

Version 5.43 & Version 5.44 – May 2025

friendlyway Cloud Platform Release Notes

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

Google Calendar Integration

Relevant for:

Customers of the Visitor Management solution who use Google Calendar or other CalDAV-supporting calendars.

The value-add:

You can now manage visits directly from your Google Calendar or any other calendar that supports the CalDAV protocol. With the previously implemented Microsoft Outlook integration, friendlyway Visitor Management becomes effectively calendar-agnostic.

The image displays a Google Calendar interface on the left, showing a calendar for April 2025. A pop-up window for a 'Company tour' event is visible, with details: Wednesday, April 16, 10:00am - 10:30am. The event is linked to a 'Company' and has a location of 'Lobby'. The right side of the image shows the friendlyway Visitor Management web interface. The 'Visits' tab is active, displaying a table of visits. The table has columns for STATUS, VISIT ID, TITLE, START DATE, and END DATE. The selected visit is 'Company tour' on 16/04/2025 from 10:00 to 10:30. Below the table, the visit details are shown: Address: room Lobby, Organizer: Andre Shaurko, Phone: c36e1139-6808-4b1e-ab1c-926ea1407310, Email: andre.shaurko@friendlyway.com. A 'CREATE' button is visible at the top left of the interface, and a '1 visit(s) selected' notification is shown at the bottom right.

STATUS	VISIT ID	TITLE	START DATE	END DATE
>	<input type="checkbox"/>	K Firmenbesichtigung	16/04/2025 09:00	16/04/2025 12:00
▼	<input checked="" type="checkbox"/>	E Company tour	16/04/2025 10:00	16/04/2025 10:30
>	<input type="checkbox"/>	B Lieferantenbesuch	17/04/2025 09:00	17/04/2025 12:00
>	<input type="checkbox"/>	G Einladung Schnuppertag	17/04/2025 09:00	17/04/2025 12:00
>	<input type="checkbox"/>	K Firmenbesichtigung		

Address: room Lobby
Organizer: Andre Shaurko
Phone: c36e1139-6808-4b1e-ab1c-926ea1407310
Email: andre.shaurko@friendlyway.com

How it works:

The visit data is synced in real time through the Room Booking module as an intermediary between the calendar and the Check-in module (Calendar => Room Booking => Check-in). To make it work, you need to:

1. Create a credential for your calendar account
2. Enable calendar syncing for Room Booking
3. Set up syncing through a specific room
4. Enable Room Booking integration for Check-in

First, create a new credential under **Account** → **Settings** → **Credentials** and connect it with your calendar account (authenticate).

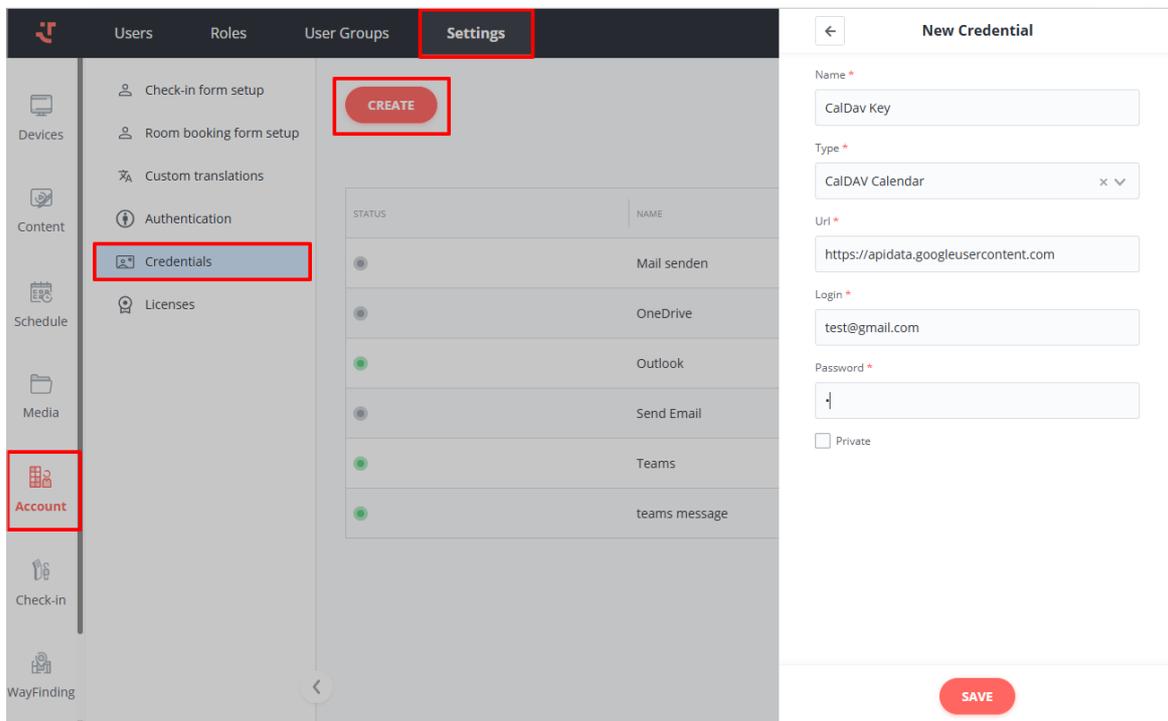
Name: Enter the credential's name for ease of reference

