



Rival Workflow Release Notes

All Releases | 2024

RIVAL

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Latest December 23 (staging)/January 6 (production)

Version 2024.4.22

What's New

Self-service reporting is now available to beta customers and will show key dashboards on events across onboarding, offboarding, M&A, transitions and more. Beta customers will also have full access to build and schedule custom dashboards. If you're interested in joining the Analytics Beta group, inquire with your CSM or contact Rival Support!

Announcement!

Due to the upcoming end of year holidays, we are extending the release window for staging and test sites. Rather than our usual one week window, staging and test sites will be upgraded during a two week window starting December 23, 2024 and ending January 3, 2025. Production site upgrades will observe the usual one week window starting January 6, 2025.

November 25 (staging)/December 2 (production)

Version 2024.4.20

Announcement!

Due to the upcoming Thanksgiving holiday, all staging and test Workflow sites will be upgraded between November 25, 2024 and November 27, 2024. Your staging or test site may be unavailable for a short period of time during the upgrade. Thank you for your understanding.

Resolved issues

PDF fonts are now printing correctly, either with the default font of Open Sans or with the set override font selected in Administration → Settings. Please note, if Asian characters are included in the PDF, an override font may be necessary.

Fixed: The api call GetCompletedFormsList was providing an invalid response in XML tag <ErrorString> resulting in an interruption in integration processing. No additional mitigation is required at this time.

Customers were experiencing an inconsistency in behavior when completing Edit Profile style pages in the Express Portal. We have added an override option in Setting to allow for customers to determine where they would like users to land after completing these types of tasks.

Due to an inconsistency in eForm version numbers for a specific customer's forms, the form data was not exporting correctly. The version numbers are now correctly respected and eForm data is reporting as expected.



November 21

Version 2024.4.19 hotfix

Resolved issues

Fixed: The api call GetCompletedFormsList was providing an invalid response in XML tag <ErrorString> resulting in an interruption in integration processing. No additional mitigation is required at this time.

November 11 (staging)/November 18 (production)

Version 2024.4.19

What's New

Rival Copilot Updates!

Copilot Enablement

Copilot enablement is now Self-Service! Admin users with access to Administration → Settings → IU tab can enable or disable Rival Copilot. When Copilot is disabled, it is disabled for all Rival Workflow users.

Enable Copilot 	True	Audit Trail	Edit
--	------	-----------------------------	----------------------

Copilot Location

Rival Copilot page placement has been adjustment to ensure page buttons are fully accessible.

Add Employee

Details

First Name * :

Middle Name :

Last Name * :

Hero Name :

Email * :

Hire Date :

Termination Date :

Work Phone :

Mobile Phone :

Employee ID :

Login ID * :

Corporate Login ID :

Password * :

Confirm Password * :

☒ Auto Generate Password

☒ Force Password Change

☐ Do Not Purge

Employee Profile

Teams

Assignment Categories

Key Properties

Add Event

Cancel

Save



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October 28 (staging)/November 4 (production)

Version 2024.4.18

Resolved issues

During testing, benefiteres weren't able to open 2nd Gen forms. This has been corrected and 2nd Gen eForms and Surveys are now opening correctly.

October 14 (staging)/October 21 (production)

Version 2024.4.17

Resolved issues

When completing a survey, the indication of fields that are required and not required was inconsistent. For example, box coloring for non-required fields was showing up as red,, which is what happens for fields that are required. UI changes were made to eliminate the inconsistency.

The Survey Report was missing survey responses. This issue is corrected. Survey responses now appear as they should on the Survey Report.

When adjusting the Set Preview Default options for previewing eForms, the changes were not saved. Also after clicking **Save**, when you returned to the eForm tab, the tab was blank. This has been corrected and changes now save in Set Preview Default.

Some eForm API response payloads were returning an incorrect ErrorNum of 0 even though the call completed successfully. This has been corrected and will work correctly with Self-Service eForms enabled or disabled.



September 30 (staging)/October 7 (production)

Version 2024.3.16

Resolved issues

Corrected an issue with Everify where a case had the correct information in the Passport number field but a *Invalid value for "us_passport_number", us_passport_number is required* message displayed and the case was not submitted.

When attempting to complete an eForm (created from the eForm Builder) that included either the Full Name or Personal Information element boxes along with a required signature, a server-side validation error displayed. This issue is resolved.

Corrected an issue with the import tool that did not allow fields that were checked as Show Default to import.

September 18 (staging)/September 25 (production)

Version 2024.3.15

Resolved issues

When attempting to complete an eForm (created from the eForm Builder) that included either the Full Name or Personal Information element boxes along with a required signature, a server-side validation error displayed. This issue is resolved.

Customers can send phone numbers in any format to PhoneMobile and Onboard will format the value as needed for SMS functionality for US and Canada numbers. It's important to remember 10 digits, excluding the country code, are needed to save an accurate phone number.

When clicking on an existing legacy eForm Builder an error "Error while fetching form information" appeared. This has been corrected.

On a Static Text element when adding inline dynamic text, a portion of existing text to the right of the inline dynamic text was removed. This issue has been corrected.

On the Analytics Summary dashboard, corrected an issue where the *Events Launched This Year* tile incorrectly defaulted to blank when it should have defaulted to All. It now defaults to All.

Resolved an issue on the Single Sign-on (SSO) Login error page where the background and page text were both black, which made the error message unreadable. The error message is now in white text, which makes it readable.

Tip: This change does not affect any custom configuration on the page.

September 3 (staging)/September 9 (production)

Version 2024.3.14

What's new

Include Search_Field as a default option on eForms

You might remember the introduction of the Search_Field in a previous release. You could set up the Search_Field to be an employee's preferred name, for example, and then search for employees by preferred name. Now, you can include that Search_Field as a default option on legacy and self-service eForms. Just add it as a default value on an eForm element like a Text Input element.

The screenshot shows the 'Edit Properties - Text Input' dialog box. It contains several input fields: 'Placeholder Text', 'Input Mask', 'Validation' (a dropdown menu), and 'Help Text'. Below these fields are three checkboxes: 'Required' (checked), 'Hidden', and 'Read-only'. A 'Default Value' dropdown menu is open, showing a list of options: 'Employee - First Name', 'Employee - Middle Name', 'Employee - Last Name', 'Employee - Preferred Name' (highlighted with a red box), 'Employee - Name', and 'Employee - Email'. To the right of the dropdown menu is a small 'Encrypted' checkbox. At the bottom right of the dialog are 'CLOSE' and 'SAVE' buttons.

Team privileges- Profile fields as read-only or editable

Employee profile fields can now be designated as *either* read-only or editable:

Profile Fields:  ☐ Include all fields except



☐  Edit	☐  Read Only	Field Name 
☐	☒	Enter extension
☐	☒	Enter an office color
☐	☐	Enter a value greater than 100
☒	☐	Enter a date
☒	☐	Attach_Photo

When a user looks at the employee profile:

- If they are on a team with *Edit User* privilege but neither edit nor read-only is specified for profile fields, they can see and edit all profile fields. However, if fields are designated as read-only or edit, then the read-only or edit designation controls what they can see or edit.
- If they are on a team with edit privileges, they can see and edit the field.
- If they are on a team with read-only privileges (and are not on a team with edit privileges), they can see the field but not edit it.
- If they are on a team with edit privileges and also on a team with read-only privileges, they can see and edit the field.

