Version 5.45 & Version 5.46 – July 2025

friendlyway Cloud Platform Release Notes

Content

Here's a recap of the new features and improvements we delivered in July 2025

friendlyway is dedicated to keeping you updated. Discover exciting new features, performance enhancements, resolved issues, and crucial bug fixes implemented on our Platform.

Important note for customers using the Platform on-premises:
A locally installed software doesn't update automatically like our cloud version. Please upgrade it manually to enjoy the latest features, fixes, and security updates.

New Features and Enhancements

Visitor Management (Check-in Module)

Invitation Language Selection for Outlook Add-In Users

Relevant for:

Customers of the Visitor Management solution who use Microsoft Outlook.

The value-add:

When adding a visitor to the visit via the Outlook add-in, you can select the default language for their personal invitation email, just like you do when adding visitors on the Platform, but now directly from your Outlook.

How it works:

With the **Outlook add-in** installed and activated (see the user guide for more details), create a meeting in your calendar and add recipients. On the **Visitors** tab in the add-in panel, click the pencil button next to a visitor's name to edit visitor details.
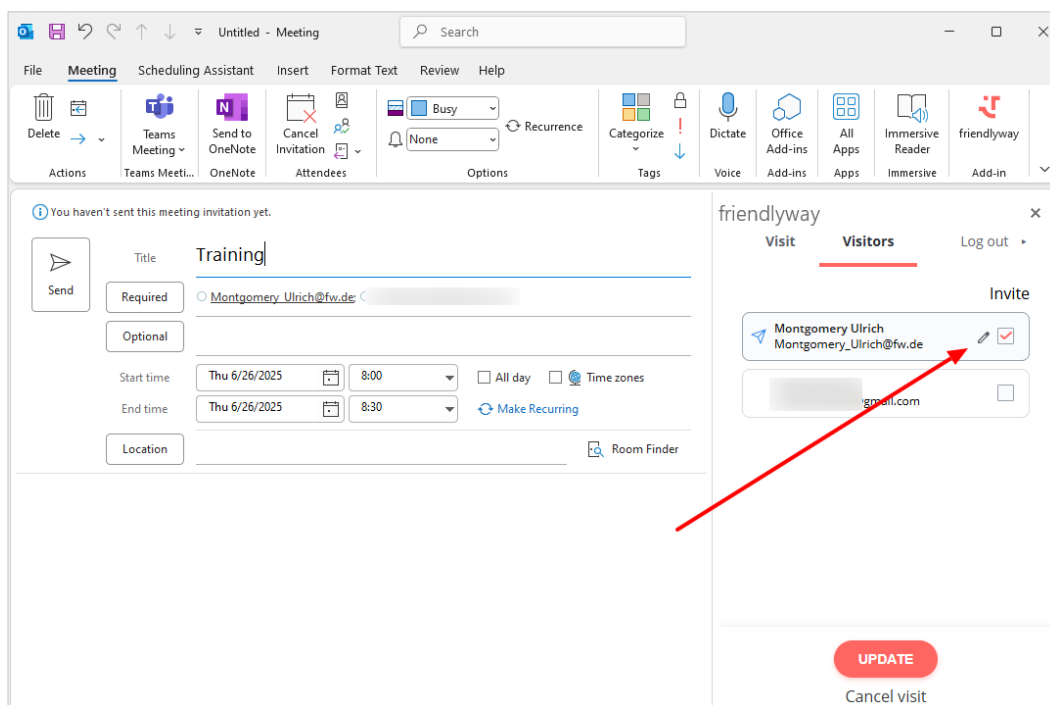
In the visitor's details, you can view and select the language of their personal invitation email. All supported languages, as defined by notification settings, are listed in the drop-down menu. After clicking **Update**, the new data will be synced with the Platform.
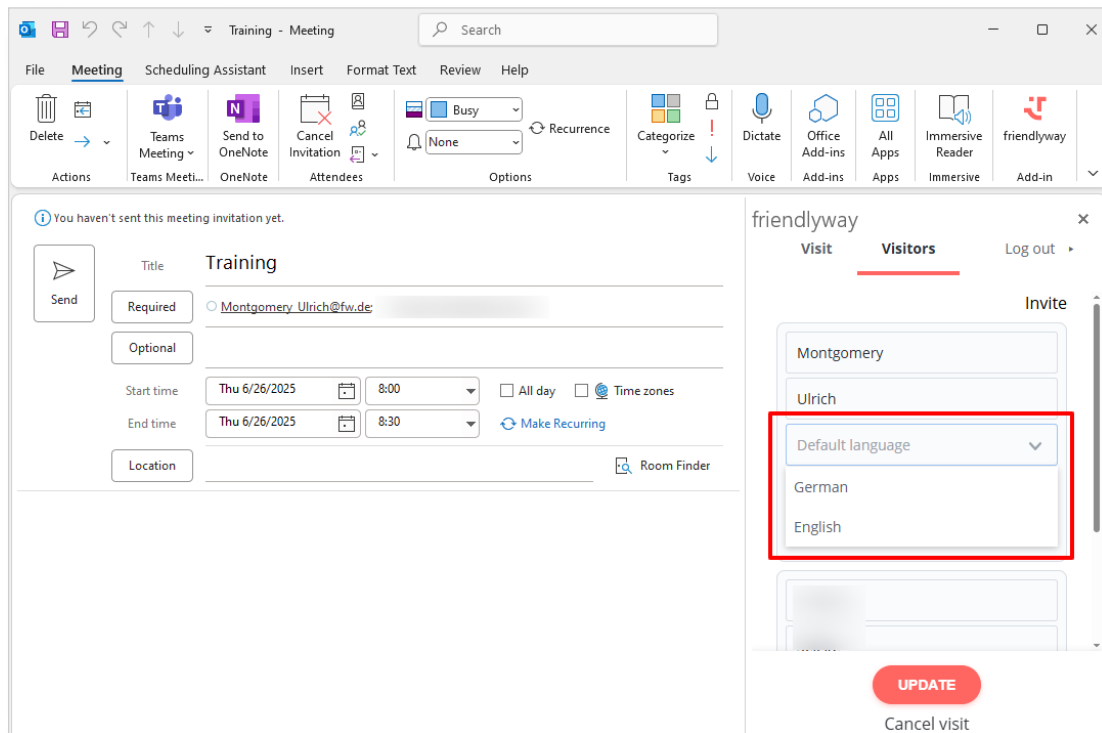
Note: When a visitor has no language selected in visitor details, their invitation will be sent in the default language, as configured in **Check-in → Settings → Notifications.**