Type: Select "CalDAV Calendar"

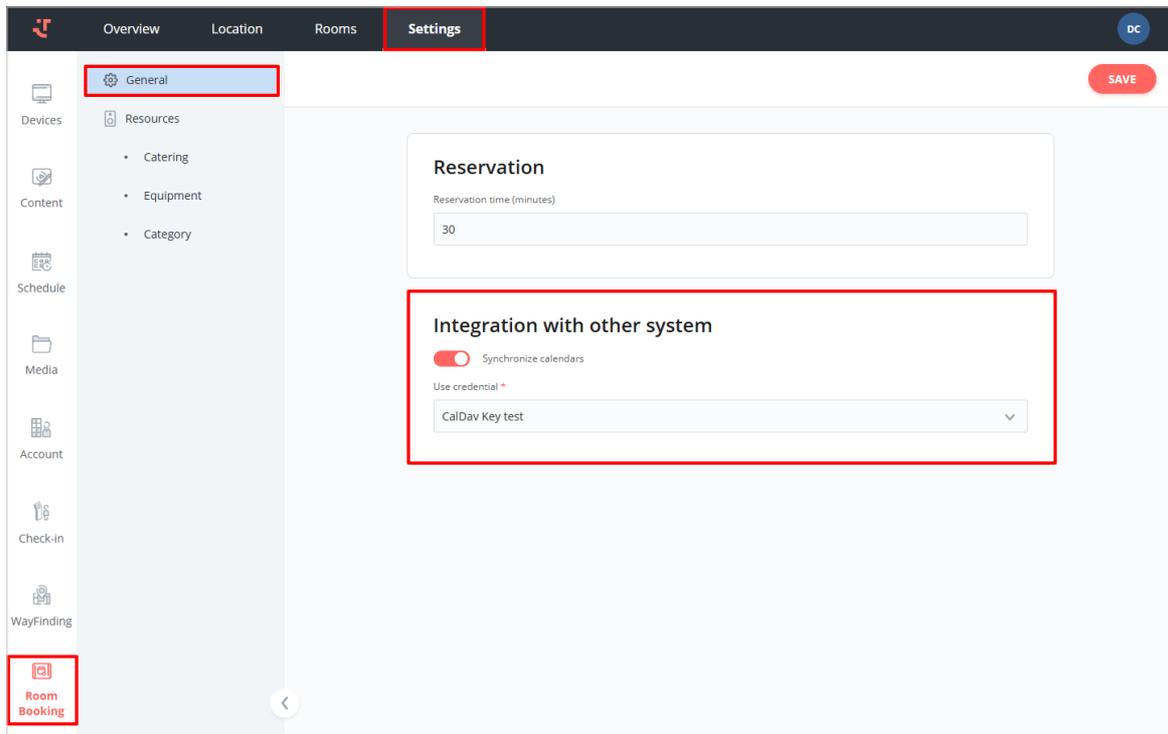
Url: Enter the server URL, e.g., the following address when connecting to Google Calendar: <https://apidata.googleusercontent.com>