Other enhancements

Customers can send phone numbers in any format to PhoneMobile and Onboard will format the value as needed for SMS functionality for US and Canada numbers. It's important to remember 10 digits, excluding the country code, are needed to save an accurate phone number.

In preparation for an update to the eForms Administration menu (Administration>eForms), the tabs in this section are now ordered alphabetically.

A specialized task complete notification can now include a completed, self-service eForm as part of the notification. When the recipient receives the notification, they can click to view the completed eForm.

Resolved issues

On a self-service eForm, the multi-signature feature did not allow for the eForm to be saved and completed. This has been corrected.

When attempting to complete an eForm (created from the eForm Builder) that included either the Full Name or Personal Information element boxes along with a required signature, a server-side validation error displayed. This issue is resolved.

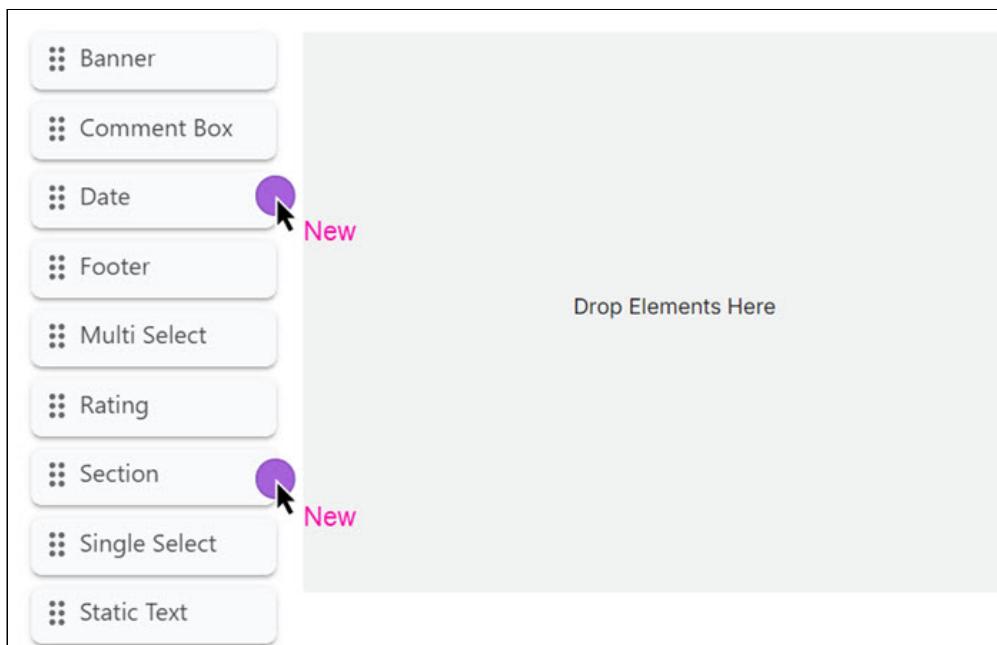
August 19 (staging)/August 26 (production)

Version 2024.3.13

What's new

Survey improvements

To add more pep to the surveys you create in Rival Onboard, two new elements are available: Date and Section.



Use this element:	To:
Date	Include a date picker on a survey.
Section	Break a survey into logical sections and control who can fill out fields within it.

If you are familiar with eForms, you know about Lists. You can now use Lists in survey elements! Including a List saves time because it can be used in multiple places rather than creating entries for each element in the survey. Some examples may include country, US states, marital status, and so on.

☒ Horizontal ☐ Vertical

Value List

New

Answers *

+ ADD

Help Text

CLOSE

SAVE

Resolved issues

On a self service eForm with a radio button option, the selection did not remain after a user selected it. This issue has been corrected.

When on a team with the View Task Definitions permission and viewing a task with an upload request, a 403 error no longer appears.

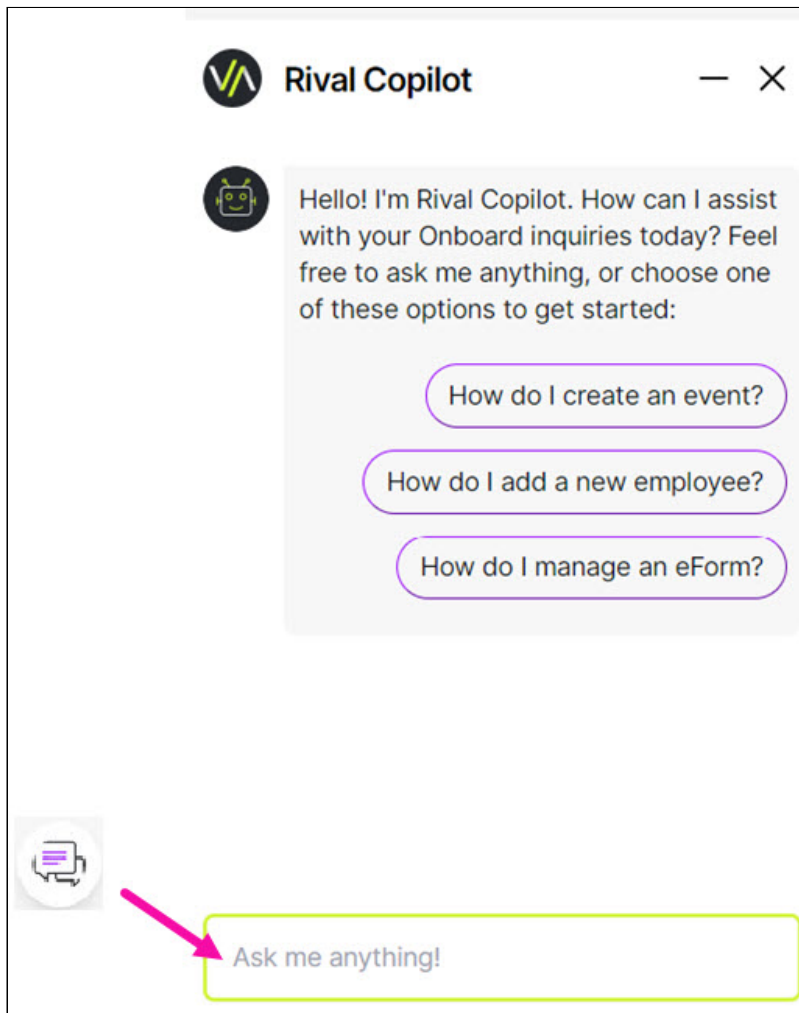
August 5 (staging)/August 16 (production)

Version 2024.3.12

What's new

Rival Copilot

Introducing Rival Copilot! Rival Copilot is a generative AI based question-and-answering system. Rival Copilot offers fast access to Help content so you can quickly learn product concepts, tackle your daily how-to tasks, and get clarity on head-scratching roadblocks.



