

# Release Notes Youforce Portal

Release 2017-07

Version 1.0

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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 in question (change .....) in our system.

## Messages resolved

### 1. Signals in *My Tasks* cannot be removed in Firefox (Change 362581)

**Signals in *My Tasks* cannot be removed in Firefox.**

#### Message

HR Core (Beaufort) can supply signals about employees that are intended for their managers. The manager in question will see these signals in the *My Tasks* panel with the tasks from other modules. Signals cannot be opened and edited like other tasks can. However, it should be possible for the manager to tick them off, so that they no longer show. This was found to not be possible in the Firefox browser.

#### Solution

Release 2017-07 features a change to the handling of signals in *My Tasks* so that they can now also be ticked off in Firefox. They will also disappear from the list then.

### 2. Authorization Send & Receive download function can't be revoked (Change 365529)

**The authorization for the Download function in Send & Receive cannot be revoked.**

#### Message

All users who can access *Send & Receive* on the professional portal of Youforce were able to use the *Download* menu option. Administrators would like this to be disabled for some users. However, revoking this authorization was not possible.

#### Solution

At the end of June an authorization for the *Download* menu option was added to the list of authorization settings within *Send & Receive*. This enables the administrator to disable the authorization for this particular option, which is switched on as default, for some users.

The *Download* option can only be authorized within the authorization settings of *Send & Receive*, just like any other option. As a result this option is not available anymore in the authorization profiles and in access administration.

# Release Notes Youforce Portal

Release 2017-06

Version 2.0

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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 in question (change .....) in our system.

## Solved messages

### 1. Send and receive shows a double screen

**Description and proposed solution of IBU error messages is not available**

#### Message

If an error occurs while sending or receiving files using IBU, an error message will show on the status screen of Send & Receive. The different types of error have a number and a name. A description of the cause of the error should be shown and a solution suggested when the user clicks on the error message line. This did not work properly in most situations: the introductory text was repeated instead.

#### Solution

The correct error descriptions will be shown again with effect from release 2017-06.

### 2. Youforce error message 302 refers to "Raet Online" (Change 400031)

**The text in Youforce error message 302 is obsolete**

#### Message

Administrators or HR professionals require a valid personal certificate to log in to the professional portal of Youforce. If there is no valid certificate, or if the request to select a certificate from a list of available certificates is cancelled, Youforce error message 302 will show: Certificate is missing. The text of this error message had become obsolete and contained outdated hyperlinks and references to "Raet Online".

#### Solution

The texts and hyperlinks in error message 302 have now been updated. Translations into the languages supported by Youforce have also been made available. A complicating factor here is that, if there is no certificate, the user, and their preferred language, are not known yet. That is why the text is presented in the browser's preferred language as much as possible, if this has been configured.

### 3. A manager saw the same signal 5 times in My Tasks (Change 368604)

**Some managers have seen signals for actions for their employees being repeated several times**

#### Message

Signals that are intended as reminders for managers to carry out certain actions for one of their employees are shown in the “My Tasks” panel on the Youforce desktop. These signals are generated by the HR Core system. Contrary to other tasks in “My Tasks”, signals do not refer to a Youforce module. They can only be closed on the Youforce desktop.

In some cases, the same signal, about the same employee, was found to be in the task list several times. This was the case if the manager who had to deal with it had more than one active employment themselves.

#### Solution

Release 2017-06 remedies the duplication of signals: every unique signal is only shown once in the list now, independently of the manager’s number of employments.

### 4. Repeated request for password in Access Management (Change 444879)

**Some administrators had to enter their password again for every user they wished to authorize in Access Management**

#### Message

Portal Management asks for the password again every time the administrator switches between the various functions for User Management (Individual User Management, Access Management, Wizards, Reports, User Settings).

However, it was found that, in exceptional situations, administrators who were authorizing several users in a row had to enter their passwords again for every next user, even if they used the “Cancel” button to return to the list of users after authorizing a user.

#### Solution

With effect from 2017-06, the password will not be asked for again if you do not exit Access Management. However, if you use the menu to switch to another function, the password will be asked for again.

# Release Notes Youforce Portal

Release 2017-04

Version 2.0



# Contents

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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 in question (change .....) in our system

## Solved messages

### 1. Maximum length of phone number (Change 366895)

#### Phone numbers of more than 12 characters cannot be entered

##### Message

For purposes of 2-factor authentication, text messages are sent to the mobile phones of users. The telephone number should be recorded in Youforce for this. Until now, the maximum length of the phone number was 12 positions, which usually suffices for Dutch numbers. However, this does not allow for recording 00316##### instead of 06##### or +316#####. Recording longer foreign numbers or dial direct numbers is not possible either.

##### Solution

This release extends the maximum length of the phone number to 20 positions.

