BrassRing, Lead Manager and Onboard Release Notes - February 2022

February 2022

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BrassRing February'22 Release

BrassRing new features for release 22.02.15 are listed here.

BrassRing Client Reminders

The Client Reminders section reminds clients of recently distributed important notices and links to comprehensive documentation and training for the special features recently introduced.

Classic Talent Gateways

Several years ago the Classic Talent Gateway functionality was retired and only Responsive Talent Gateways were supported moving forward. Some customer accounts still have legacy Classic Talent Gateways active in Workbench even though these Talent Gateways are no longer able to be launched or accessed by candidates.

In the March or April 2022 release, Infinite will be inactivating these unsupported Talent Gateways to reduce confusion and clean up Workbench. If your account has one or more of these Classic Talent Gateways, you can inactivate them ahead of time or you can wait for the inactivation to take place automatically. Please reach out if you have any questions.

Data Insight Tool Administrator Enhancements Coming Soon!

Infinite is excited to announce that we are tentatively planning to deploy the Data Insight Tool Administrator enhancements to Production with the March 2022 release. The features below have been released into the Staging environment slowly since early 2021 and we highly anticipate these features increasing you and your organization's experience in the day-to-day usage of the DIT.

- Requiring an expiration date for scheduled templates.
  -
    > **NOTE**
    > Any ACTIVE scheduled templates/reports that do NOT have an END (expiration) date is migrated so that a future expiration date is applied.
  - The logic that is used is as follows:
    - Infinite looks at the schedule's start date OR last edited date; whichever is greater.
    - We add six months repeatedly to this date until the date becomes greater than 12 months from TODAY (date when the migration is executed).
    - Example:
      - Migration date is 3/31/2022 (12 months = 3/31/2023)
      - If Last Edited = 2/1/2019, then the new END date will be set to 8/1/2023
      - If Date Added = 10/1/2015, then new END date will be set to 4/1/2023
      - If Date Added = 4/30/2021, then new END date will be set to 4/30/2023
    - The migration occurs 30days after the Production release so that you have time to edit the schedules and set a specific expiration date of your choice. Migration activity spans up to a week to complete since this logic is time-consuming to run across all active scheduled reports.
    - Reminder notifications to template owner at 14 days, seven days and one day before expiration date.
    - The ability for Admins to:
      - View other users Templates and Schedules.
      - View the count of templates and schedules owned by other users via User Roster.
      - View the list of templates owned by other users via Manage Templates > My Schedule Jobs module.
      - Take action to View/ Edit/ Pause/ Resume/ Cancel other user's templates.

- Transfer Ownership of a users' active templates and schedules to a different user (at a User level via User roster).

Ideas - You Asked We Listened

We are proud to inform you that this build introduces features that were developed in response to clients' Ideas (previously known as Requests for Enhancement (RFEs)). Infinite is pleased to deliver these features in response to your responses and comments.

Ideas

The following features were delivered in response to the Ideas posted on Aha!

- Talent Gateways - Filter Applications by Status
- New Field - Preferred Name

BrassRing Dark Launch Features

Dark Launch features are those features that are released to the Staging environment only and are NOT released to the Production environment for a considerable amount of time.

This process gives an opportunity and enough time to test these features thoroughly before they are available in the production environment. Clients are requested to configure and test these features and provide their feedback and inputs to your respective Infinite representatives.

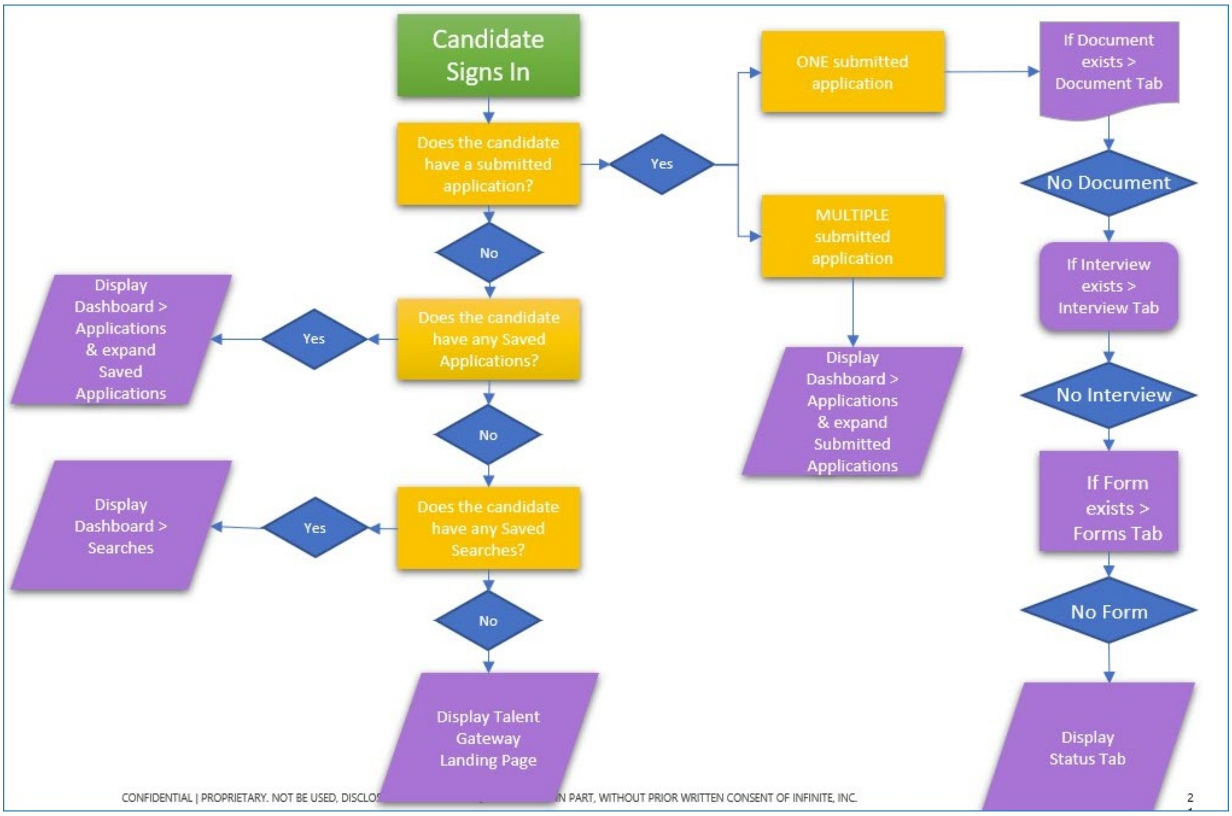
There are no dark launch features during the current release.