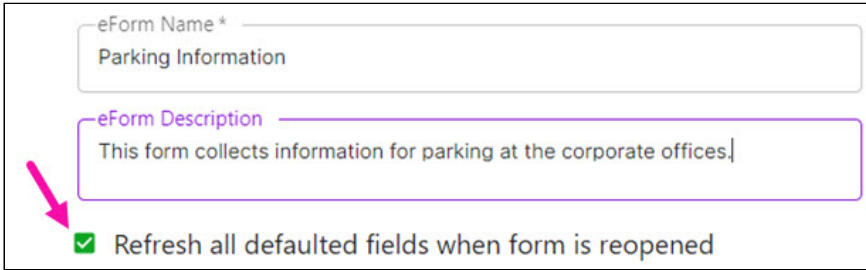
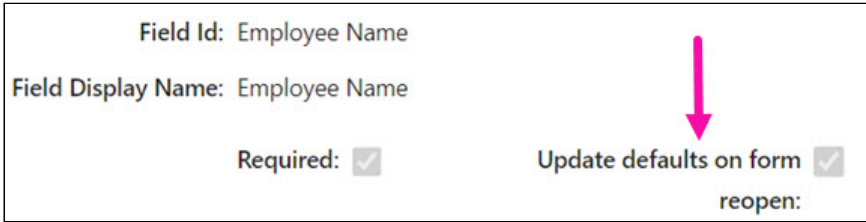
Rival Copilot is available by default to all users, which means as an admin, you don't have to do anything to turn it on.

Refresh self-service eForm with updated info upon task reopen

You can now get the most updated information from a user's profile into a self-service eForm without having to re-enter it. Enter the information in one place. When the task is reopened, the eForm shows the fresh new data. It's not magic but almost.

Two options

As an admin when configuring a self-service eForm, you have two refresh options to choose from.

This option	Does this
Global refresh 	Refreshes any field that is configured to prepopulate a value when the eForm is reopened after completion. Tip: Reopen after completion means the user saves and completes the form, closes the task, then an admin reopens the task with the purpose of updating info on the eForm. Reopen does not mean simply viewing the eForm.
Field level refresh 	Refreshes the individual fields (that you selected to be refreshed) when the eForm is reopened after completion.

More new features and enhancements

You can now pull a list of self-service eForm Builder forms via Onboard's webservice api call, GetCompletedFormsList.

Resolved issues

Corrected an issue with the XMLUserEdit webservice API call where it did not respect the Detail section fields. [Corrected in a hotfix on August 15, 2024]

When proxying in and attempting to download an I-9 package, users received an error message: *AddRoleForRequest has already been called. These calls cannot be stacked.* This issue is now resolved. Users with the correct privileges can now successfully proxy in and then download an I-9 package.

Resolved an issue where the Recruiter Lobby was giving an error when trying to create a user and the login ID already exists.

July 29

Version 2024.3.11

What's new

Reactivating a terminated event

In the past if you terminated an active event for an employee and wanted to reactivate it, it required a call to Rival Support and they did behind-the-scenes work. Now, you can do it yourself. Saves you time. It's self-service at your service!

A user who is on the event coordinator team can reactivate a terminated event:

Employee - Cooper Bitz Active

Profile **Events** I-9 eForms Conversations

List of Active Events

Event	Status	Event Completion Date	
Onboarding	Cancelled		Edit ▼

Reactivate Event

Delete

Some highlights:

- When reactivating, you can add a note to explain why you are reactivating:

Reactivate Event

Add Note (optional)

Reactivating because this event was terminated by mistake.

Reactivating this event will reinstate all associated tasks based on their status as of the date the event was cancelled.

Cancel
Reactivate Event

- After reactivation, the event launches from its *current* state.
- Any task previously completed stays completed.
- Any task without a completion date is reinstated and has its same status based the start date on the event at the time of termination.

Note: An *Event Note Added* notification is sent when an event is reactivated and it contains the note you added when you reactivated the event. In a future release, there will be a *Reactivation* notification. Stay tuned for that.

More new features and enhancements

Made a security update to prevent possible malware attacks to Polyfill.io.

The Employee SearchField is now available on the Employee Report and can also be included in the output of the Event Report. To include it, an administrator accesses Reporting settings (Administration>Settings>Reporting tab), clicks Edit for the Columns for the XML/Excel Event Report Output setting, and selects Employee SearchField under the Benefiter section and saves the changes.

Relabeled the browser tab that displays when reviewing/completing an eForm to Rival Onboard instead of SilkRoad Onboarding.

Added a field check dependency to the *Search_Field Label* setting (Administration>Settings>Employees tab). If the *Search_Field Label* setting:

- Has no value set, then the *Search_Field is Required* setting can not be edited (Edit button is disabled).
- Has a value, then the *Search_Field is Required* setting can be edited and the value can be set to Yes or No.

Updated the default PDF font from OpenSans to Inter in the following areas in Rival Onboard:

- Legacy eForm Builder form PDFs (including all headers and footers)
- PDF page numbers
- PDFs for custom forms configured to use the default font
- Form field text in generated PDFs
- PDF error pages
- Download package Table of Contents

Note: This enhancement caused some issues with PDFs. We reverted the PDF font back to OpenSans to correct the issues. [Corrected in a hotfix on August 15, 2024]

Updated the Font Awesome version in Rival Onboard. You won't notice dramatic changes in icons. Just slight changes like thinner lines and outlines.

Resolved issues

When using the MarkFormDelivered webservice for delivering forms, the *Delivered* date string is no longer missing in the invoked response of GetCompletedForms, GetCompletedFormsEX, and GetFormsIDEx webservices. (This issue only occurred with GUID ObjectIDs.)

July 8

Version 2024.3.10

More new features and enhancements

Updated the *Review menu changes* topic in the Help system to include these changes:

- Under Reporting & Analytics, hid *Expanded Analytics (soon)* and *Standard Reports (soon)* menu options.
 - Under Reports: Moved *E-Verify Cases* to appear after *Event Report*.
-

Made some modifications to the navigation bar:

- Under Reporting & Analytics, hid *Expanded Analytics (soon)* and *Standard Reports (soon)* menu options.
 - Under Reports: Moved *E-Verify Cases* to appear after *Event Report*.
-

The new Detail section EUP field name, SearchField, is now an editable field in XMLUserEdit webservice request.

The GetFormsIDs webservice now supports the retrieval of FormIDs from self-service eForms.

The MarkFormDelivered webservice call marks a self-service eForm Builder form delivered or undelivered. It designates that a form has been processed by the integration so that it will not be sent again.

You can now print a survey as a standard PDF. For how-to steps, check out this topic in the Help system: *Print a survey as a PDF*.

Resolved issues

When viewing the Employee Portal on a mobile device, the cookie pop up message no longer overlaps the top text section.

When you click an eForm link on the eForm Reports page, the *Onboarding application has encountered an error* message no longer appears. Now, the eForm opens in a new tab without displaying an error message.