### 2. 2-factor authentication (Change 368226)

#### Internal improvements on 2-factor authentication.

##### Message

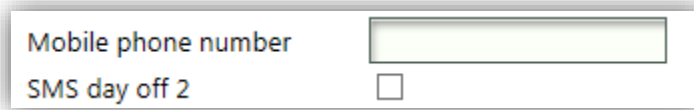
Support staff of our Service Centre did not have no access to view the settings of 2-factor authentication during a service call.

##### Solution

In order to increase the quality of support we have made a number of internal improvements to 2-factor authentication.

##### Known error

However, testing has revealed that the *SMS day off 2* checkbox will not be removed after midnight.



A screenshot of a user interface form. It contains two rows of input fields. The first row has the label 'Mobile phone number' followed by a rectangular text input box. The second row has the label 'SMS day off 2' followed by a small square checkbox.

However: the functionality still works fine. Despite the fact that this checkbox is visible, the user must select an additional access code to logon after midnight.

At this moment we are investigating this issue on how to improve this feature.

### 3. Password in Access Management (Change 295351)

**Access to options in User Management without a password by clicking the option twice**

#### Message

Access to some options in User Management was granted without entering a password, but by clicking the option twice.

#### Solution

This release features a change so that a password will always be asked when clicking a menu option in User Management.

### 4. Association between "Contacts" and "Youforce Users" (Change 383280)

#### Message

Contacts registered in the Raet CRM system can be designated in Youforce as *Contact for the Service Desk*, through *Service Plaza - My Organization - Contacts*. After this association has been made, they can create and view messages. This sometimes went wrong from January onwards, because the change was not communicated to our administrative organization.

#### Solution

The configuration was adjusted in late February to prevent this error from occurring again. This release further optimizes this process.

# Release Notes Youforce Portal

Release 2017-02

Version 3

# Contents

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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. Password for management functions

Passwords are not always asked for when using functions under *Settings*.

#### Message

In accordance with Raet's security guidelines, the password has to be entered again for every function in the *Settings* menu of Youforce. However, certain situations occurred where no passwords were asked for and the function in question was shown immediately.

#### Solution

This release features a change to make sure that your password is requested again whenever you start the functions mentioned below.

##### User management

- Change authorisations by group
- Assign Passwords by Group
- Extend Access by Group
- Remove Users by Group
- Move Employments

##### User settings

- Two-factor Authentication
- Manage User Settings

##### Reports

- Create Charts
- Download User Summary
- Grouped User Management Logbook

##### Single Sign-on

- Enter Network Names by Group

## 2. Extra page with all users (Change 4546)

Several pages with all users in *Extend access by group*.

### Message

A group of users can be selected in *Extend access by group*. When showing the users who match the filter, a page was shown where all users were shown as one long list.

### Solution

This release features a change where the extra page with the possibly long list is no longer shown. Instead of this, all users who match the filter are shown in several pages which you can browse. The counting features for the number of users and the number of pages have been changed as well, so as to make sure that the count results displayed are correct.

## 3. Authorization profile not used in Create Charts (Change 6028)

The authorization profile of the active role has not been included in *Create Charts*.

### Message

When creating a summary of authorizations per user in *Reports | Create Charts*, any authorizations assigned through the authorization profiles of the assigned roles were not included. The summary only showed a user's explicit authorizations. Furthermore, the counting results in the filter screen were not correct.

### Solution

This release features a change so as to also show the authorizations of the authorization profiles of the assigned roles in the list of assigned authorizations. The counting features in the filter screen have also been changed, so that the correct number of rows will be shown.

## Internal (not for publication)

## 4. Using services with new certificates

A new 'Certificates Server' was put into use in late 2016, featuring a new root certificate to generate the user certificates. This new root certificate fulfils more modern security requirements than the old root certificate. Youforce Portal should enable the use of both the old and the new user certificates, so that both the old and the new root certificates are used to make sure that users log in with a valid certificate. However, at that

time, the new root certificate was not available for the public web services, such as File Connector and the HR Core Education Service Connector. This made it impossible for users with new certificates to access the public web services, whereas users with older certificates could access them.

The root certificate was added through a hotfix in late December, so that users with new certificates can now also use the public web services.

## 5. Various changes to Send and Receive and IBU

A new version 3.8 of IBU was made available in the 2016-12 release. Changes were also implemented to ensure that large numbers of files could be exchanged more reliably.

Some minor findings have been remedied in the last few weeks. This concerns problems that occurred when exchanging large numbers of files during a test situation and about which no complaints have been received from customers. In order to remedy these problems, a change was implemented to Send and Receive and a new version 3.8.0.2 of IBU was made available. This version will be on the download page, but it was decided not to mention this separately in the Release Notes. Only those few users who downloaded 3.8.0.0 immediately after it was released run a minor risk of being confronted with these problems when exchanging large numbers of files. In that event, such users can still be advised to download the new version.