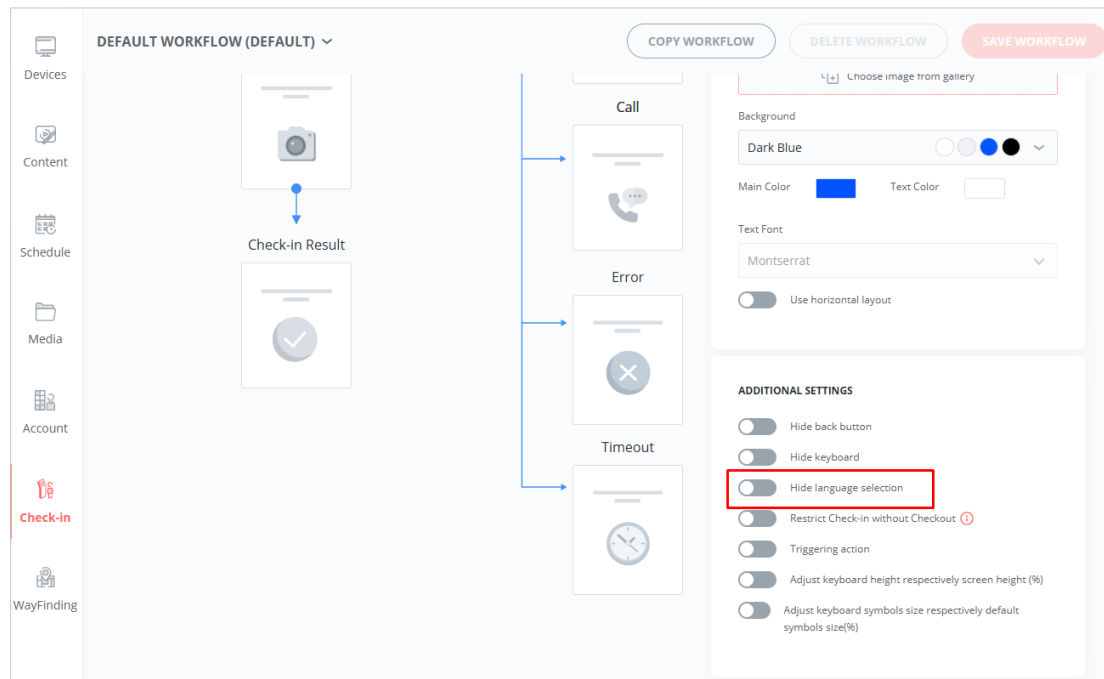## Hiding Language Selector Beyond the Welcome Screen

Relevant for:

Customers of the Visitor Management solution who use multilingual interfaces.

The value-add:

The new optional setting allows you to hide the language selection control in the UI for end users on all screens except for the initial Welcome screen. It can be useful for decluttering the screen area of unnecessary elements.

How it works:

Go to **Check-in → Workflow** and find a new general option under **Additional Settings** in the panel on the right side: "Hide language selection". Enable the setting by switching the toggle on and clicking **Save Workflow**.

Once the setting is enabled, the language selector will be hidden on all the screens in the given workflow, except for the Welcome screen.