Resolved an E-Verify issue where a client could not initiate verification without receiving the following error: *Unable to retrieve case information for this case. Please try again later.*

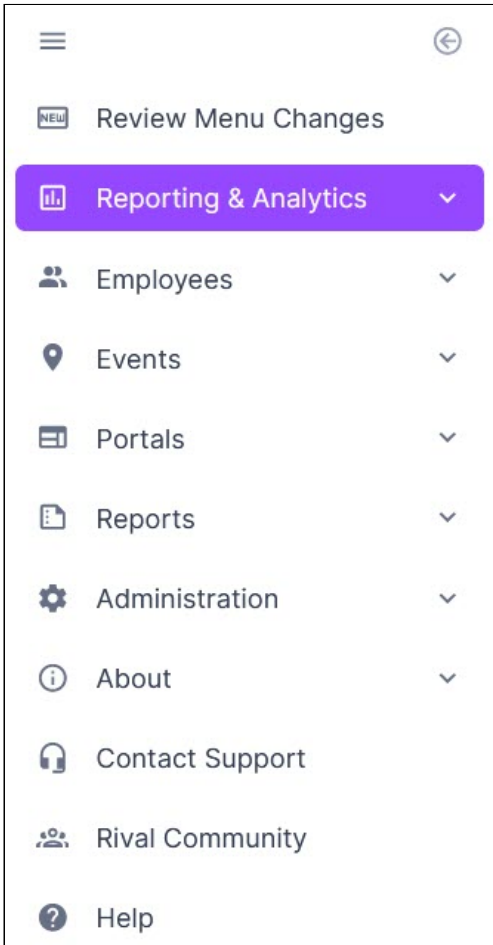
June 24

Version 2024.2.09

What's new

Navigation bar: new look, new structure

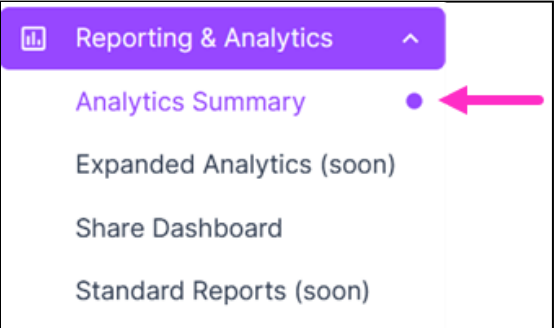
We updated the navigation bar to give it a new look. But it's more than a cosmetic change. We've taken a big step in making it, wait for it, logical!



The screenshot shows the new navigation bar with a hamburger menu icon at the top left and a back arrow at the top right. The menu items are: Review Menu Changes (with a 'NEW' badge), Reporting & Analytics (highlighted in blue), Employees, Events, Portals, Reports, Administration, About, Contact Support, Rival Community, and Help.

Some things to notice:

- New menu option at the top, *Review Menu Changes*. Click to compare the old menu to the new menu so you can easily find things.
- Color change: Dark text on a white background instead of white text on a dark background
- *Reporting & Analytics* now contains Dashboards (Summary and I-9)
- *Events & Employees* separated into their own menu options
- Portals (both employee and manager) are grouped under *Portals*
- Removed "Manage" from the menu option labels under *Administration*
- New menu option, *Rival Community*, opens the Rival Community website (Only available to users on a team with the *Rival Community* privilege)
- Several reports under *Reports* are no longer available: Assignee Promptness, I-9 Version Compliance, Event Summary, Event History
- With the exception of the Reporting & Analytics menu, sub menu options are alphabetized
- Find the dot, save a lot (of time): The dot beside a sub menu option tells you where you are:



This close-up shows the 'Reporting & Analytics' menu item expanded. It lists four sub-options: Analytics Summary (highlighted in blue with a blue dot to its right), Expanded Analytics (soon), Share Dashboard, and Standard Reports (soon). A red arrow points to the blue dot next to 'Analytics Summary'.

Preferred Name search

A client-requested feature is now available: Preferred Name search! There are a few setup steps your system administrator does to get this going. After that, you can search for employees by preferred name.

Setup

Step 1: In Configuration Settings (Administration>Settings>Employees tab), create a label for the *Search_Field Label* setting. We'll call it Preferred Name:

Configure Settings

Configuration updates will take effect after tonight's site restart.

Restart Now

Employees

UI

Reporting

Notification

I-9

Tasks

APIs

Logos

Apps

OEM

Other

Setting	Value		
Search_Field Label ?	Preferred Name ←	Audit Trail	Edit
Search_Field is Required ?	No	Audit Trail	Edit

Step 2: Determine if you want the search field to be required when adding/editing an employee. No is the default. For our example, we'll change the *Search_Field is Required* setting to Yes:

Configure Settings

Configuration updates will take effect after tonight's site restart.

Restart Now

Employees

UI

Reporting

Notification

I-9

Tasks

APIs

Logos

Apps

OEM

Other

Setting	Value		
Search_Field Label ?	Preferred Name	Audit Trail	Edit
Search_Field is Required ?	Yes ←	Audit Trail	Edit

After a restart, the *Preferred Name* field is available when adding or editing an employee and in our case, it's required:

Add Employee

Details

First Name * :	Middle Name :	Last Name * :	Preferred Name * :
Email * :	Hire Date :	Termination Date :	
	m/d/yyyy	m/d/yyyy	

When that *Preferred Name* field is populated with an employee's preferred name, it will be available when searching.

Searching

Use the Find Employee or Quick Search to search for an employee by preferred name.

- For Find Employee, enter the preferred name in the *First Name* field:

Find Employee

First Name	Last Name	Email
Login ID	Authentication Parameter Cfg	Unique ID
Employee Status		Location
☒ Active ☐ Retired ☐ Purged		Search

Advanced Search

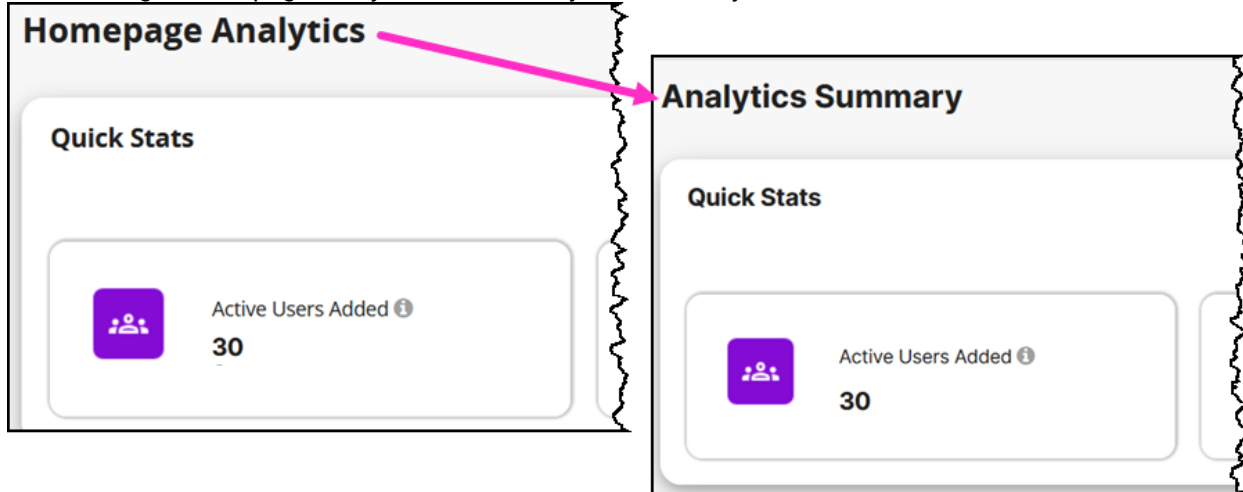
- For Quick Search, just enter preferred name in the search box:

Find Employee

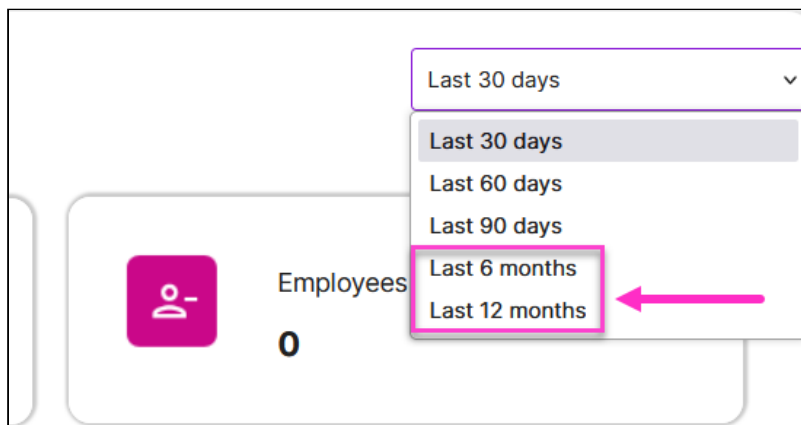
Homepage Analytics changes

Here are some changes to Homepage Analytics:

- Name change. Homepage Analytics is now Analytics Summary:



- The Quick Stats date range drop-down has two new options:



- *Last 6 months* displays counts for the last 6 months based on the current date and 6 months in the past.
- *Last 12 months* displays counts for the last 12 months based on the current date and 12 months in the past.

New Log in page

Rival introduced a new Log in page in May. If you have a customized Log in page and would like to update to the new format, submit a client upgrade request (subject: Update Login page) to support@rival-hr.com and include your brand's logo and desired custom text.



More new features and enhancements

Updated the *Add a new employee* topic in Onboard Help to include information about the new Preferred Name search field added in version 2024.2.09. You can find the updated info in Step 2 in the Details and Employee Profile expanding block text fields.

There's a new menu option on the navigation bar: *Rival Community*. It links to the Rival Community website. Access to this menu option is controlled by the *Rival Community* team privilege. If a user is on a team with that privilege, the menu option is available. Otherwise, it is hidden.

New team privilege: *Rival Community*. If a user is on a team with that privilege, the Rival Community menu option is available from the navigation bar. Otherwise, the Rival Community menu option is hidden.

The employee preferred name search field, `Search_Field`, is now included as an editable field in the BulkUserUpload webservice request.

Self-Service eForm PDFs are now accessible via Onboard's webservice api call, `GetFormPdf`.

June 6

Version 2024.2.08 hotfix

Resolved issues

When downloading more than one eForm from an employee profile, an Internal Error appeared. This has been corrected.

June 3

Version 2024.2.08

New features and enhancements

Made some improvements to the employee purge function:

- The employee purge now has an audit trail
 - Corrected the issue of data from deleted rules remaining in the database
-

Updated sections of the Rival Onboard UI to provide contrast between page sections for better usability. The section title, division lines, and main background color have all been updated.

Updated the header color to white, which allows for more cohesiveness with customer logos.

Resolved issues

Print Accessible PDFs displayed as blank documents when generated. This has been corrected and Print Accessible PDFs are now populating with appropriate content.

A scroll bar was visible between the left navigation and the main body of Onboard. This has been corrected so the scrollbar is only visible when necessary.

You can now publish a self-service eForm from the eForm Administration page.



May 20

Version 2024.2.07

What's new

New look for the Log in page

We've created a new Log in page. It's a cosmetic change to bring consistency across our Rival products.

RIVAL
Formerly SilkRoad Technology

User Name:
|

Password:

The page you requested requires that you log in first.

☐ remember user name [Login](#)

Or

[Click Here To Login](#)

[Did you forget your password?](#)

Here are some common questions about the new Log in page:

Question	Answer
How do I get the new Log in page?	It's automatic! Clients with <i>standard</i> Log in pages get the upgrade on staging (test) on May 13 and on production on May 20. Clients with customized Log in pages (about 90 clients in all) will be upgraded between May 20 - July 31.
Can I change the background image?	No.
I have my company logo on my Log in page now. Can I keep it?	Yes. For customized clients (batches B&C), Rival will communicate with you about what to do/next steps. Tip: You can replace the Rival logo with your own by following the steps here .
I have customized SSO link text on my Log in page. Can I keep it?	Yes. For customized clients (batches B&C), Product at Rival will communicate with you about what to do/next steps.
I have customized colors on my Log in page. Can I keep that?	No.

More new features and enhancements

Updated the eForm Library icon colors to the Rival color scheme.

Updated the avatar colors to the Rival color scheme.

Updated the proxy bar color (which appears when you proxy as another user) to the Rival color scheme.

Updated the date picker colors to the Rival color scheme.

Replaced the SilkRoad favicon in the browser tab with the Rival favicon.

The DeleteForm webservice call now supports deleting an eForm that was created with the new self service eForm Builder.

Resolved issues

When accessing Form I-9, the JavaScript error, *Uncaught ReferenceError: tippy is not defined*, no longer appears.

When attempting to print a PDF of the custom legacy eForm "Japan Offer Letter," the error, *The input is not valid Base-64*, appeared and prevented generation of the PDF.

There was an issue with the employee purge in which incorrect employees were added to the purge queue. This issue is resolved.

On a benefiter's Task List, the *Assign Task* button didn't work when the Search [PersonName] Only option was checked. This also occurred with Advanced Search from the Assign Task pop-up window. This issue is resolved.