BrassRing Visible Changes

The BrassRing visible changes for the current release are listed here.

Talent Gateways - Candidate Smart Sign in

To ensure we provide our customers' candidates the best experience, we have decided to NOT RELEASE THIS FEATURE with the February release. We plan to deploy this feature in March as a configurable feature. Please review the below logic tree to prepare for this feature in March!



RTC internal reference # 304891.

Talent Gateways - Filter Applications by Status (HR Status Category)

When candidates apply for multiple positions, it is sometimes difficult for them to find the specific application card to view their submission status.

To improve candidate experience, starting this release, candidates have the option to filter their job applications based on their application status (HR Status Category).

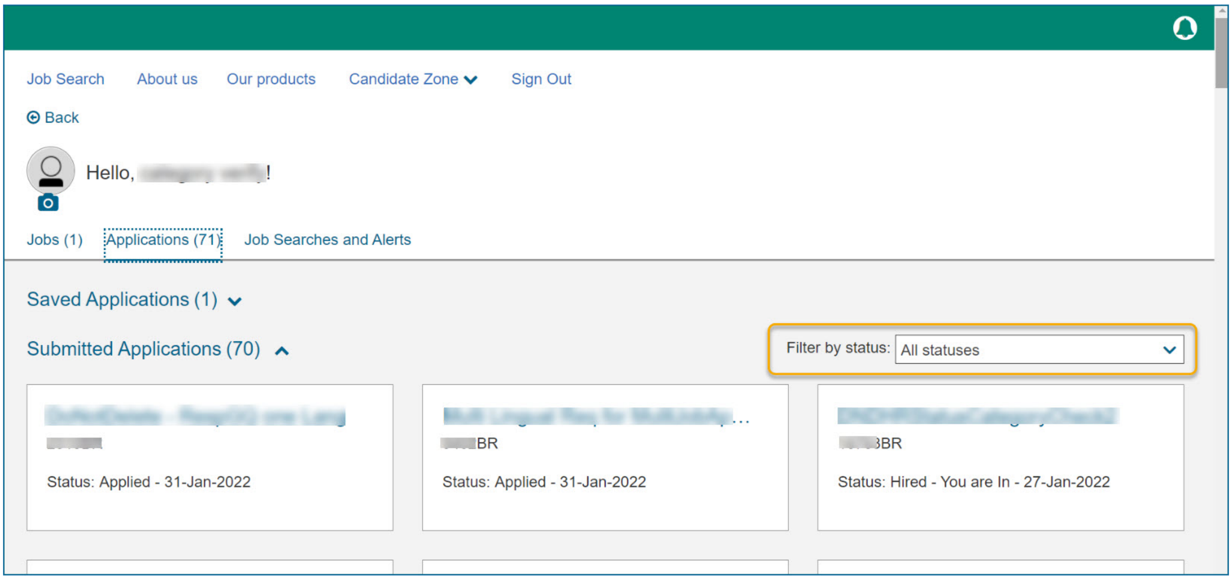
The Applications tab on the Candidate Zone now features a single select drop-down list. The default option in this list reads All-Statuses. In addition to the default, the list displays the statuses that are applicable to the candidate's submitted applications.

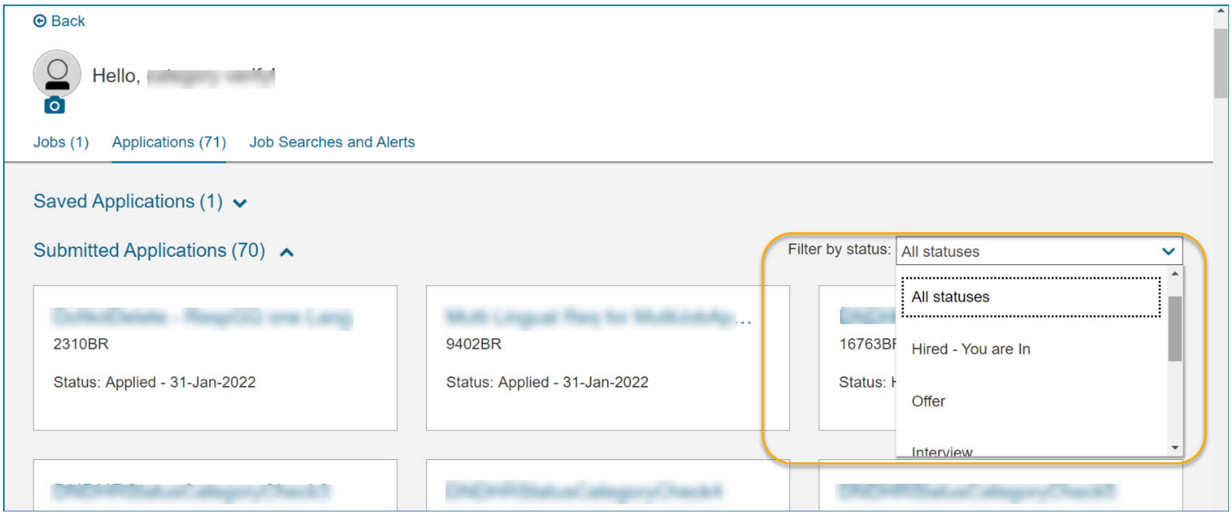
The dropdown is listed in the logical order with the most important HR Status Category first, down to the disposition HR Status Categories.