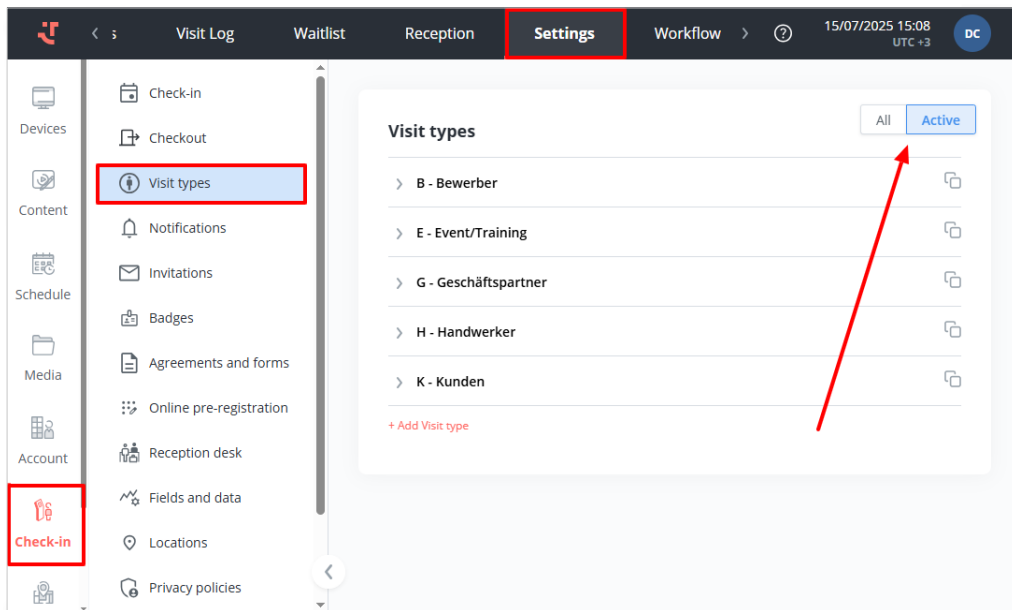## Active Visit Type Filter

Relevant for:

Customers of the Visitor Management solution who use multiple visit types.
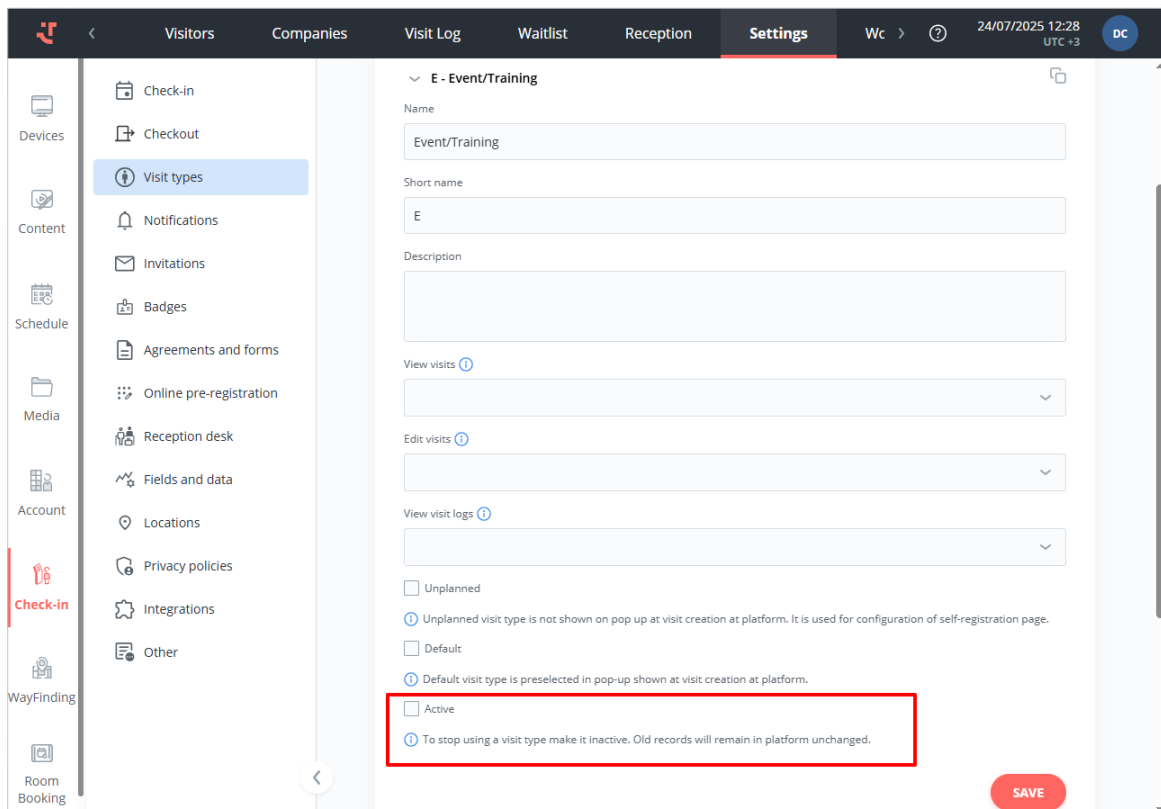
The value-add:

Users may create a large number of visit types when testing the Platform and later decide not to use some of them. Previously, it was difficult to determine which visit type was valid and which wasn't without opening each separately. Using the new switcher (activated by default), you can now filter only active visit types.

How it works:

Go to **Check-in** → **Settings** → **Visit types** and find a filter in the upper right corner. By default, it shows "Active". Alternatively, you can switch the filter to show "All".

To deactivate a visit type, open its settings and uncheck the "Active" checkbox. The inactive visit type will no longer be available in the workflow setup. However, previous records associated with it will still be kept on the Platform.

Host Data Visibility Changes (Strengthening Data Privacy)

Relevant for:

All customers of the Visitor Management solution.

