

# Release Notes Youforce Portal

Release 2016-12  
Version 2

# Content

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This document describes the new functionality and improvements introduced by this release. Some of these changes have been inspired by messages and reports from customers. Where relevant, we have included a number in the section title to refer to the identification of the message (change .....) in question in our system.

## Important messages

### 1. IBU version 3.8

#### Why

In recent months, some changes have been made to IBU.exe, which is used to exchange files using Send and Receive. The main changes have been made to the mechanism that enables communication with Youforce about whether a file has been transferred correctly. These changes mainly serve to ensure that a file is exchanged only once. This is important since exchanging it a second time may have undesired effects, e.g. for payroll processing. Other changes have also been made. They serve to improve reliability when exchanging files on an unstable internet connection.

#### How

*Publications | Youforce | IBU version 3.8*

The new version of IBU can be downloaded from the *Youforce | IBU version 3.8* publications page.

#### Your action

We advise you to install the new version on all PCs and servers on which you use IBU. It is also important that any IBU Standalone installations are updated to the new version. **Important:** IBU versions older than 3.7 will stop working by mid-2017. If an older version then tries to contact Youforce, Send and Receive will break the connection. You should therefore make sure that you have installed the most recent version of IBU by then.

## Changed and improved

### 2. Contact for Data Protection

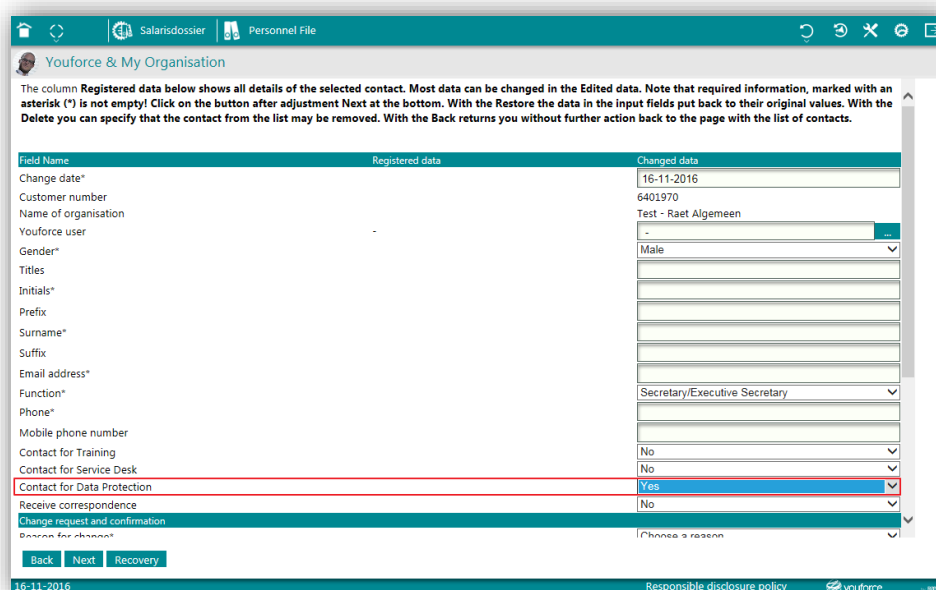
#### Why

The changes that were made to the Dutch Data Protection Act last year imposed an obligation on large organizations to appoint a 'Data Protection Officer'. Since Raet processes personal details on behalf of its customers, it is important that we know who this officer is in your organization so that we can contact them if any emergencies occur. We have therefore added the option for you to record the name(s) of this (these) contact(s) in Youforce.

## How

### Service Plaza | My Organization | Contacts | Contact for Data Protection

You could already record your organization's contacts, such as the contact for the Service Desk and the contact for training programs under 'My Organization' in Service Plaza. Now a new option has been added to this: 'Contact for Data Protection'. In order to edit the details, you will first have to select a contact from the list or add a new contact. One of the options when recording the contact is 'Contact for Data Protection'. Here you can indicate whether the person in question is - or is not - a contact for data protection.



The column **Registered data** below shows all details of the selected contact. Most data can be changed in the **Edited data**. Note that required information, marked with an asterisk (\*) is not empty! Click on the button after adjustment **Next** at the bottom. With the **Restore** the data in the input fields put back to their original values. With the **Delete** you can specify that the contact from the list may be removed. With the **Back** returns you without further action back to the page with the list of contacts.