Order (top-down):

1. All statuses
2. Hired
3. Offer
4. Interview
5. Under Review
6. Applied
7. Company Not Interested
8. Candidate Not Interested

The job applications on this page are filtered and displayed based on the selected status (HR Status Categories).





NOTE

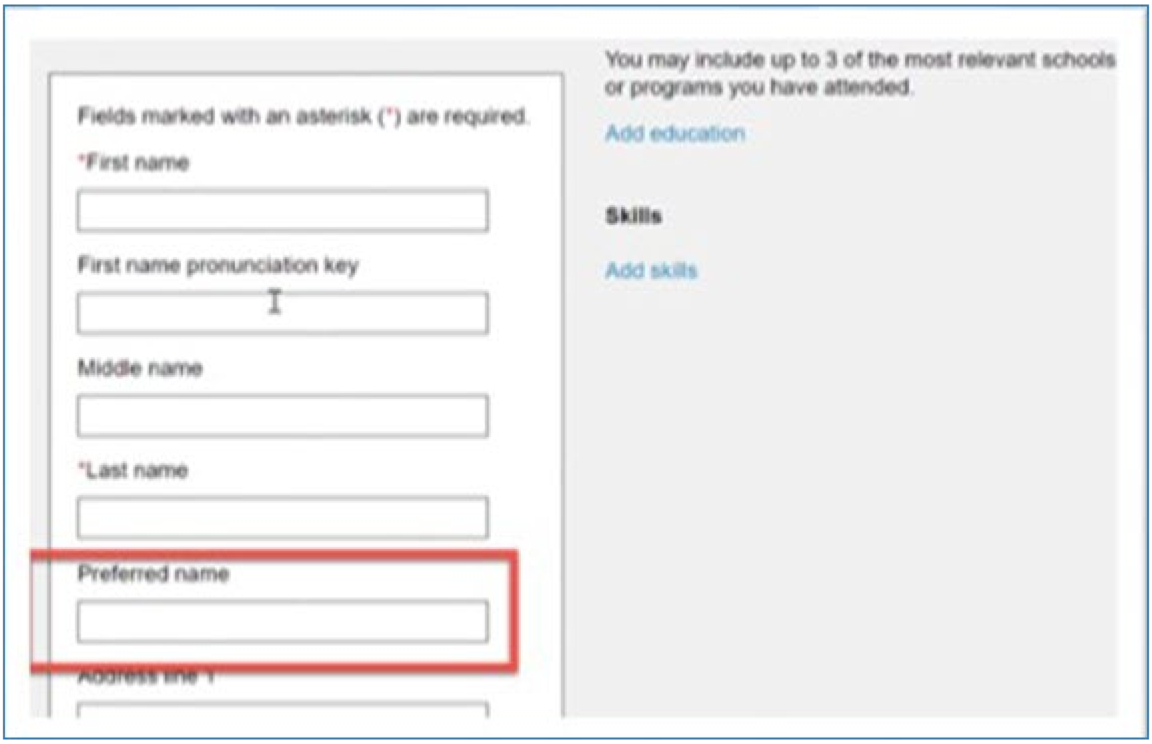
- HR Status Category labels reflect the Talent Gateway custom labels (if configured), client custom labels or if neither are customized, default labels (per Talent Gateway locale).
- Each of these statuses are displayed only if one or more matching submitted applications exist for this candidate.
  - Example: If candidate X has 20 submissions, but all are Applied, Company Not Interested or Under Review, then only these 3 statuses are displayed along with All statuses.
- The Filter by status field will be hidden when:
  - The Submitted Applications section is collapsed.
  - No submitted applications (job cards) exist for the candidate.
- When a single status is selected for the filter, the selected status is indicated, and all submitted application job cards which do not match this status are hidden from display.
  - The latest applied filter persists while the candidate remains on the Applications tab or within the Dashboard page (Jobs, Applications, Searches), but is reverted to default if the candidate navigates away from the Dashboard.
  - To reset or remove the filter, the candidate can manually select "All statuses" option.

RTC internal reference # 303040.