The value-add:

Similarly to the restrictions implemented on visitor data visibility on the Platform in the previous release, this feature addresses a data privacy concern related to displaying a list of hosts' names for selection by visitors during onsite registration at a kiosk.
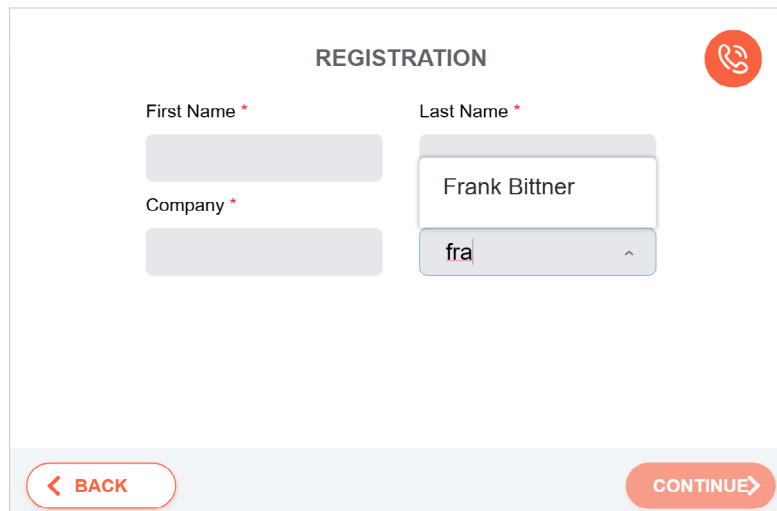
To uphold data protection standards, visitors should not be allowed to view the company's entire list of hosts or contact persons. They can only display a host's full name if they know part of it.

How it works:

Go to **Check-in → Workflow → Self-Registration** screen and find a new option in **Additional Settings** on the right side: "Enable secure host search (3-letter input)". Enable the setting by ticking the checkbox and clicking **Save Workflow.**
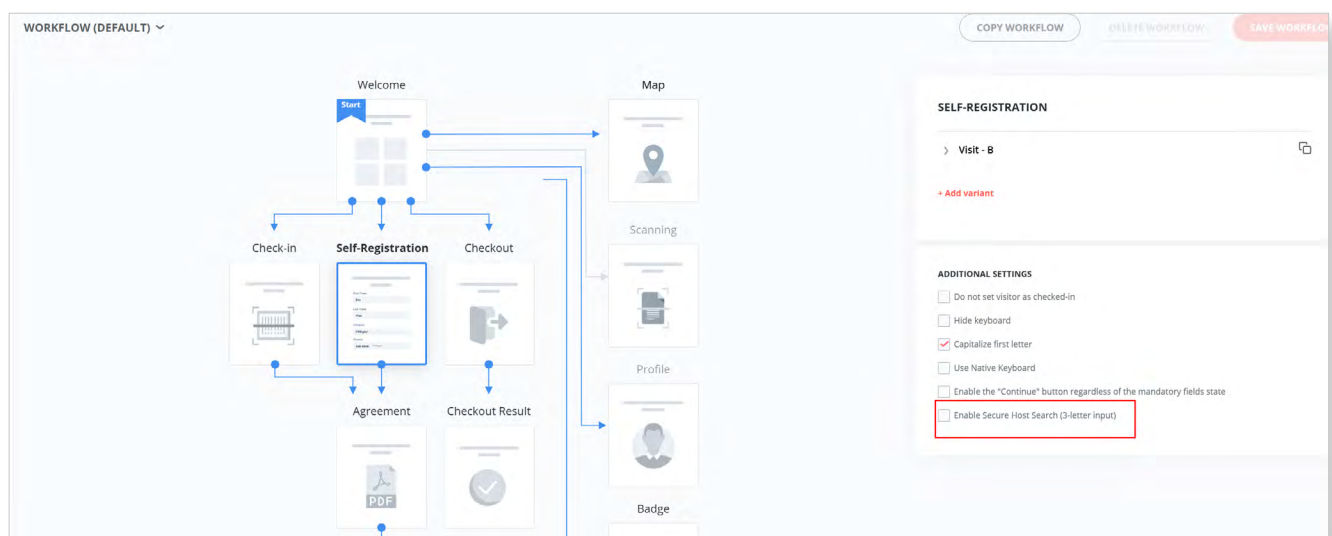
Once the setting is enabled, the host selector on the self-registration page will initially appear empty. To find the relevant host, a visitor must type at least three characters of their first or last name in the search box. Any matching case-insensitive name suggestions will be displayed in a drop-down list. No names will be displayed when fewer than three characters are entered.

Note: If the setting is disabled or not set, the host selector will still display the full list of hosts.

Agreement Viewing in Full Requirement Before Acceptance

Relevant for:

Customers of the Visitor Management solution whose visitor workflow includes document signing.

The value-add:

By default, visitors can sign documents, such as safety rules, without needing to scroll through them. However, a new configuration option allows you to require visitors to scroll to the end of the document before signing it, as an extra reminder to read the rules and conditions in full.

How it works:

