) Eastern Time (US & Canada) ☐ Opt-in to receive text messages

Employee ID : Login ID *: Survey.Test2 SSO ID : ☐ Use Corporate for Single Sign On

Password : **** Confirm Password : **** ☐ Force Password Change ☐ Do Not Purge

View Background check status

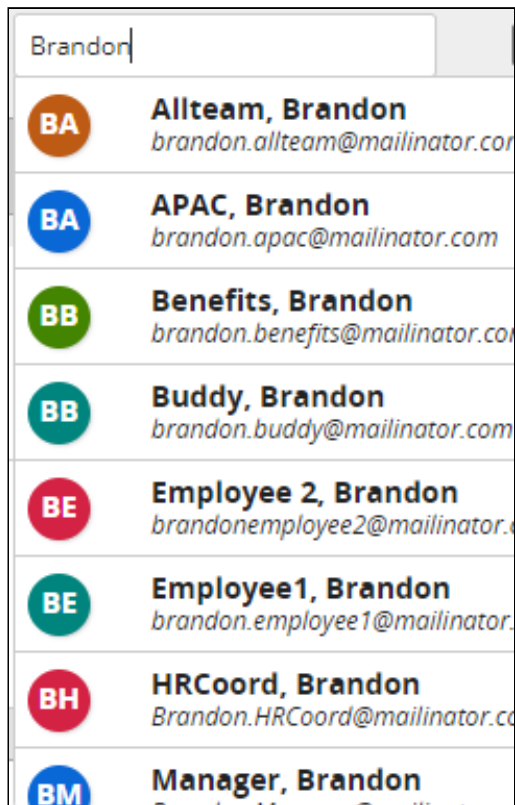
Employee Profile

Teams

Assignment Categories

Key Properties

- User Profile colors have also been updated to a more accessible color palette:



- On the eForms page, eForm icon colors have been updated to be more accessible:

- Library eForm

- Builder eForm

- Custom eForm

+		
+		Accords, chartres et règlements
+		ADHESION A LA GARANTIE MEDICALE ET CHIRURGICALE GMC
+		Alberta Tax
+		ATO Standard Choice Form
+		Bank Authorization Form Checked out by : Admin.bberry
+		Benefits Form

Surveys

Here are some updates to surveys:

- Survey Comment boxes have been updated from a 500 character limit to 1000 characters.
- Banners are now available! Images can be uploaded into the banner or selected from a list of previously uploaded images. You can choose to have an image and/or text in the banner.
- Note the banner functionality will appear in the Survey Builder before Rival Onboard is upgraded; however, logos will not appear on the form or preview until your Rival Onboard site is on the 2023.1 version.

Edit Properties - Banner



B
I
U
Normal
14
Font

-
-
-
-
-

Image Alignment

Text Alignment

Left

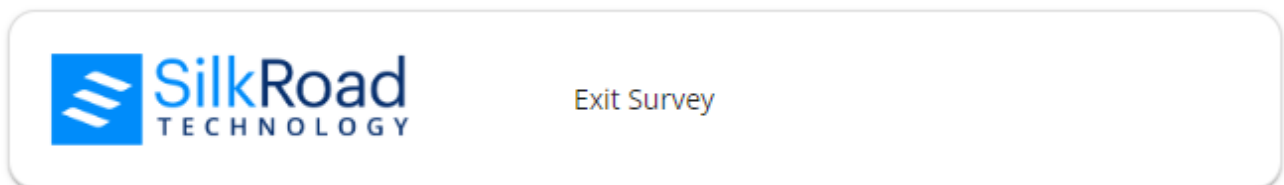
Center

☐ Image Only

CANCEL

SAVE

Banner with image and text:



Banner with image only:



With image only, the image spans the width of the survey

- Footers are now available! Footers with plain text can now be added to surveys.