May 6

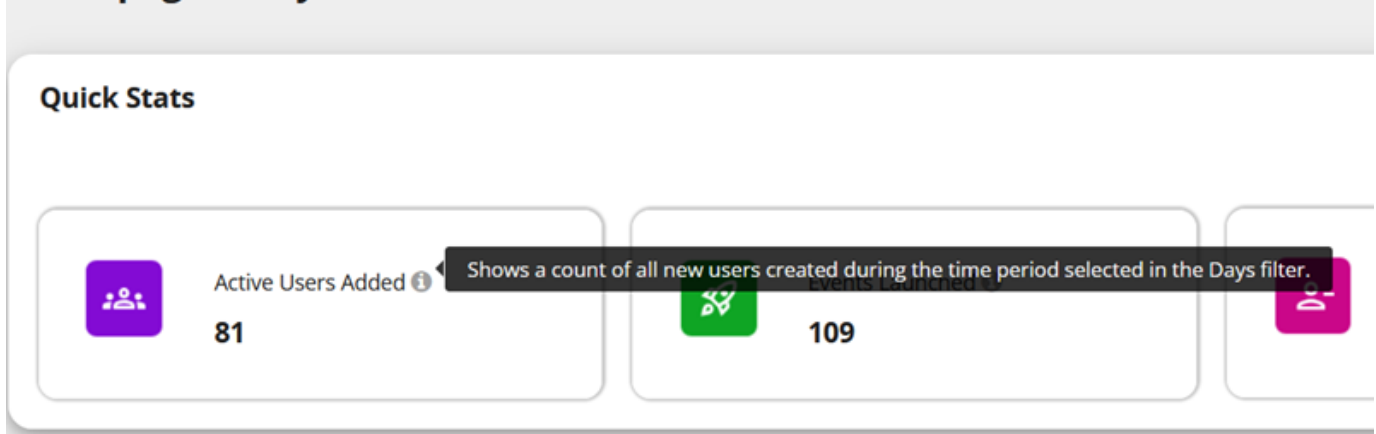
Version 2024.2.06

What's new

Hover help on Homepage Analytics dashboard

Want a brief explanation of what a tile does on the Homepage Analytics dashboard? Click the info icon to view hover help.

Homepage Analytics



Updated button labels on self service eForm (available in test/staging for beta clients)

Consistency matters so we updated the buttons on the self service eForm to match those on the legacy eForm. Here's a summary:

- The Cancel button is now Close.
- The Print PDF button is now Print Standard PDF.
- The Complete Later button is now Save & Complete Later.
- The Submit button is now Save & Complete Task.

Current Date *

Date 

Employee name * ?

First Name Middle Name Last Name

[CLOSE](#) [PRINT STANDARD PDF](#) [SAVE & COMPLETE LATER](#) [SAVE & COMPLETE TASK](#)

Repositioned Help tool tip icon on self service eForm

Repositioned the Help tool tip icon on the self service eForm Builder so that it is closer to the field label.

☐ [CLICK HERE](#) * ? 

Address * ?

Address Line 1

Address Line 2

City

Business

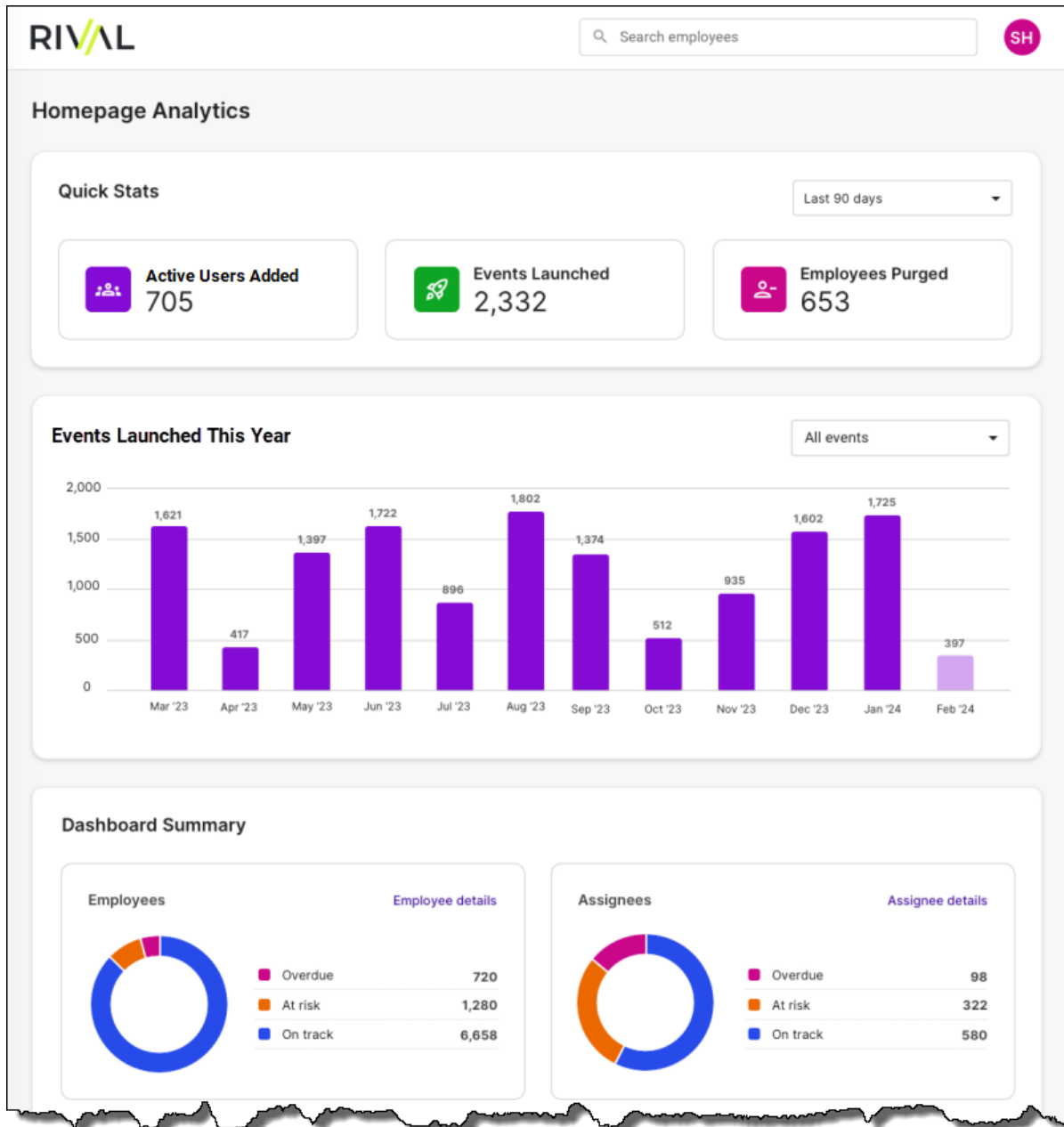
April 22

Version 2024.2.05

What's new

Homepage Analytics

Homepage Analytics provide quick access to the information you need to transform data into action, identify patterns, track task completion, and more. Data is presented as charts, graphs, and tiles for "at-a-glance" efficiency.



Let's take a quick look at some of the features.

Feature	Description
Quick Stats	Contains three tiles with summary counts for Active Users Added, Events Launched, and Employees Purged. You can filter by 30, 60, or 90 days.
Events Launched This Year	Shows the number of events launched per month since the beginning of the year. Filter defaults to all events but you can select a specific event. Data is presented as a bar chart.
Dashboard Summary	Contains tiles that provide a count of employee tasks, assignee tasks, team tasks, and my tasks (tasks of the logged-in user). Data is shown on a donut chart. Tasks are color-coded based on status: Overdue, At risk, and On track. Tip: <i>Employee Details</i>, <i>Assignee Details</i>, <i>Team Details</i>, and <i>My Task Details</i> are active links. Click a link to go to the Dashboard Summary.
I-9 Statistics	Collection of tiles that is a slimmed down version of the I-9 Dashboard. Click the Advanced I-9 Search link to go to the I-9 Search page.