Go to **Check-in → Workflow → Agreement** screen and find a new setting in the panel on the right side: "Enforce complete reading". Enable the setting by ticking the checkbox and clicking **Save Workflow**.
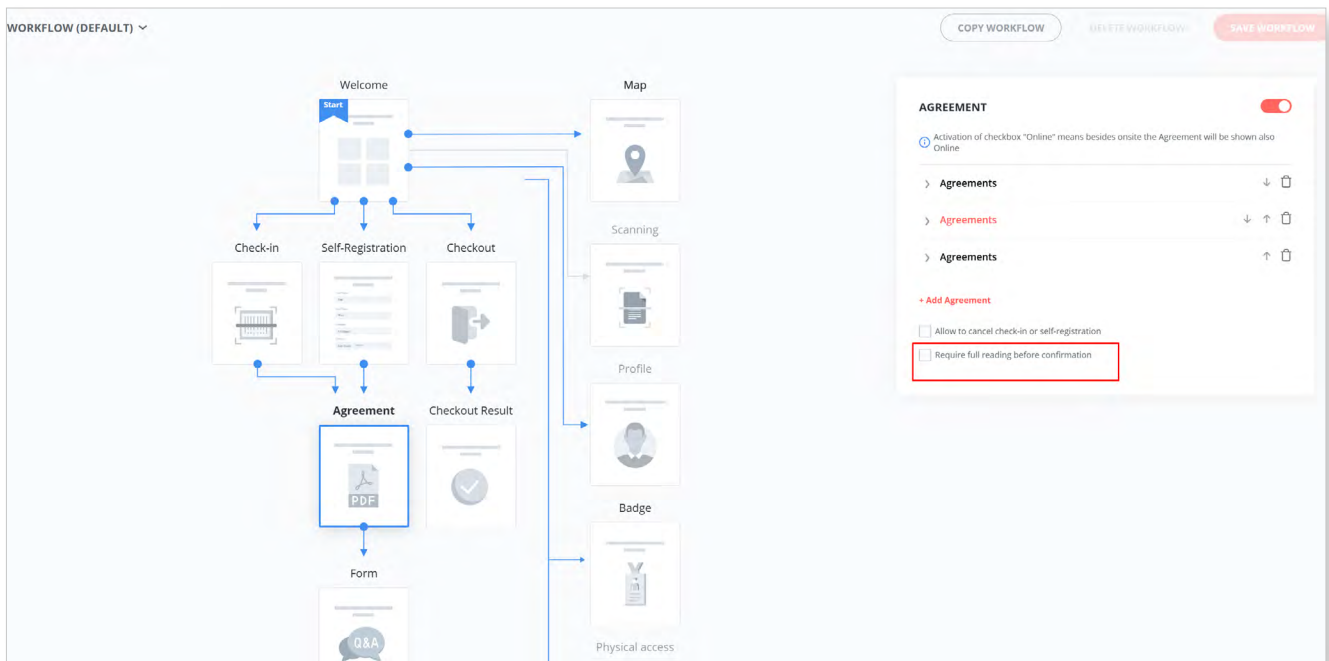
While the setting is disabled or not set, visitors who are shown an agreement can proceed to the next step in the workflow by checking the box "I have read and agree" and clicking the "Continue" button right away. With the setting on, the button is initially disabled, and visitors must scroll to the bottom or browse all pages in a multi-page document before proceeding to the next step.

Note: When using safety guidelines in a video format, the "Continue" button will only be accessible after the video ends.

Flexible Visit Time Formats in Invitations and on Badges

Relevant for:

All customers of the Visitor Management solution, especially those operating within a single time zone.

The value-add:

A standard format for presenting visit start and end times on visitor badges and in email notifications previously included the UTC offset in brackets. Clients with all employees and visitors located in one time zone, or those who find the UTC information unnecessary, may now use a placeholder version without it.

How it works:

The previously available placeholders **{StartTime}** and **{EndTime}** display the time in templates as **HH:MM (UTC+X)** or **HH:MM am/pm (UTC+X)**, where UTC+X indicates company (tenant) time zone, e.g., UTC+2 for companies in Germany.

The new placeholders **{StartTimeShort}** and **{EndTimeShort}** display the time simply as **HH:MM** or **HH:MM am/pm**. It still represents the company's time zone, but in a shorter format.

Note: The client's default company time zone is configured by friendlyway. For any enquiries, please contact our support team.

In the user guide, you can find the complete list of [placeholders for constructing badge templates](#), as well as [placeholders for each invitation and notification type](#).

Sample personal invitation template with the **{StartTimeShort}** placeholder:
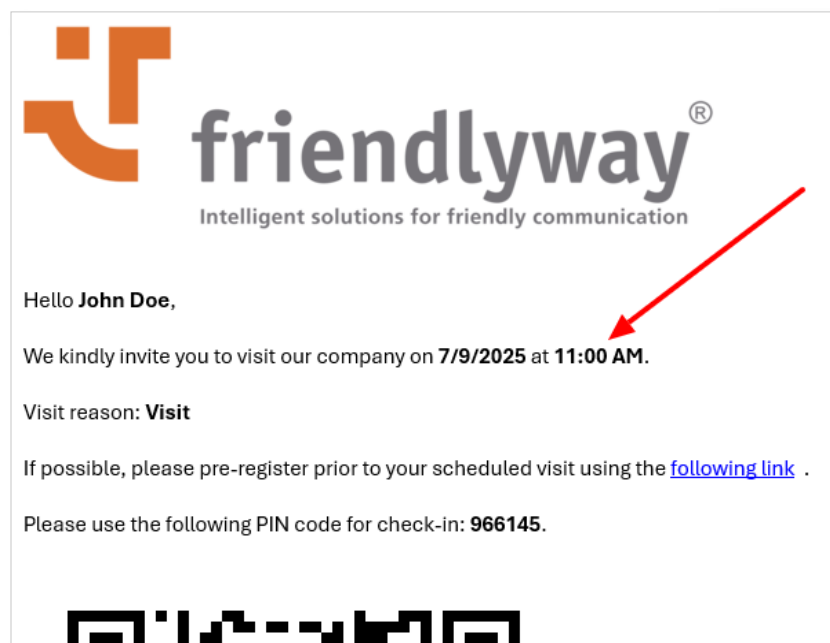
Digital Signage (Content Module)

Language Selection Component in ScreenFlows Adapted to 10+ Languages

Relevant for:

All customers of the Digital Signage solution.