Field Name	Registered data	Changed data
Change date*		16-11-2016
Customer number		6401970
Name of organisation		Test - Raet Algemeen
Youforce user		-
Gender*		Male
Titles		
Initials*		
Prefix		
Surname*		
Suffix		
Email address*		
Function*		Secretary/Executive Secretary
Phone*		
Mobile phone number		
Contact for Training		No
Contact for Service Desk		No
Contact for Data Protection		Yes
Receive correspondence		No
Change request and confirmation		
Down for absent		

Buttons: Back, Next, Recovery

Footer: 16-11-2016, Responsible disclosure policy, youforce, raet

## Your action

If your organization has appointed a Data Protection Officer, please set the 'Contact for Data Protection' option to 'Yes' for that person. If the Data Protection Officer is not available as a contact yet, you can create a new contact and then set the 'Contact for Data Protection' option to 'Yes' and enter the relevant details, so that Raet can contact that person.

**Remark:** If you register a contact for this purpose, this contact is sent to Raet Business Accounting, so Raet knows who to contact in case of issues regarding data protection. However, registration of this contact in Youforce is visible after the new export from Raet Business Accounting to Youforce. This new export will be available mid-December.

## Messages remedied

### 3. Administrator summaries date filter

#### The Date filter in the Administrator summaries does not work everywhere

**Remark:** This functionality will be released as an additional update before 10 December.

#### Message

Some summaries in the 'Youforce Usage Logbook > Administrator summaries' option did not enable filtering the lines in the summary for a specific date. The filter was not applied when a date was entered in the filter field.

#### Solution

This release features a change that ensures that the Date filter will work again. If you enter a valid date in the header and then press 'Enter', the lines in the summary will be filtered for the date entered.

### 4. Create certificate (change 5346)

#### Creating a user certificate takes a long time

#### Message

Creating a user certificate sometimes took a long time. As a result, some users would repeat this action, causing another certificate to be generated, although the email to the user still contained the password for the certificate that was created first. Others would abort the certificate creation process, even though the certificate had already been registered.

#### Solution

Creating a new certificate within individual user management of Youforce usually takes a couple of seconds. However, when using Internet Explorer this may sometimes take longer, up to 30 seconds. This depends on various factors, including the number of certificates that the administrator or user already has in Youforce, the browser version, and possibly some other configuration settings. The waiting time cannot be influenced within Youforce. However, we have now included a text and a spinner at the bottom of the screen to indicate that the creation process is running and that this must not be interrupted.

### 5. Email notification of expired users (change 5104)

#### The number of users in the email notification differs from the wizard screen

## Message

The 'Extend access by group' wizard displays the users whose user account is about to expire. Email notifications are sent about this once a month as well, but this email shows a different list than the wizard.

## Solution

When preparing the email and determining the list of expired user accounts, another period was used than in the 'Extend access by group' wizard. This release features a change that ensures that the same period is now used. As a result, the email shows the same number of users as the wizard.

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Release 201611

# Content

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This document describes the new functionality and improvements introduced by this release. Some of these changes have been inspired by messages and reports from customers. Where relevant, we have included a number in the section title to refer to the identification of the message (change .....) in question in our system.

## Changed and Improved

### 1. New version of Send and Receive (IBU)

#### Why

Sometimes, IBU is not able to connect to Youforce or an existing connection is broken. Changes were made in previous versions to ensure that the exchanging of files is resumed reliably and that the file is sent or received correctly at a later stage.

In version 3.8 of IBU, further improvements have been implemented, and the provision of information if errors occur has been enhanced. This makes it easier to determine why errors occurred when exchanging files. This information can be used to more efficiently establish the cause and to determine what to do to prevent this error recurring.

#### How

Download IBU version 3.8 by accessing Publications | Youforce. Here you will find the news message with the download and installation procedure for the update to IBU version 3.8. We advise you to install this version as soon as possible since it offers improved possibilities of recovery if connection problems occur. It also provides additional information to help you establish the cause.