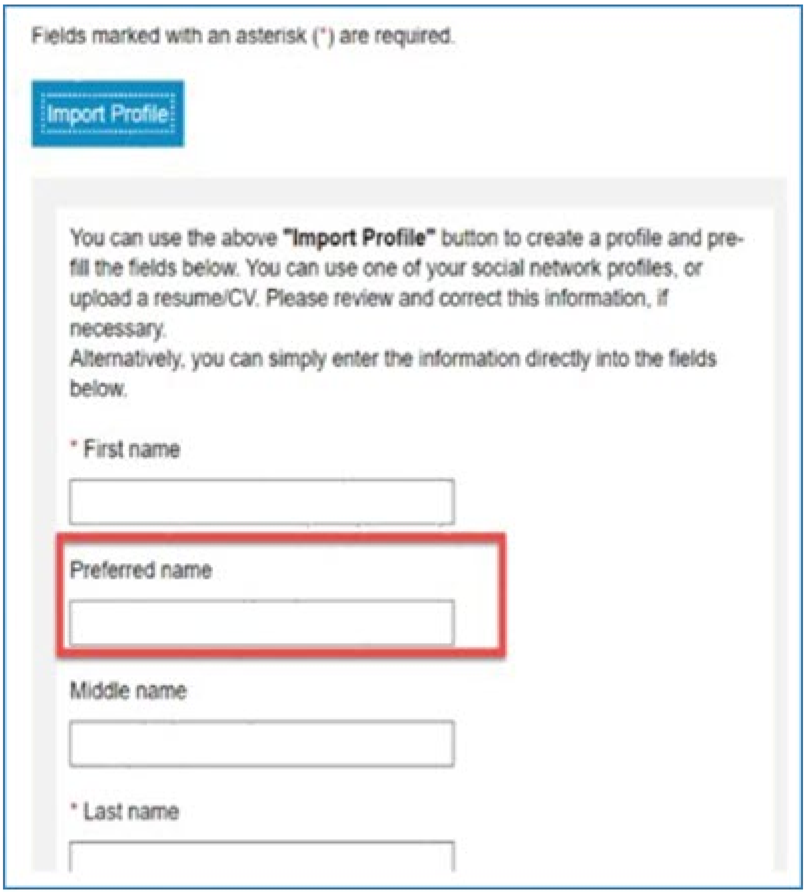
New Field - Preferred Name

Based on a client Idea, starting this release, a new Standard field “Preferred Name” is added to the Talent Gateways, Gateway Questionnaire and in BrassRing. This feature was Dark Launched to Staging in the January 2022 release and will be released to Production with the February release.

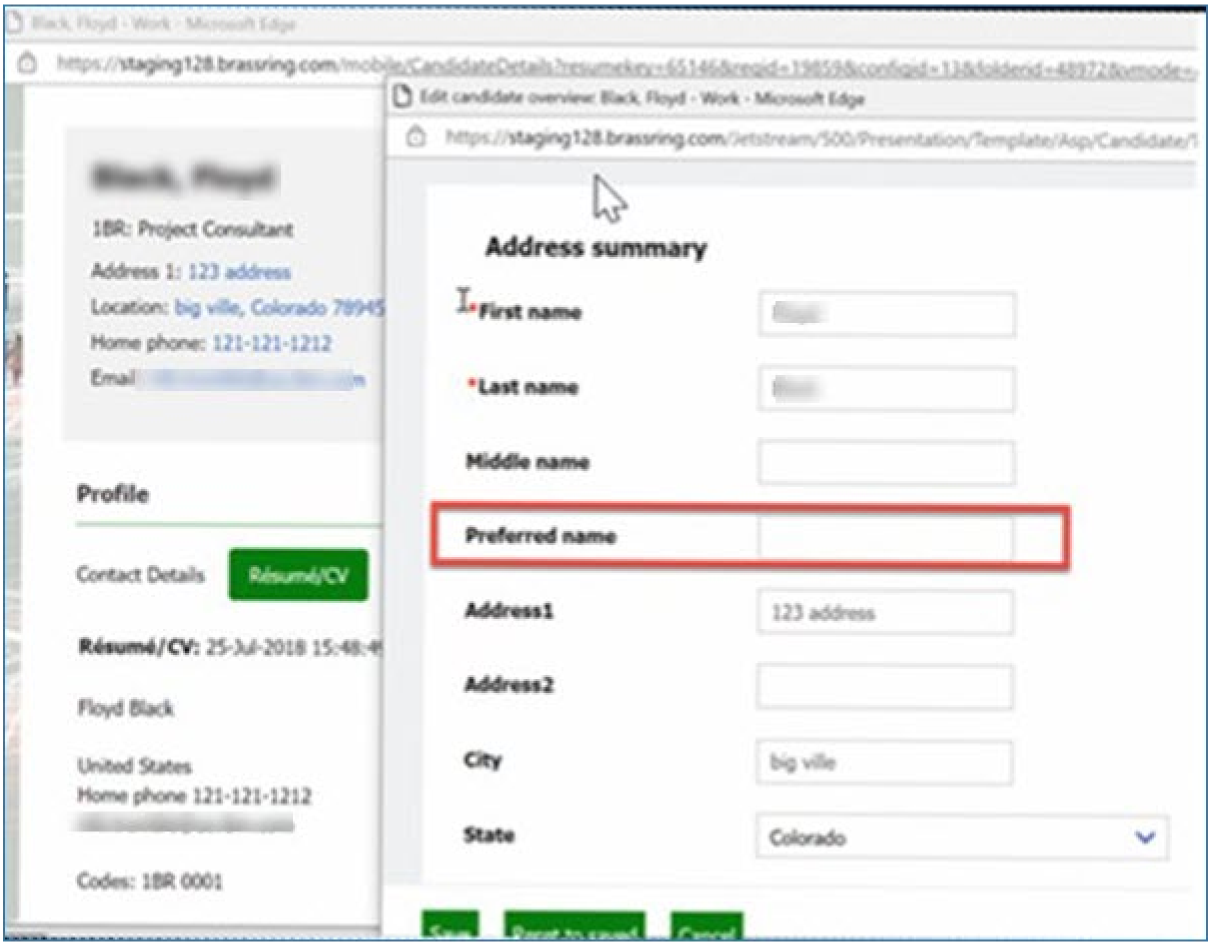
When configured, candidates can fill this field out on their Candidate Zone > Profile page:



Customers can also configure this to be collected during the application process:



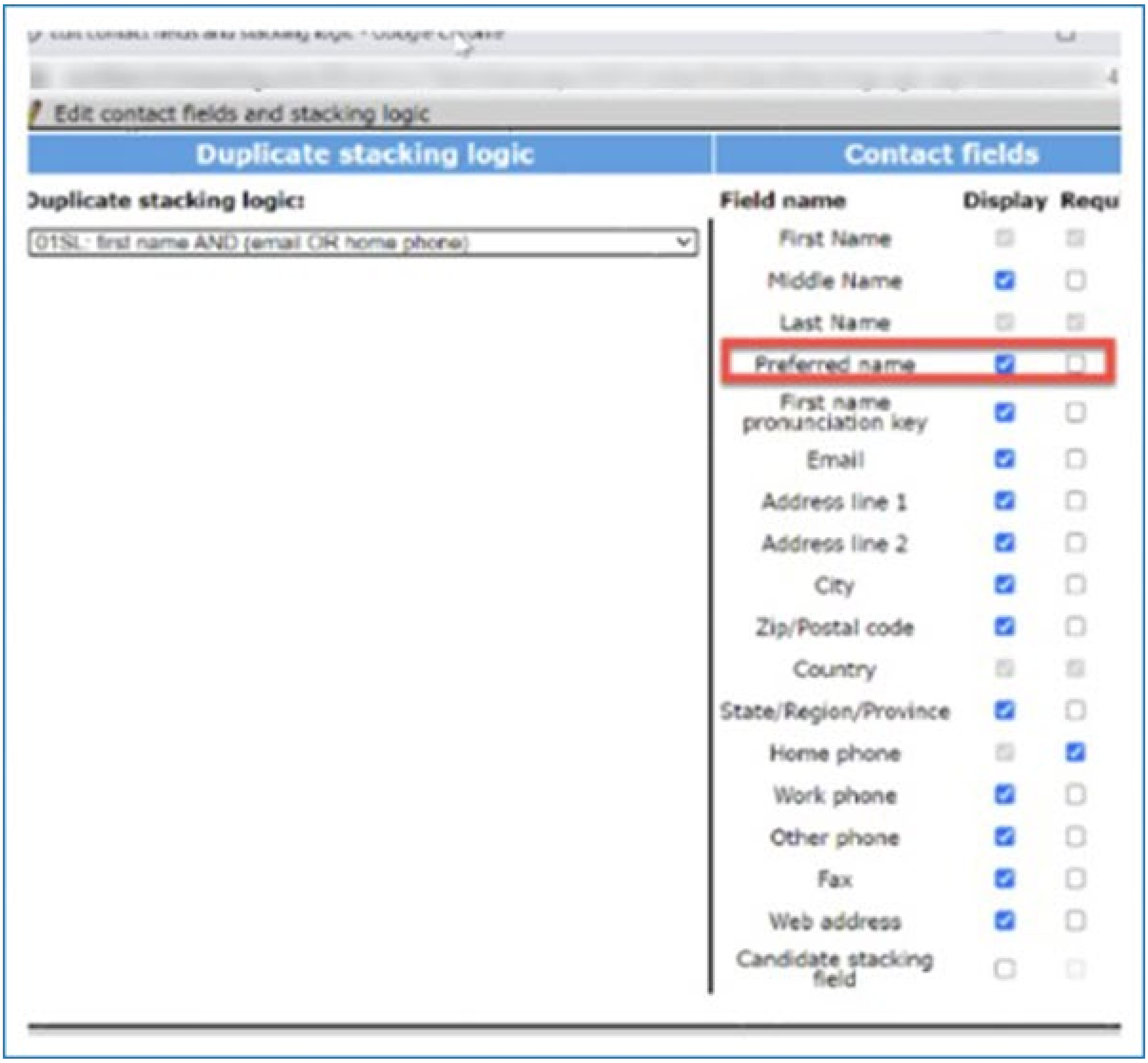
Recruiters can then view this information within the candidate's Talent Record within BrassRing.



This Preferred Name field can be pulled into candidate grids and communication templates for use throughout the recruitment cycle, personalizing the messaging to the candidate's preferred name.