Settings and privileges

The *Enable Analytics* setting controls whether the Homepage Analytics feature is available on your system. By default, the setting is off. When it's enabled (turned on), Homepage Analytics is available for users who have the appropriate privileges.

Configure Settings

Employees
UI
Reporting
Notification
I-9
Tasks
APIs
Other

Setting	Value		
Enable Analytics ?	On	🔍 Audit Trail	✎ Edit

Privileges control access and some functions of Homepage Analytics.

If you are on a team with this privilege:	Then:
Dashboard	You have access to the Dashboard Summary:  And see the <i>Dashboard Summary</i> section on the Homepage Analytics dashboard (if you also have the Analytics privilege).
Analytics	You have access to Homepage Analytics:  And the Homepage Analytics dashboard shows the <i>Quick Stats and Events Launched This Year</i> sections (and the <i>Dashboard Summary</i> section if you also have the Dashboard privilege).
I-9 Reports	The I-9 Statistics section appears on the Homepage Analytics dashboard. Otherwise, it is hidden.

Because privileges can sometimes be tricky, here are some scenarios that may help clear things up.

If a user needs access to the:	Put them on a team that has these privileges:
Dashboard Summary and Homepage Analytics with the I-9 Stats section available	Dashboard, Analytics, I-9 Reports
Dashboard Summary and Homepage Analytics without the I-9 Stats section	Dashboard, Analytics
Dashboard Summary but not Homepage Analytics	Dashboard
Homepage Analytics but not Dashboard Summary	Analytics

New features and enhancements

Improved the Homepage Analytics dashboard's look by:

- Expanding the dashboard to eliminate empty space on the right side of the page when in full screen mode.
- Updating the icons for the Quick Stat tiles.
- Adding the *Advanced I-9 Search* link (top right of the I-9 Statistics tile).

The *Analytics* privilege grants access to Homepage Analytics. It will be an available menu option from the navigation bar.

On the Homepage Analytics dashboard, the *Active Users* tile has been renamed to *Active Users Added*.

The Dashboard Summary section on the Homepage Analytics dashboard now includes a Team Tasks tile. The tile shows on track, at risk, and overdue team tasks.

The Dashboard Summary section on the Homepage Analytics dashboard now includes a My Tasks tile. The tile shows on track, at risk, and overdue tasks for the logged-in user.

Resolved issues

If you have data segmentation enabled, data segmentation rules apply to Homepage Analytics. For example:

- The counts for the Active Users Added, Events Launched, Employees Purged, and Events Launched This Year tiles are based on your data segmentation rules.
- For the Events Launched This Year tile, the events available for selection from the Events drop-down list takes into account your team relation/event coordinator status.

In some cases, the *Additional Information* check box did not appear on some user's I-9 tab even though all tasks within Section 1 and Section 2 of the I-9 were completed. This issue is resolved.

When attempting to print accessible PDFs within the event workflow, an alert message, *Sorry, PDF conversion failed. Would you like to view the standard PDF?* appeared. When attempting to print a standard PDF, an *HTTP error 500* appeared. Both of those issues are resolved.

The custom logo on the Rival Onboard Login page now correctly aligns.

The introduction of the *External Task Assignment* privilege caused a few issues/conflicts with the Document Upload Task Assign feature such as compliance issues and unable to complete tasks to progress users through an event. This is resolved.

When completing an eForm and clicking the *Save and Complete* button, the system no longer returns to an incorrect task URL.

Researched and resolved some additional client-reported issues with E-Verify looping, including looping issues that occurred with auto employment authorization, photo match confirmation, SSA TNC to FNC, duplicate check and dual TNC to EA, and case closure/resubmit.

In section 2 of an I-9, a *Required information missing or invalid error* message appeared when you entered **D/S** in the *Expiration Date* field for a document that doesn't expire—even though D/S is a valid field input. This issue is resolved. The error message no longer appears and you can successfully save the form.

March 25

Version 2024.1.04

New features and enhancements

Updated the button colors on eForms to the Rival color scheme.

Updated the radio buttons and check boxes on advanced eForms to the Rival color scheme.

eForms that are created with the new eForm Builder are now included in the XML download of the eForm Report.

Updated the download package configuration to allow for the new eForm Builder forms to be added and have that form appear in the downloaded PDF.

eForms that are created with the new eForm Builder are now included in the eForm Report.

Resolved issues

When a rating element was added to a survey, you could not publish the survey. This issue is now resolved.

When signing an eForm using the Wet Signature and Complete Later options, the eForm now correctly shows the Wet Signature option when you reopen the form.

When attempting to sign an eForm using the Keyboard Sign option, the Sign button was not available and you could not sign the eForm. This has been corrected.

Updated the *Retire a category* topic in Rival Onboard Help to clarify rules about retiring category values with dependencies. See the Note at the top of the topic for details.

March 15

Version 2024.1.03 Hotfix III

Resolved issues

Resolved a *Forbidden* error message that displayed when attempting to view tasks within events (Administration>Manage Events).

Corrected an issue that caused uploaded documents to not appear on the Documents tab on an employee profile.

March 14

Version 2024.1.03 Hotfix II

Good to know

We are temporarily hiding the Homepage Analytics feature introduced in staging on February 28, 2024. This will allow the Rival team to finalize some new features to improve your user experience. Homepage Analytics will be making a comeback soon. Stay tuned!

Resolved issues

There was an issue when you attempted to view another user's employee dashboard from the Find Employee search. It incorrectly redirected to the logged-in user's employee dashboard. This issue is resolved.

When sharing a dashboard with a user who also has dashboard permissions, you now see that user's assigned employees.

February 28

Version 2024.1.03

What's New

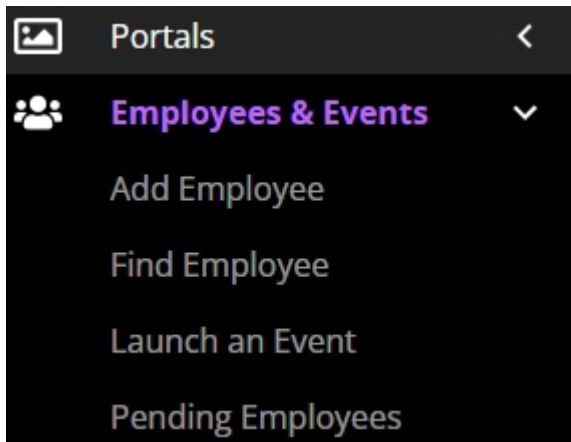
Lots of new features in this release. Let's check them out.

Rival Rebrand

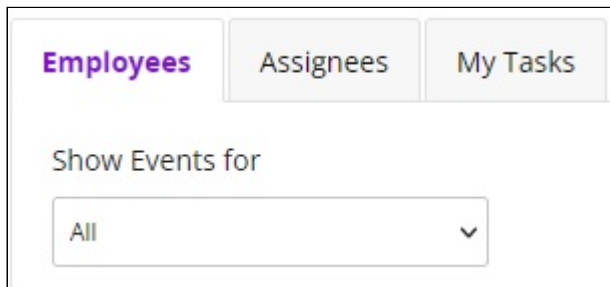
You'll notice color changes to buttons, links, tabs, table grid rows, and more. We made these color changes to show the vibrancy and energy that Rival offers. And, an important benefit, these new colors are accessible. This enables people with visual or color vision impairments to effectively use Rival Onboard in the same way as their non-visually impaired counterparts.