Login and Password for your account at the calendar service provider

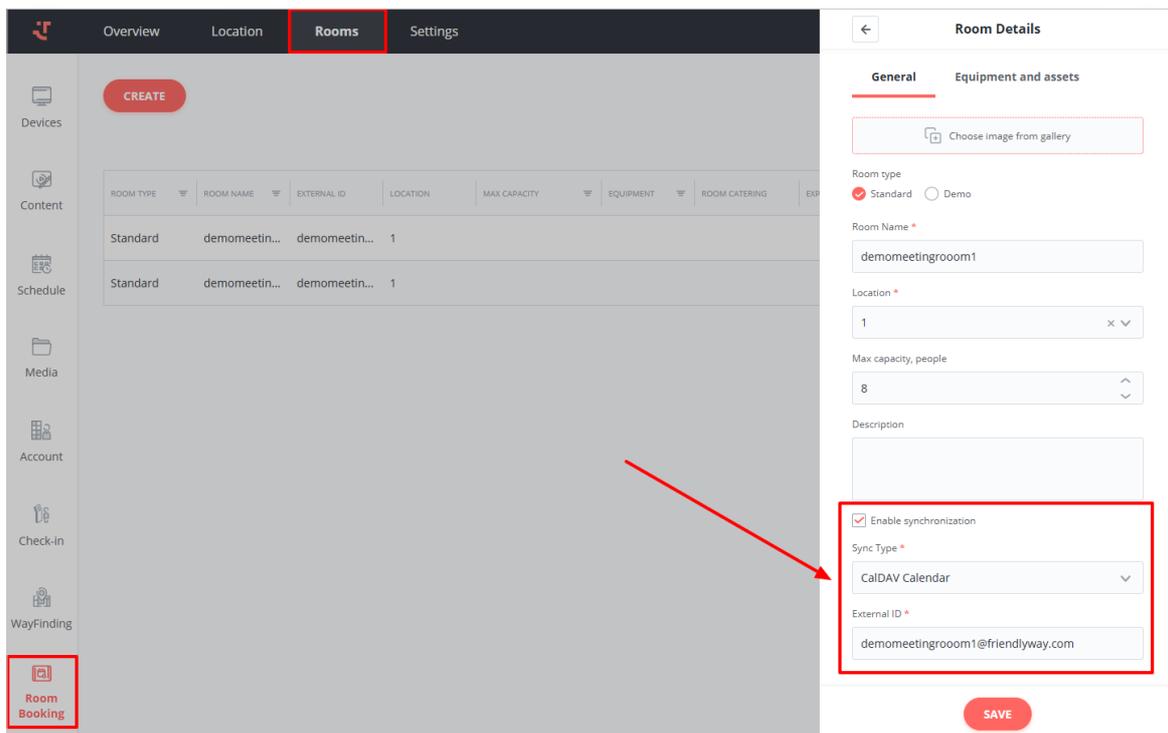
Click **Save**.



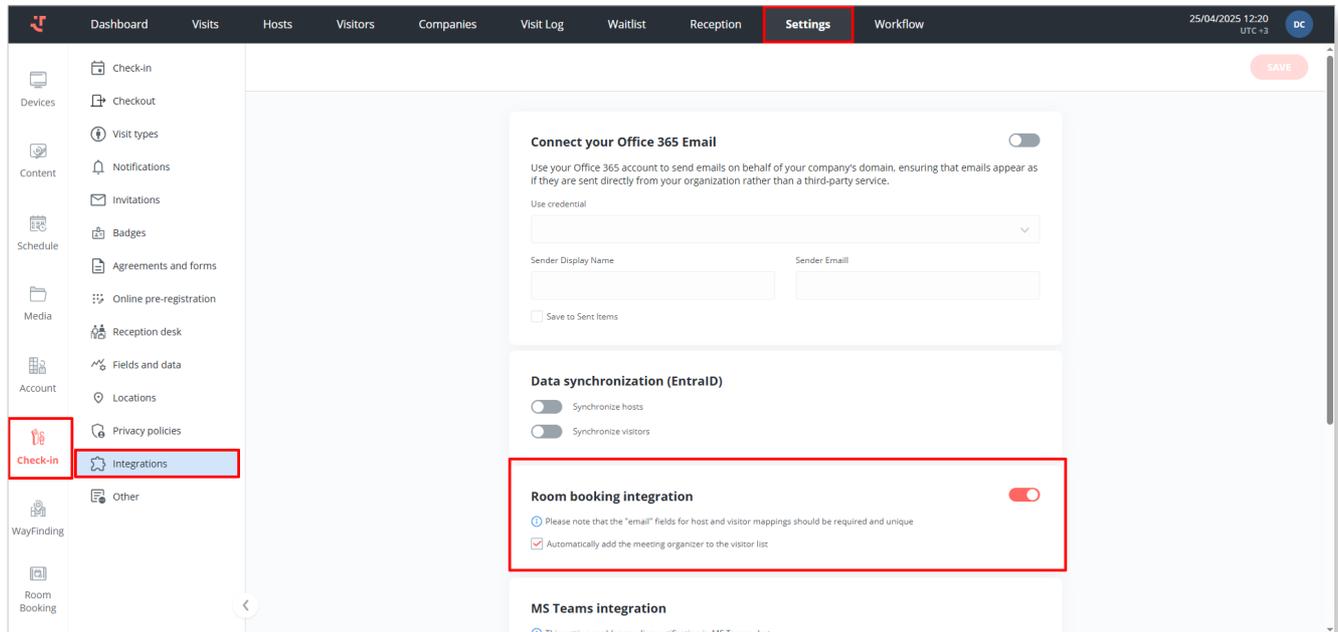
Next, go to **Room Booking** → **Settings** → **General**, activate the toggle switch **Synchronise calendars**, and select the previously created credential from the drop-down list. Click **Save**.