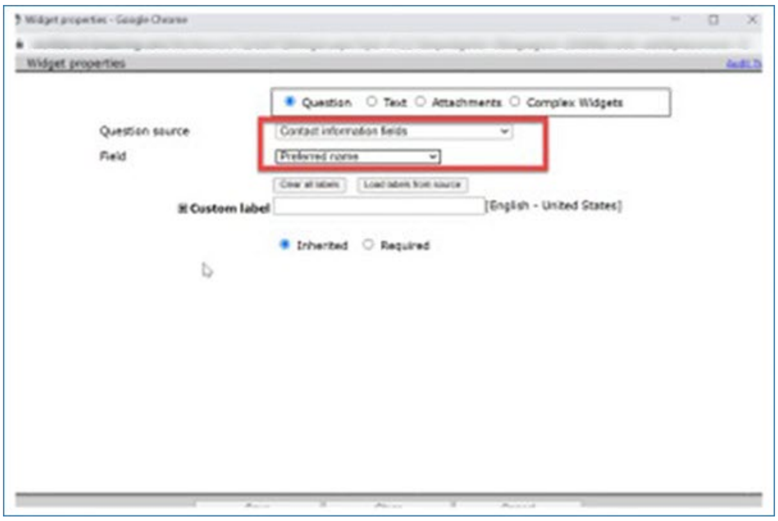
Add Preferred Name to the Talent gateway Profile Page:

Workbench > Tools > Talent Gateways > Edit a Talent Gateway > Edit Contact fields and stacking logic > Select to display Preferred Name



Add Preferred Name to the Gateway Questionnaire Apply Process:

Workbench > Tools > Gateway Questionnaires > Administer sections/pages > Contact information page > Add Preferred Name widget



NOTE

- The field that was previously titled “Last Name Pronunciation Key” has been transitioned to this new Preferred Name field.
- 100 Character Limit.
- No change to existing Talent Gateway profiles or submission history.
- Single Sing-On Talent Gateway Profile Import is out of scope.
- Agency Manager is out of scope.
- Will be available as Autofill source “APPLICANTMASTER.Preferred name”

RTC internal reference # 302881, 302882, 302885.

Talent Gateways – City Name Update

The proximity field **City Name** value of **Lee’s Summit** (located in Missouri, United States) is updated to **Lees Summit** during the current release.

RTC internal reference # 306119.

Autofiler Notification - Updates

The Workbench setting for "auto-filer notification" is to set the default value against the check box field "Turn off auto-filer notification" in Add/Edit Req.

When the user type privileges ‘My Reqs – edit auto-filer notifications setting on reqs’ and ‘All reqs – edit auto-filer notifications setting on reqs" are set to ON, then the user should have the ability to check/uncheck the "Turn off auto-filer notification" field.

Table 1. Auto-filer status settings

PRIVILEGES	STATUS	TURN OFF AUTOFILER NOTIFICATION FOR THIS REQ ADD REQ	TURN OFF AUTOFILER NOTIFICATION FOR THIS REQ EDIT REQ
CASE 1			
Autofiler notification Req Form Level	**ON**	User able to check or uncheck the Autofiler notification check box	Retain with the saved value and users able to check or uncheck the Autofiler notification check box
My reqs - edit auto-filer notification settings on reqs	ON		
All reqs - edit auto-filer notification settings on reqs	ON		
CASE 2			
Autofiler notification Req Form Level	**ON**	Unchecked and Unavailable (grayed-out)	Retains the saved value and is unavailable to edit (grayed-out)
My reqs - edit auto-filer notification settings on reqs	OFF		
All reqs - edit auto-filer notification settings on reqs	OFF		
CASE 3			
Autofiler notification Req Form Level	**OFF**	Checked and Unavailable to edit (grayed-out)	Retain with the saved value and unavailable (grayed-out)
My reqs - edit autofiler notification settings on reqs	ON		
All reqs - edit autofiler notification settings on reqs	ON		
CASE 4			

PRIVILEGES	STATUS	TURN OFF AUTOFILER NOTIFICATION FOR THIS REQ ADD REQ	TURN OFF AUTOFILER NOTIFICATION FOR THIS REQ EDIT REQ
Autofiler notification Req Form Level	**OFF**	Checked and unavailable (grayed-out)	Retain with the saved value and unavailable (grayed-out)
My reqs - edit auto-filer notification settings on reqs	OFF		
All reqs - edit auto-filer notification settings on reqs	OFF		

RTC internal reference # 305405.

Mass Req Update - New Message

The Mass Update for All Reqs or My Reqs functionality (BrassRing > Hiring > Reqs > Mass Update), has some behaviours changes to field updates:

If the user tries to update a **multi-select field** without selecting an option it shows the following message:

Overwrite Option

- For all field types, Overwrite would clear existing values with the new values selected.
- If no new value is selected for the field, then this confirmation message is shown "Since no value is selected, this will overwrite/clear any existing value(s) for this field. Click 'Ok' to continue?"
  - Selecting OK will continue the action and delete existing response(s) for the field.
  - Selecting Cancel will bring the user back to the page.

Append Option

- Applies only to multi-select fields.
- If no new option is selected, then this alert message is shown "Please select a value to append".
- The user cannot proceed unless a value is selected.
-

RTC internal reference # 305193.

Candidate Forms - Clear Fields upon Refresh

Starting this release, when users refresh their browser page, the candidate form fields in the Question Branching Parent Value are cleared.

Candidate form Question Branching parent fields (Single Select, Query Select, Radio, Check box) values are cleared when the user refreshes the page by pressing the F5 key or Mouse Right-click option.

RTC internal reference # 305896.

Configurable Changes

The BrassRing configurable changes for the current release are listed here.

Talent Gateways - Candidate Reference Email - New Smart Token

A new token is introduced to help candidates track their application status. The tracking is made possible by adding a token that directs the candidate back to the Talent Gateway. This new token **[TRACK_APPLICATION_STATUS]** can be added to the standard candidate reference email of the Talent Gateway.

When candidates select the link from their email, it opens the Talent Gateway landing page with the option to sign in. After candidates sign in, the smart sign-in feature ensures that the appropriate page for the candidate is displayed depending on the candidate's job application.