The value-add:

The language selection UI has been redesigned to accommodate cases where more than 10 languages should be available (for instance, screens used for self-registration at multinational events or logistics projects where "visitors" are truck drivers arriving from multiple countries).

The new UI/UX improves usability for users while selecting their preferred language. The interface efficiently handles multiple languages without scrolling and is adaptable to different screen sizes for kiosk displays.

How it works:

In ScreenFlows (**Content → ScreenFlows →** create new or edit an existing project), the Languages component is now extended with a new **Display Type** option: "Pop-up view". When selecting it, the Languages button is shown contracted in the screen workspace area.
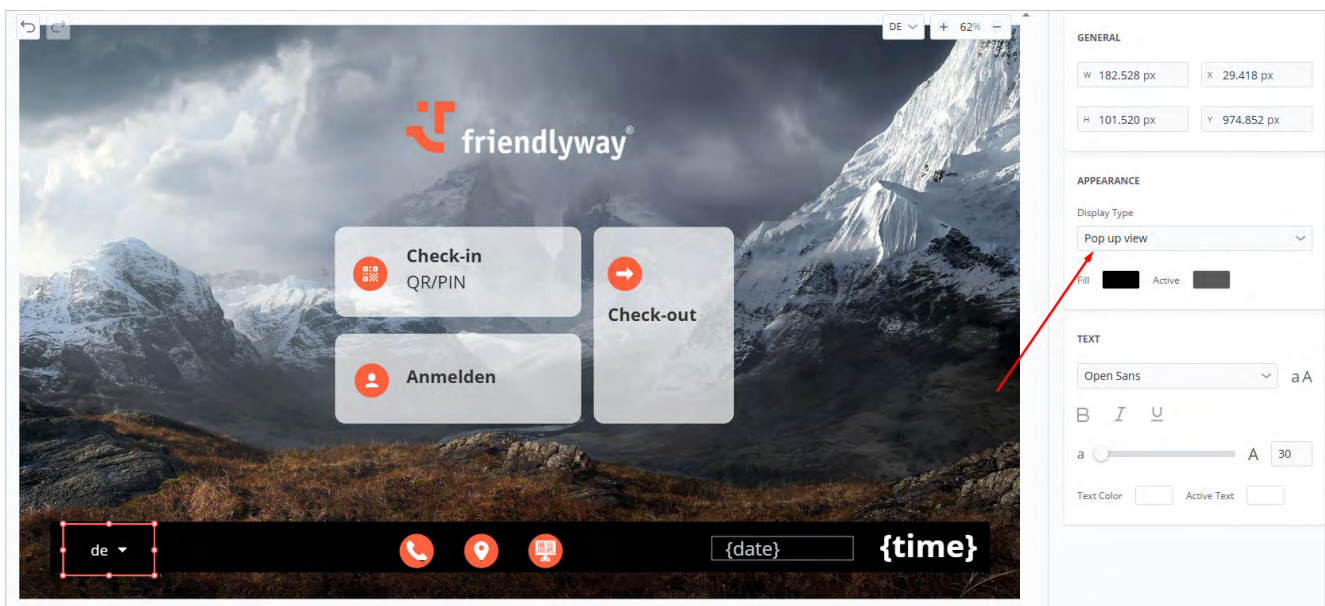
In the Text options menu, you can select font type, make the text bold, italic, or underlined, capitalize it, and change text color. Font size is configurable for the initial language button only. Changing the color of the button updates the color of the corresponding pop-up area.

In the Preview mode and end-user UI, tapping the button opens a pop-up box at the bottom of the screen. Its size depends on the number of languages configured in the current ScreenFlow.

There is a certain number of languages that can be displayed in each layout, and the remaining languages are accessible on the following pages via navigation buttons.
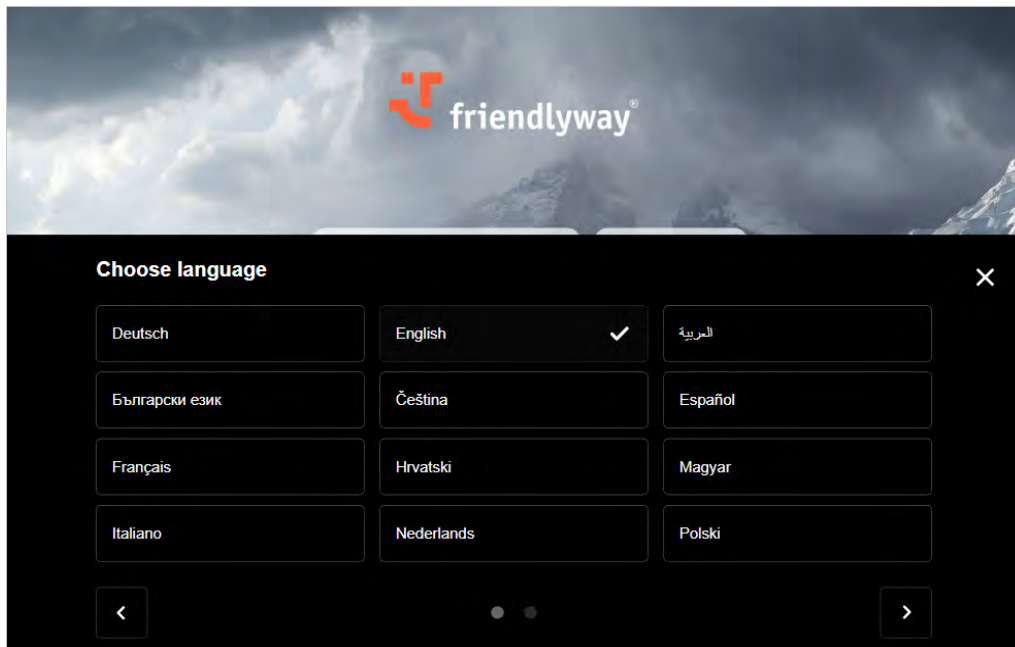
Language names are displayed in their original language. When the viewer taps one of the languages, the pop-up box is closed, and the content is then displayed in that language. They may also close the box by tapping X or anywhere outside the pop-up area; otherwise, it closes automatically after 10 seconds of inactivity.