## Solved Messages

### 2. Large numbers of files using Send and Receive (IBU) (Change 2413)

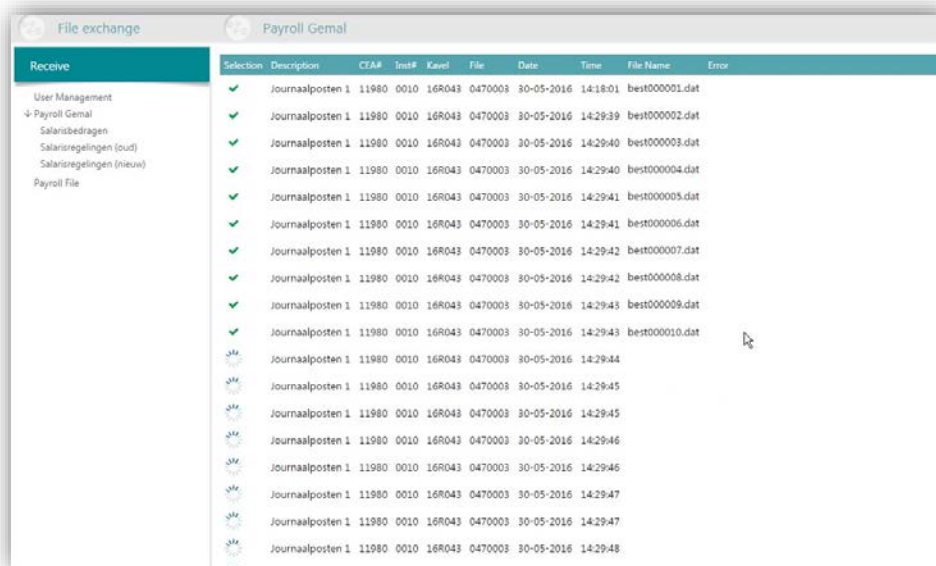
**It is not possible to receive large numbers of files at once using IBU.**

#### Message

If more than 500 files were ready to be received, it was not possible to retrieve them all in one go using IBU. Since it took too long to determine which files should be exchanged, an error message then appeared.

## Solution

This release introduces improvements that split the downloading of files that are ready to be downloaded by you into several sessions. Please download IBU version 3.8 to use this feature.



Selection	Description	CEAF	Inst#	Kavel	File	Date	Time	File Name	Error
✓	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:18:01	best000001.dat	
✓	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:39	best000002.dat	
✓	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:40	best000003.dat	
✓	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:40	best000004.dat	
✓	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:41	best000005.dat	
✓	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:41	best000006.dat	
✓	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:42	best000007.dat	
✓	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:42	best000008.dat	
✓	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:43	best000009.dat	
✓	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:43	best000010.dat	
🔄	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:44		
🔄	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:45		
🔄	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:45		
🔄	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:46		
🔄	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:46		
🔄	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:47		
🔄	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:47		
🔄	Journaalposten 1	11980	0010	16R043	0470003	30-05-2016	14:29:48		

The icons in the first column in the example above show that the first 10 files have been received. The remaining files are being downloaded.

# Release Notes Youforce Portal

Release 201610

# Content

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This document describes the new functionality and improvements introduced by this release. Some of these changes have been inspired by messages and reports from customers. Where relevant, we have included a number in the section title to refer to the identification of the message (change .....) in question in our system.

## Solved messages

### 1. Text message in the language of the user (Change 3624)

**Some text messages are not sent in the user's language.**

#### Message

When a user first logged in using 2-factor authentication, the text message that was sent to their phone always used to contain a Dutch text.

#### Solution

With effect from this release, the message is sent in the language selected by this user, also when the user logs in using 2-factor authentication for the first time.

### 2. Some text messages are refused (Change 3624)

**Some text messages are not delivered to users**

#### Message

Text messages were not always delivered to some users outside the Netherlands. This was typically the case if the mobile phone of the users in question was connected to a mobile network on the Netherlands Antilles. The provider with whom the 'roaming' user has taken a subscription also plays a role, and this problem also seems to apply to certain virtual providers (including e.g. Lycamobile). These providers use software that does not enable text to be used as the sender of the text message.

#### Solution

To remedy this problem, it was decided to no longer use 'Youforce' as the sender, but Raet's general phone number '00 31 33 4506 506'. If you save this phone number to the phone directory, the name you have selected will be shown in the message. If this is not the case, the number will be shown as the sender. Since a valid phone number is used as the sender now, the software of the providers in question will accept the message.

### 3. Logging the removing of users by group (Change 3429)

**Users having been removed by group are not shown in the logbook.**

#### Message

If users were deleted using the *Remove users by group* wizard, this action was not recorded in the *Grouped user management logbook*.

#### Solution

This release features a change to log the number of users, employments and organizational units that have been removed using the *Remove users by group* wizard.

### 4. Incorrect number of users to be removed (Change 3429)

**When removing users by group, the wrong number of users to be removed is shown.**

#### Message

The *Remove users by group* wizard displays a summary of the consequences of the removal action in question, including the number of users to be removed. In some situations, where the removal action included users with inactive employments, this counter indicated an incorrect number.

#### Solution

This release features a change that ensures that the number of users to be removed is determined correctly.

### 5. Removing a large group of users (Change 2983)

**An error message is generated when removing a large number of users as a group**

#### Message

When using the *Remove users by group* wizard to remove users and employments, the number of users to be deleted can be so much that an error message is shown. In that case, removing takes too long and the process is aborted.