To configure this feature, clients go to the following page in Workbench: Tools > Talent Gateways > Text customization > Notifications > Submit resume/CV email confirmation message setting.

When rendered in the email, the new token [TRACK_APPLICATION_STATUS] reads "Track the status of your application(s) here." as a hyperlink.

When candidates access the hyperlink received in the email, the system uses the following logic to display the page that is appropriate to the candidate:

1. If the candidate applied to only one job, the Application Details page for that job is displayed. Within the details:
   a. If any documents exist, the Documents tab is displayed.
   b. If no documents, but interviews exist, the Interviews tab is displayed.
   c. If no documents, no interviews, but forms exist, the Forms tab is displayed.
   d. If no documents, no interviews, no forms, the Status (default) tab is displayed.
2. If the candidate has applied to multiple jobs, the candidate lands on the Candidate Zone > Dashboard, with the Applications tab open and Submitted Applications section expanded (to show all jobs candidate has applied to, including these recent jobs).

NOTE

- If the Talent Gateway in which the candidate applied does not allow regular login (disable sign-in or SSO), then the link is not displayed.
- The token is recommended to be added as a separate line for emphasis.

RTC internal reference # 304888.

BrassRing Workbench Changes

There are no new workbench changes during the current release.

Lead Manager February'22 Release

There are no new features delivered during this release for Lead Manager.

Onboard February'22 Release

Onboard new features for the February release are listed here.

Onboard Visible Changes

Onboard new features for the current release are listed here.

E-Verify Upgrade from ICA v30 to ICA v31

The following enhancements are released as part of the E-Verify ICA v31.

Duplicate Case Check

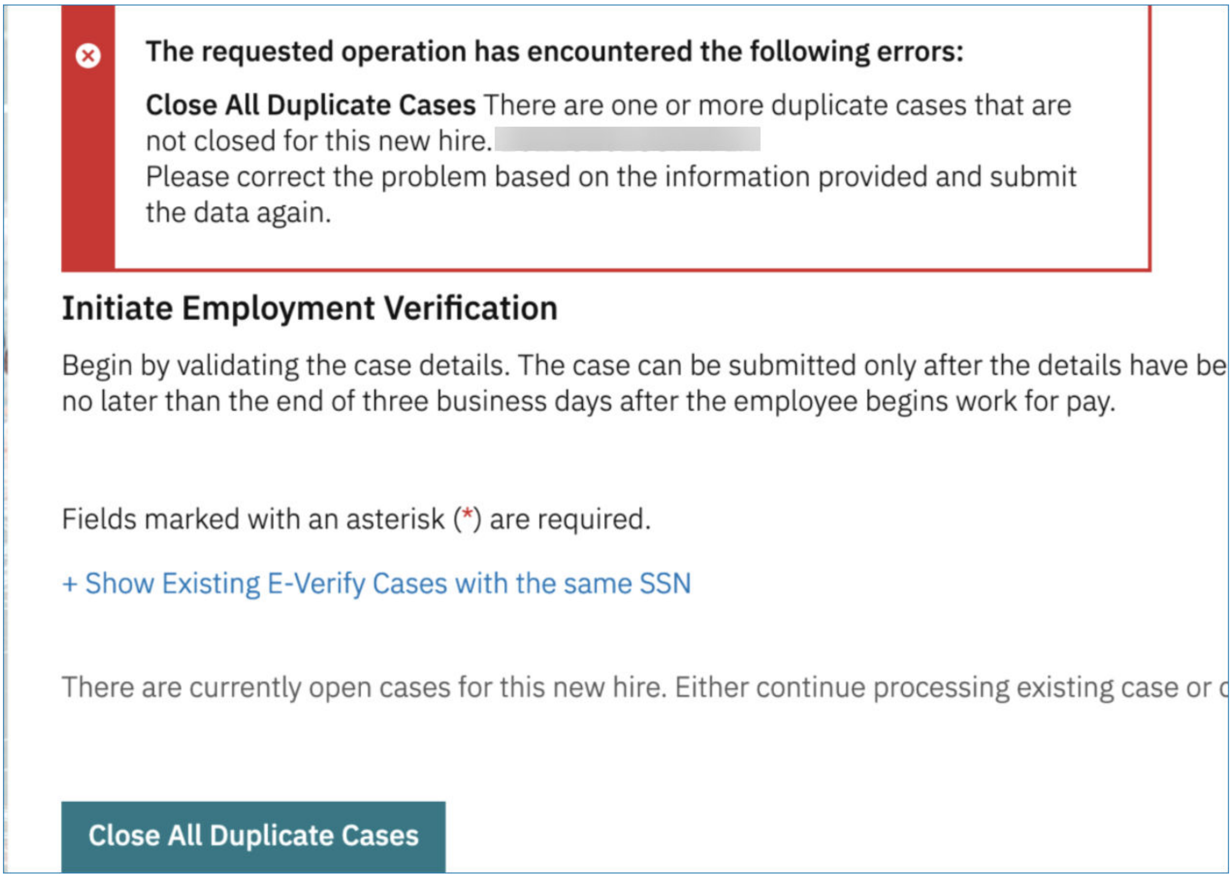
When creating a new case or editing an existing case, the system will check for any duplicate cases created within the last 365 calendar days.

A case is considered duplicate if the new hire's Social Security Number (SSN) matches the SSN and the client company ID of an existing case.