Here are a few things you'll notice.

- Navigation bar is now black and gray with selected menu options purple:



- A tab's label is purple when selected:



- Required fields have a bright pink bar and buttons are purple:

Launch an Event

Select Event *

Select Employee *

Advanced Search

⌂ Reset Changes

➔ Next

You'll notice more rebranding changes as you navigate through Rival Onboard.

Tip: The color changes do not affect the function of buttons, links, tabs, URLs, and so on. Things work as they did before the rebrand.

New Employee Portal

The new Employee Portal is a modern, mobile friendly portal that you use to deliver secure communications, tasks, and interactions with new hires and employees. It's flexible and allows you to configure text, branding, and include videos. The portal can deliver the WOW factor and what's better, it's all self-service.

STARBOARD

Home My Mission My Journey My Documents

Welcome John

4 overdue tasks

0 tasks due this week

Embarking on a Journey of Innovation with Starboard

Welcome to Starboard, where innovation meets excellence! As the newest members of our trailblazing team, you're joining a journey to redefine industry standards and create impactful solutions that resonate across the globe. Let's set sail towards a future brimming with possibilities and achievements.

Get Started!

Our Culture

We thrive on creativity, collaboration, and a relentless pursuit of excellence, fostering an environment where every idea has the potential to spark change.

[The Heartbeat of Innovation](#)

My Journey

1 of 8 completed 17%

Due	Task
6th February	Task 2
6th February	Task 3
6th February	Task 4
11th February	Welcome to Starboard!



Here are some key parts of the Employee Portal:

- From the *Home* page, you can see the self-loading progress bar and lists of tasks under My Journey.
- From the *My Journey* dashboard, your employees can search tasks by their status, sort by filter, and start typing in the search bar to find a task.
- On the *My Mission* page, your employees can learn more about the specific goals on the side of their organization, and understand more about what is expected of their role to accomplish company goals.
- On the *My Documents* page, new hires can view and download docs. As an admin, you can upload, filter documents, search for documents, view, and download.

Interested in the new Employee Portal? Contact your Rival representative for details on how to get it.

Improvements to the self-service eForm Builder

We continue to beef up the new self-service eForm Builder with features you've asked for. Here's the latest:

- Print standard and accessible PDFs
- Include eForms in download packages
- Address element supports India and Philippines
- Expand and collapse eForm elements in eForm Builder

Note: The self-service eForm Builder is currently available only on staging sites. It is not yet available on production sites.

New features and enhancements

Updated the Contact Support menu link to www.rivalcommunity.com.

Updated the navigation bar colors to the Rival color scheme.

Updated the Survey Results Report to the Rival color scheme.

Updated the I-9 and E-Verify dashboard colors to the Rival color scheme.

Updated the Event Summary Report to the Rival color scheme.

Updated the status icon colors to the Rival color scheme.

Updated the alert colors to the Rival color scheme.

Updated the accordion colors to the Rival color scheme.

Updated the table row colors to the Rival color scheme.

Updated the color to tabs to the Rival color scheme.

Updated the color of links to the Rival color scheme.

Updated the button colors to the Rival color scheme.

(New eForm Builder) When an element is in edit mode, there are now expand and collapse arrows. When you click the expand arrow, an element expands and shows all of its properties. When you click the collapse arrow, the element collapses and shows only Field ID and Field Type.

Resolved issues

Print Accessible PDFs displayed as blank documents when generated. This has been corrected and Print Accessible PDFs are now populating with appropriate content.

Corrected some formatting/overlapping issues on eForms:

- The State label no longer overlaps the State box on the Personal Information element.
 - Placeholder text (eForm Name and eForm Description) no longer overlaps the name and description.
-

Allows retired list values to maintain their correct internal code and display values.

The *Show Discussion* section now appears (as it should) on the Task Details page on the Onboard portal.

February 21

2024.1.01 Hotfix

Resolved issues

Researched and resolved some additional client-reported issues with E-Verify looping, including looping issues that occurred with auto employment authorization, photo match confirmation, SSA TNC to FNC, duplicate check and dual TNC to EA, and case closure/resubmit.

February 5

Version 2024.1.01

New features and enhancements

Updated various icons to the Rival color scheme.

On Form I-9 in Section 2, some of the selected values were not fully shown when viewing the form. The affected drop-down lists were widened so that the values are fully shown.

(New eForm Builder) When an element is in edit mode, there are now expand and collapse arrows. When you click the expand arrow, an element expands and shows all of its properties. When you click the collapse arrow, the element collapses and shows only Field ID and Field Type.

(New eForm Builder) You can now print to PDF from an eForm.

Resolved issues

When initiating a case verification via E-Verify, the system experienced looping behavior because of bad case data. This issue is resolved.

When completing section 1 of an I-9, the system now allows you to successfully save the I-9 without a Social Security Number.

On Form I-9, the help tool tips are now aligned correctly and easily readable for the *Preparer and/or Translator Certification for Section I, Preparer 1 Signature, and Document Title* fields.

These form issues are resolved:

- Extended time to download forms/download packages and error message
 - Font consistency
 - Asian characters appearing as squares
 - Overlapping text on the Table of Contents page
-

There was an issue where a dynamic image (such as a logo) on an eForm (such as a completed offer letter) did not print on the resulting PDF. This has been corrected.



January 16

Version 2023.6.03

New features and enhancements

The electronic signature validation statement (bottom of Form I-9) now includes the first and last name of the person who signed the form.

The non-custom login page has been updated to reflect the new Rival logo and powered by Rival image in the lower right hand corner of the page.

If a custom login page is in place, this change will not be visible.

The signature field within section 1 on Form I-9 can now accept verbiage other than the benefiter's name. For example:

- Minors: The signature field can indicate *Individual Under Age 18*
- Employees with Disabilities: Signature field can indicate *Special placement*

Resolved issues

Under Settings>I-9 tab when Form-Only Validation is selected, the system now validates the I-9 form if a user has a space in their first or last name fields. This is also true for completing Section 1 and Section 2 of the I-9 form.

The *Expiration Date (if any)* field in Section 2 of Form I-9 now displays the correct date format of MM/DD/YYYY.

The issue with not being able to open, download, or send PDFs is resolved.

The issue where the Social Security Number field in Section 1 of Form I-9 did not match the Social Security Number in Section 2 (inadvertent dashes added in the Social Security Number field) and prevented form completion and E-Verify submission is now resolved.

When you click **Download I-9 Package** on the I-9 tab of a user who filled out an I-9, you no longer receive a bad request message.

January 3

Version 2023.6.02

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.

Resolved issues

When printing an eForm, the system no longer displays an exception error.

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.

(New eForm Builder) The multi select element now supports vertical and horizontal alignment for check boxes.

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.

When adding a banner element and selecting the *Image Only* box, you can now save and publish the eForm without the "There are required items that are missing" error message appearing.

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

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