#### Solution

This release features a change to increase the number of users that can be removed simultaneously. This is a further optimization of this process, but when removing very

large numbers of users (more than 10,000), the process may still be stopped due to this error. You should then try to divide the action into several smaller selections, e.g. by filtering by organizational units.

# Release Notes

## Youforce Portal

Release 2016-07

8 July 2016



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This document describes the new functionality and improvements introduced by this release. Some of these changes have been inspired by messages and reports from customers. Where relevant, we have included a number in the section title to refer to the identification of the message (change .....) in question in our system.

## New

### 1. Ideas

#### Why

In order to get some idea of the improvements you would like us to make to Youforce, Raet has enabled a new option, *Ideas*, in the *Service Plaza*. This is a kind of community where you can share ideas and vote for suggestions made by others. This will give us a clear picture of what improvements you would like to see. It is also a low-threshold option for you to communicate with us about product improvements and with other customers. The community provides transparency about current ideas and about which ideas are perceived as being the most important.

#### How

You can find the *Ideas* option in the *Service Plaza*. If you are authorized for the *Support* option, you also automatically have *Ideas* at your disposal.



#### Sharing your idea

Since an important basic aspect of this community is sharing ideas with all customers, you should first check whether your idea has already been recorded. In this case, you can vote (1, see the illustrations) for the idea. The number of votes eventually determines the relevance of a proposed improvement.

**raet** Your ideas for software development  
Do you have a good idea to help us improve our software? Let us know!

3 Add a new idea    Recent    Trending    Popular    2 Search Ideas

My ideas	0
My votes	1
7 My subscriptions	2

**FILTER BY PRODUCT**

Dossier	0
Flex Benefits	0
HR Core Beaufort	0
HR Core Business	0
HR Core Education	0
Learning Management	1
Management Information	0
Medical Leave Management	0
Midoffice	0
Payment Manager	0
Payroll Business	0
Payroll Tax Return	0
Payroll Gemal	0
Recruitment	0
RPE Online	0
Performance Management	1
Self Service	0
Skills Management	0
Strategic Workforce Planning	0

1 3 In de tab competenties mogelijk maken om een opleiding toe te voegen uit Opleidingsmanagement  
Maak het vooral mogelijk om snel opleidingen te filteren die deze specifieke competentie trainen. Hiermee kan snel de juiste opleiding gevonden worden.  
Created 26 days ago by Hans Janse 1

1 Kiezen van opleiding obv competentie  
Werknemers moeten bepaalde competentie trainen, dan is het handig dat ze bij het kiezen een opleiding kunnen filteren op een bepaalde competentie. Hiermee krijgen ze alleen opleidingen te zien die deze competentie trainen.  
Created 26 days ago by Hans Janse 1

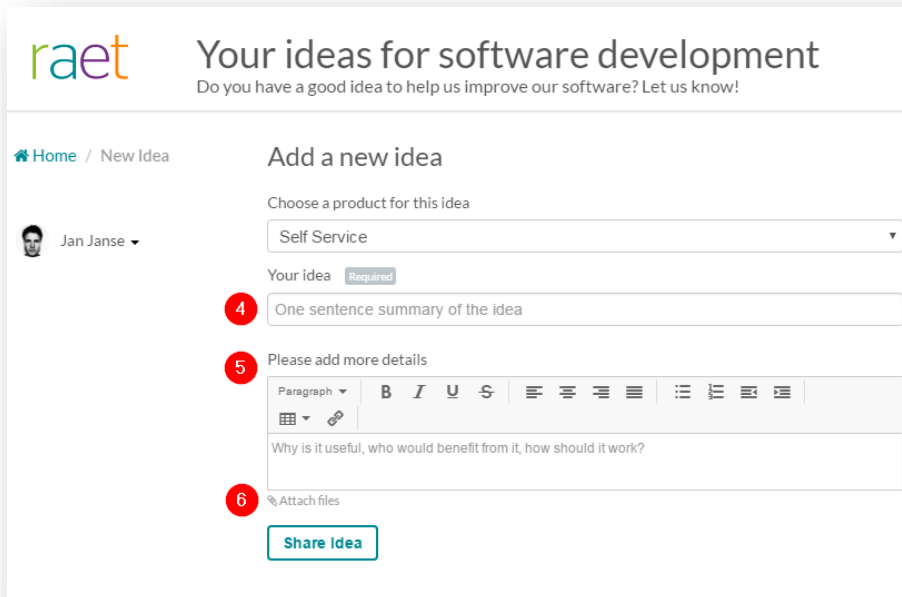
## Searching for ideas

You can search for existing ideas by title and description in the search bar (2). You can search by complete words, but also by a few characters. In the latter event, you should substitute the missing part of a word by an \*. E.g.: you can also find “competence” by searching for comp\*.