Device Management (Devices Module)

General Device Settings and Notification Subject Line Configuration

Relevant for:
Customers who independently manage kiosk devices connected to the Platform.

The value-add:
The new device settings area combines notification settings per devices and their groups. It also allows you to specify your preferred email subjects for each notification type.

How it works:
Go to **Devices** → **Settings**. Device notification setup, previously on a separate tab, has been moved to these general settings. Navigate to the **Email Subjects** section to specify subject line text for different notification email types and languages using relevant placeholders.
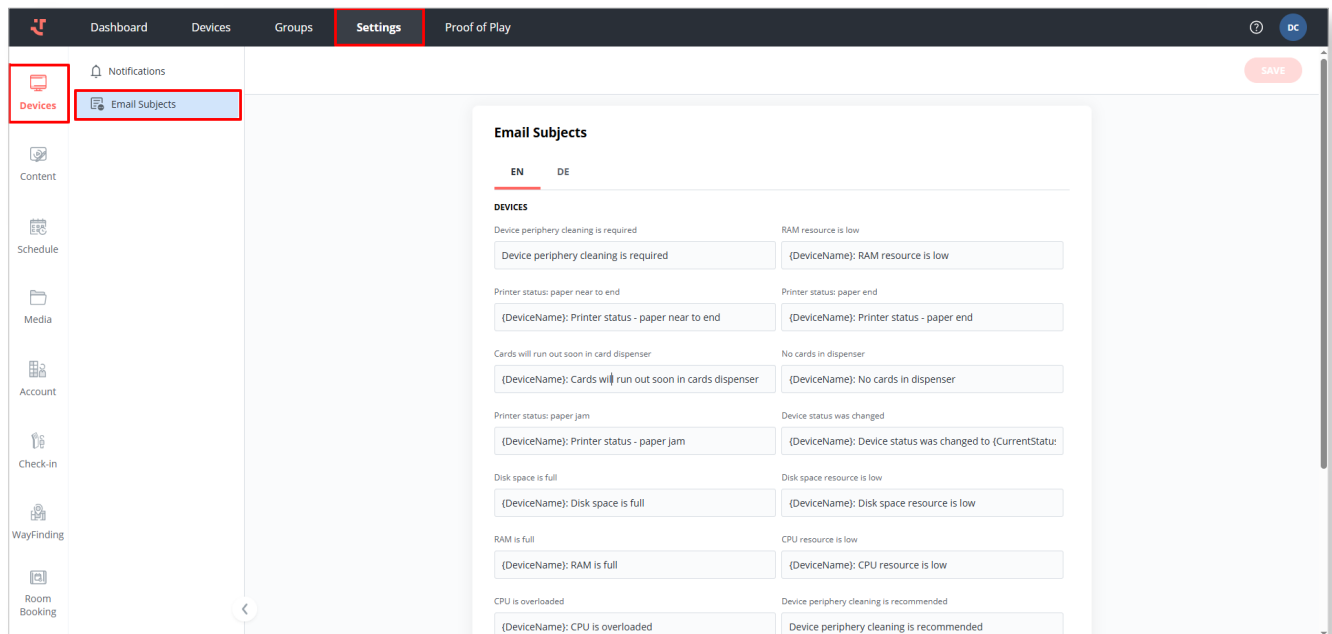
Cross-Platform Features

Access to the friendlyway Help Center from the Top Panel

Relevant for:

All customers.

The value-add:

It is now easier for newly onboarded and existing users to find the Platform documentation when seeking instant answers to questions or when unsure of how something works. The link to the Help Center, previously part of your account menu, has been moved to the top panel, where you can quickly access it regardless of your location on the Platform.