Now, go to **Room Booking** → **Rooms** and choose to create a new room or edit an existing one. In Room Details, tick the box **Enable synchronization**, select Sync Type: **CalDAV Calendar**, and enter the email account associated with your calendar in the External ID field.



Finally, go to **Check-in** → **Settings** → **Integrations** and activate the toggle switch next to **“Room booking integration.”**



As a result, any event changes (creating, editing, or deleting) in your calendar will be automatically reflected on the Platform, enabling you to seamlessly manage and view all your visits and schedules in one place in real time.

Outlook Add-In Improvements: Multi-Tenant SSO and Permanent Login

Relevant for:

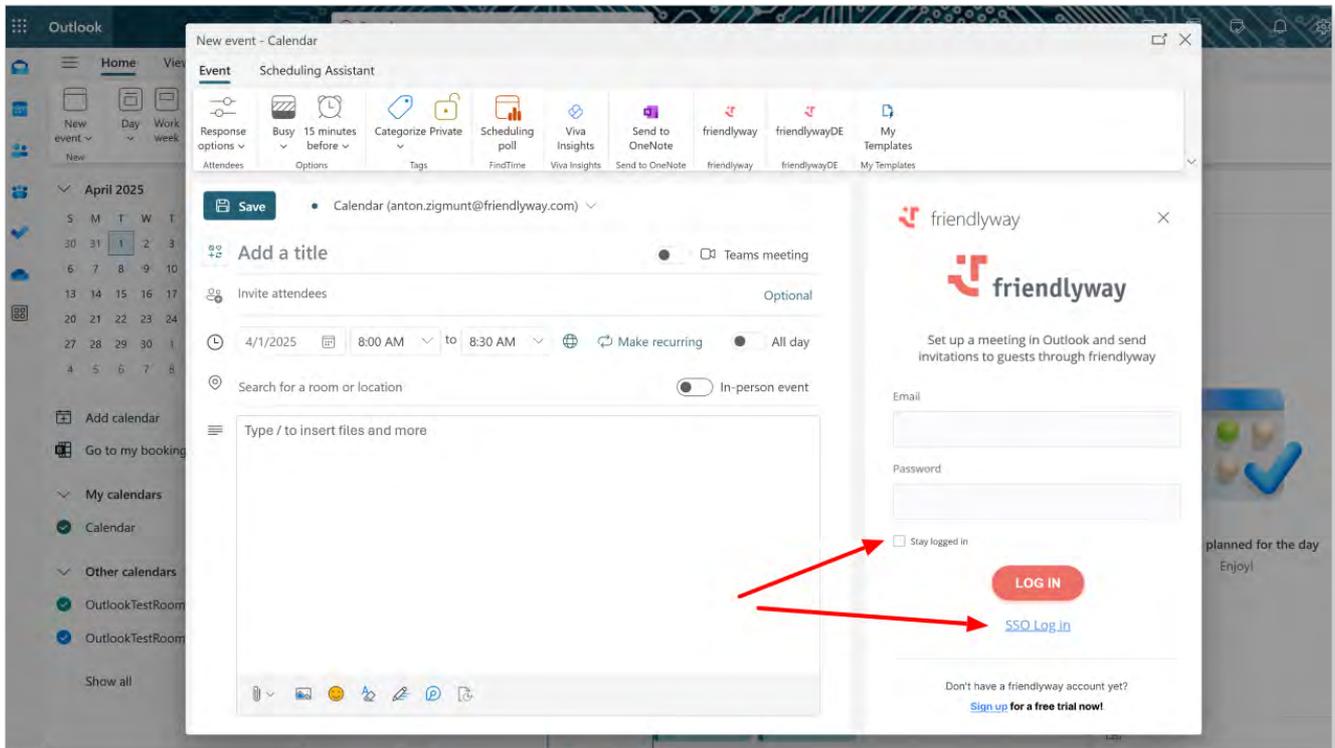
Customers of the Visitor Management solution who use Microsoft Outlook.