You can filter the search results by product by making the relevant selection in the ‘Filter by Product’ column.

You can quickly select new and popular ideas by using the *Recent*, *Trending* and *Popular* tabs.

## Recording a new idea



**raet** Your ideas for software development  
Do you have a good idea to help us improve our software? Let us know!

Home / New Idea

Jan Janse

**Add a new idea**

Choose a product for this idea

Self Service

Your idea Required

4 One sentence summary of the idea

5 Please add more details

Paragraph **B** *I* U ~~S~~ [List icons]

Why is it useful, who would benefit from it, how should it work?

6 Attach files

Share Idea

If your idea has not been recorded before, you can list a new idea by selecting **Add a new idea** (3). Then select the product that your idea concerns. If your idea does not concern a specific product, or if it is a 'cross-product' idea, select *Other*.

Give your idea a clear title (4) and a description (5) and try to use the standard Youforce designations as much as possible. This makes your idea easier to find for other customers. Use **Attach files** to add images (6) so as to enhance the presentation of your idea. The more easy to find your idea is, and the better its description is, the higher the probability of getting votes from others will be.

### Subscriptions

If you vote for or react to an idea, you will automatically get a 'Subscription' (7) to the idea. This makes it easy for you to follow ideas, and you will also receive an email whenever there is a new reaction. If you respond to this email, your response will be added to the idea. This is an easy way for you to contribute to the discussion. You can click on an idea and use **Subscribe** and **Unsubscribe** to follow specific ideas.

## Changed and improved

### 2. Moving tiles in Compatibility View

Moving tiles on the desktop was not possible in 'Compatibility View' in Internet Explorer.

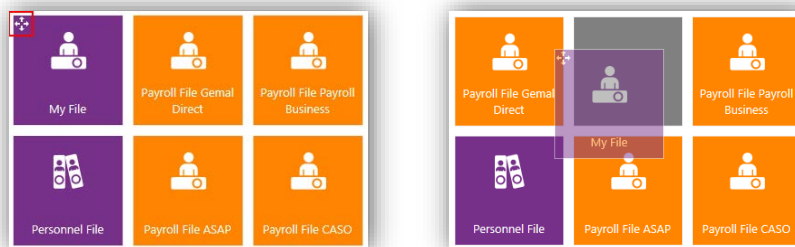
#### Message

For technical reasons, it was not possible to move tiles on the desktop of Youforce in combination with Internet Explorer in Compatibility View. The alternative was to

- deactivate the Compatibility View
- then put the tiles in the relevant positions
- and then activate the Compatibility View again.

#### Solution

This release has introduced a small icon in Compatibility View. This icon is shown in the top left-hand corner of the tile and it can be used to move the tile. Moving is possible by pressing and holding the left-hand mouse button over the icon. The tile cannot be moved by clicking in other locations.



### 3. XSSO in standard bundle

#### Why

eXtended Single Sign-On (XSSO) has been available in the standard bundle for some time now so that it can be used by all customers. As a result, some messages that appear on screen may take this into account. For example, the message 'Access via XSSO is possible. Access via youforce.com or youforce.biz is disabled.' may be shown on the *Individual User Management* page.

#### How

Access to Youforce via XSSO is controlled by a component that is installed inside your own domain. Users who have logged into your network can then use Youforce without logging in again. It is possible that a user has access to Youforce via XSSO, although the user account does not, or no longer, allow manual logging in to youforce.biz. In the

past, a message would show stating that the user account was blocked. If it should not be blocked, you can unblock the user account in the usual way.

## Messages resolved

### 4. Incorrect number of users to be removed

**When removing users by group, the wrong number of users to be removed is shown.**

#### Message

The *Remove users by group* wizard displays a summary of the consequences of the removal action in question, including the number of users to be removed. If the selection of users included inactive employments, this counter indicated an incorrect number.

#### Solution

This release features a change that ensures that the number of users to be removed is determined correctly.

### 5. Email preview requires a password

**A password is requested when requesting a preview of the email that is sent when assigning passwords by group.**

#### Message

When creating passwords for users by using the *Assign passwords by group* wizard, you can request a preview of the email that will be sent to the user. When requesting this preview, a password was requested again.

#### Solution

The password is not requested again in the above situation.