A case is considered open if it is in any one of the following statuses:

- DRAFT
- UNCONFIRMED_DATA
- PHOTO_MATCH
- SCAN_AND_UPLOAD
- EXTERNAL_SYSTEM_PROCESSING
- CLOSE_CASE_AND_RESUBMIT
- FINAL_NONCONFIRMATION
- MANUAL_REVIEW
- PENDING_REFERRAL
- REFERRED
- QUEUED

When the system identifies a duplicate, the user can not proceed with opening a new case. An error message is displayed if the system identifies an existing case. In addition, the system displays all the existing cases with the same SSN and client company ID. The list of existing cases is sorted by open cases first and then by creation date with the most recent first. In this way, users can view all the open cases for the SSN and client company ID combination.



The user is required to close all the existing open cases before they can create a new case.

Case Closure Enhancement

If a user edits the Social Security Number in an existing open case, the system checks for existing open cases with the edited SSN. If an open case exists, the user receives an error message notification and must manage the case prior to creating a duplicate case with that SSN.

Case Delay Reason

Starting this release and based on the new E-Verify upgrade, users can choose **Awaiting response on case created with incorrect information** as a reason for the delay on a case.

Ability to Close at Scan and Upload

Users are able to close a case at the status **Scan and Upload** starting this release.

The requirement to download Further Action Notice Prior to Referring a case

The users are required to download the Further Action Notice (FAN) before having the option to refer to the case. If the users attempt to refer to the case prior to downloading the FAN, an error message is displayed.

NOTE
Further details of the upgrades and changes can be found on the DHS website.

RTC internal reference # 243573, 304064, 304065, 304066, 304067, 304068, 304069, 304143.

State Forms - Updated

The following state forms are updated during the current release:

- Arizona A-4C
- NorthCarolina-4EZ_Final
- Maine_WHEX_2022
- CANADA -ALBERTA (en) TD1AB
- CANADA -ALBERTA (fr) TD1AB
- CANADA- BRITISH COLUMBIA (en) TD1BC
- CANADA- BRITISH COLUMBIA (fr) TD1BC
- CANADA-FEDERAL (en) TD1
- CANADA-FEDERAL (fr) TD1
- CANADA-MANITOBA (en) TD1MB
- CANADA-MANITOBA (fr) TD1MB
- CANADA-NEW BRUNSWICK (en) TD1NB
- CANADA-NEW BRUNSWICK (fr) TD1NB
- CANADA-NEWFOUNDLAND AND LABRADOR (en) TD1NL
- CANADA-NEWFOUNDLAND AND LABRADOR (fr) TD1NL
- CANADA-NORTHWEST TERRITORIES (en) TD1NT
- CANADA-NORTHWEST TERRITORIES (fr) TD1NT
- CANADA-NOVA SCOTIA (en) TD1NS
- CANADA-NOVA SCOTIA (fr) TD1NS
- CANADA-NUNAVUT (en) TD1NU
- CANADA-NUNAVUT (fr) TD1NU
- CANADA-ONTARIO (en) TD1ON
- CANADA-ONTARIO (fr) TD1ON
- CANADA-PRINCE EDWARD ISLAND (en) TD1PE
- CANADA-PRINCE EDWARD ISLAND (fr) TD1PE
- Canada Federal TD1X E (en)
- Canada Federal TD1X E (fr)
- CANADA-YUKON (en) TD1YT
- CANADA-YUKON (fr) TD1YT
- CANDA-SASKATCHEWAN (en) TD1SK
- CANDA-SASKATCHEWAN (fr) TD1SK

RTC internal reference # 305739, 305740.

i9 and DHS Document List Updates

A set of documents in Onboard i9, List A, B, C are not being accepted by DHS while creating an E-Verify case. All such documents are identified, and removed from the Onboard user interface and also from Background Web Services.

The following are the removed documents:

- Individuals under Age 18
- Special Placement

The following document titles are updated:

List A:

- Perm. Resident Card (Form I-551) is updated to Perm. Resident Card (Form I-551, Green Card)

- Alien Reg. Receipt Card (Form I-551) is updated to Alien Reg. Receipt Card (Form I-551, Green Card)
- Foreign Passport with Temp. I-551 Stamp is updated to Foreign Passport with Temp. I-551 (Green Card) Stamp
- Foreign Passport with Temp. I-551 MRIV is updated to Foreign Passport with Temp. I-551 (Green Card) MRIV

List C:

- (Unrestricted) Social Security Card is updated to Social Security Card (Unrestricted).

The following changes are made in the i9 section 2 and i9 section 3:

- Document number format validations are added for the Document Number field for each "Employment Authorization Document Title (if applicable)" field options. When nothing is selected for this field then there is no validation for the Document Number field.
- When the 'Form I-797, Notice of Action' is selected for "Employment Authorization Document Title (if applicable)" field, it should display a note below this field.

RTC internal reference # 304506.

Onboard Configuration Changes

There are no Onboard configurable features for the current release.

Onboard Fixed Defects

The following defects are fixed during the current release.

Table 2. Fixed Defects

RTC Defect Number	Defect Description
245394	TS003039164 - Multiple user updates sent to Gatekeeper at a time causing the locales or CustomerNumbers "was not processed by flush" errors.
303451	TS006593795 - Searching first name in MNH will not display complete results as expected.
303972	00008017 - Missing I-9 Section 3 Reverification Document.
304255	00038990 - Error when processing the I9 to E-Verify
304727	00046785 - Delayed Onboard Reports
305400	00057762 - Production (US) - Getting Error message when sending to Onboard
305577	00061890 - Onboard Start did not get auto-complete