Edit Properties - Footer

B *I* U Normal ▼ 14 ▼ Font ▼
 [List Icons] [List Icons] [List Icons] [List Icons] [List Icons] [List Icons] [List Icons] [List Icons]

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Text Alignment
Left ▼

CANCEL SAVE

- Survey Report Results can now be exported to PDF.
- Note the PDF download functionality will appear in the Survey Results Report before Rival Onboard is upgraded; however, the download will not fully function until your Rival Onboard site is on the 2023.1 version.

Survey Results Report

Search ▼

Survey Type *
 Exit Survey ▼

Select Employee
 Search []

Event Status
 --- all --- ▼

Advanced Search

Select Event
 --- all --- ▼

Event Type:
 []

Date
 Event Effective Date ▼

From
 1/15/2023

To
 1/16/2023

Clear Search Download ▼

Excel
 PDF
 XML

New features and enhancements

Made an update so that when an employee is deleted or purged, their conversation is also deleted/purged.

Updated the size of the Task Status icons so they are easier to see and are more accessible.

Made an update to the Dashboard Status icons so that they are more accessible.

Updated the eForm icon color located in the eForms section to be more accessible.

The character limit for the Survey comment box is now 1000 characters.

Released a new footer feature for Surveys.

Released a new banner feature for Surveys. This allows for images and text to be included in the banner.

Released a feature for the Survey Results Report where the Download button now has a drop-down option that allows you to download the results as a PDF (in addition to Excel and XML).

Updated the User profile avatar colors so that they are more accessible.

Made an update to Onboarding tables by left aligning text headers and replacing the 'O' Status icon with the text "Status".

Made an update to the color of all collapsible headers so that they are more accessible.

Made an update to the Task List Status indicator icons so that they are more accessible.

Made a color change to the site font, all buttons, links, and other executable items to a more accessible shade of blue.

Made an update to the table colors in SilkRoad Onboarding to be more accessible.

Resolved issues

Resolved an issue where Conversations for deleted users still appeared in the Conversations inbox.

Resolved an issue with not being able to purge a user if they previously had a Conversation and Conversations had since been disabled.

Resolved an issue where clicking on the View Profile button on an Active Event would throw an error message "User not Found" if Conversations is enabled.

Resolved an issue where a Survey name could not be updated after a Survey was added to a task.

Resolved an issue where the Survey Results Report returned an error when downloading the report to Excel.

Resolved an issue where the Survey's question numbering on the Survey and report was not correct.

Resolved an issue where the internal form name and description are displayed on the rendered Survey form.

Resolved an issue where the Survey Option title font is larger than the option selected font.

Resolved an issue where the nightly update process was failing preventing some forms library forms from properly updating to the latest version after clicking "Get Latest".

Resolved two issues where the eForm PDF Field Name font does not match the Field font size, and the Accessible PDF font does not match the Standard PDF font.

Resolved an issue with the Print Accessible PDFs option throwing an error that the Accessible form could not be viewed.

Resolved an issue where signatures were not appearing on the PDF of the Employee Statement of Nonresidence in Iowa form when using the new PDF generator PDF Tron.

Resolved an issue with eForms being retrieved via web services, where if the language was Mandarin or Japanese the form would have additional characters or missing eForm sections.

Resolved an issue where an Employee profile could not be deleted if they previously had a Conversation.

Resolved an issue where E-Verify is not replying back with a case number when there is a disconnection on the government side. We now check for a duplicate case that matches the information provided and update the original submission syncing Onboarding with found case number.

Resolved an issue where the Survey Reports pulls all data regardless of Data Type and Date filters.

Added additional security to prevent cross-site scripting.

Known issues

Resolved an issue where the preview document setting was not honored when a document preview link is clicked from a task.

More info

- Click [here](#) for information about supported languages and browsers.

Client support

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

- **International Toll Free:** Access numbers via Rival Community
- **Rival Community:** <https://www.rivalcommunity.com>
No access? Email support@rival-hr.com for access.
- **Email:** support@rival-hr.com