How it works:

From any page on the Platform, click the question mark icon in the top-right corner to open the Help Center on a new tab in your browser.
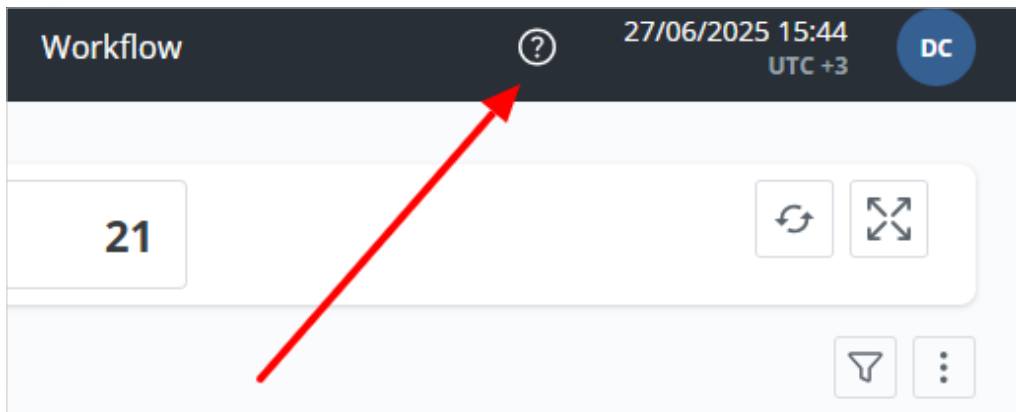
In the friendlyway Help Center, you can:

- **Browse** a collection of step-by-step guides and tutorials categorized by the Platform module.
- **Search** content or ask questions in an AI-powered search panel that gives you context-aware, personalized answers by processing information from multiple pages.
- **Contact** the friendlyway HelpDesk for assistance during standard working hours by pressing the Customer Support button at the top and submitting a ticket.
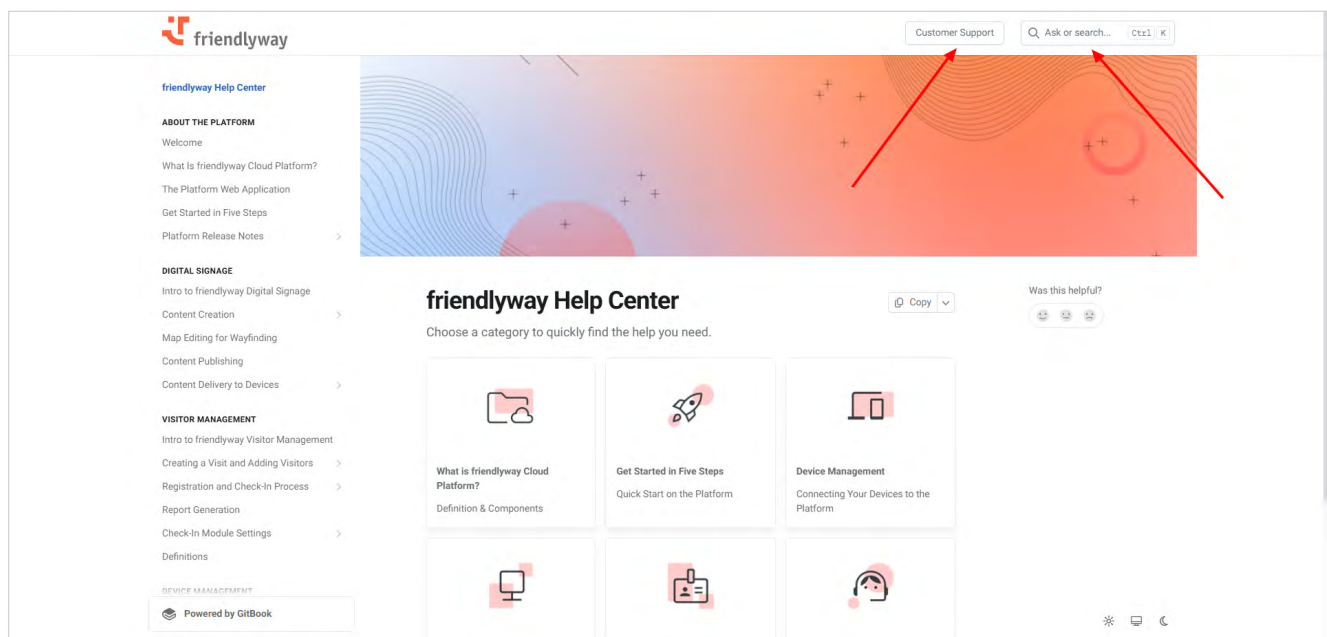
Resolved Issues, Performance Improvements, and Bug Fixes

Visitor Management (Check-in Module)

- Added three new placeholders to the email body for the **personal invitation, group invitation, and online pre-registration** confirmation templates: <DeputyOrganizer> (deputy's full name), <DeputyOrganizerPhone>, and <OrganizerPhone>.

- In the **Outlook Add-In**, fixed bugs related to custom visit forms (the "Display time" field, etc.) and visitor duplication.

- In the **Outlook Add-In**, added UI in French for customers using Outlook in that language.

- In the **MicroSIP** widget, we implemented sanitizing of phone numbers before call initiation, bringing client-side input to a single standard format.

Digital Signage (Content Module)

- Improved copying of formatted text for the **Text and Button components in ScreenFlows**: indents, marked lists, and numbered lists are now preserved when copy-pasting text between multiple Text Value fields with multilingual support enabled.

- Reworked preview generation for the **Web Object component in ScreenFlows** to solve the problem of placing buttons on top of iFrame objects.

Device Management (Devices Module)

- In **Device details, Periphery** tab, it is now possible to disable the Player's access to individual peripherals via the action menu. On the list of peripherals, the enabled ones are marked with a green dot in the first column, and the disabled ones with a gray dot.

- Added support for column filters on the Devices list.

Across the Platform

- Added the choice of **Ukrainian, Bulgarian**, and **Slovak** languages across Platform modules, including ScreenFlows, device variables, Check-in settings, and notification configuration.

- Overall bug fixing, performance issue handling, tech debt, and security fixes.

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