The value-add:

The friendlyway for Outlook add-in — now available on [Microsoft AppSource](#) — supports multi-tenancy in the single sign-on (SSO) functionality, enabling users with multiple associated organizations to select their preferred one when logging in. In addition, users without SSO have a new option to stay logged in permanently, eliminating the need to sign in repeatedly after an inactivity period.

How it works:

Once you have [installed or centrally deployed the friendlyway for Outlook add-in](#), open your Outlook app's Calendar view and choose to create a new meeting or edit an existing one. Click the friendlyway button in the ribbon menu to open the add-in in the right-side panel.

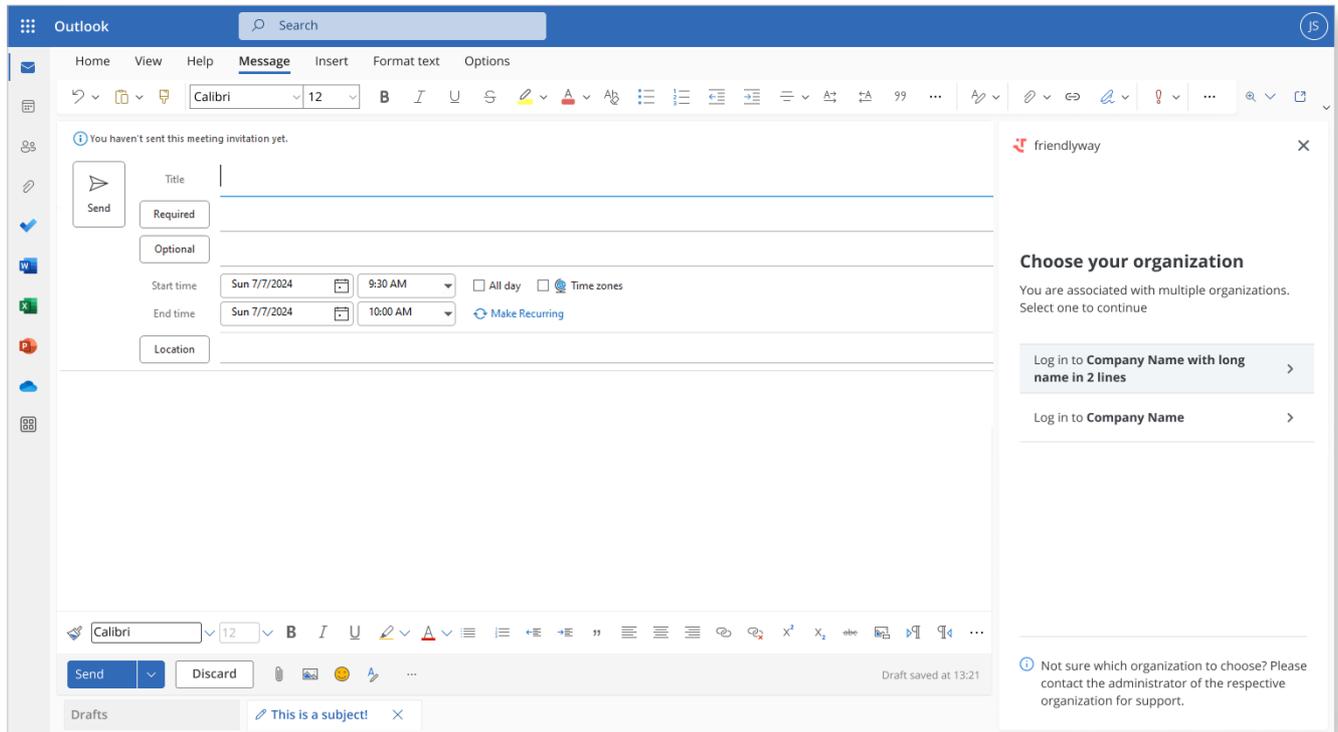


Permanent Login

If you do not use SSO and want to avoid re-logging every time your access token expires (1 hour of inactivity), tick the checkbox **"Stay logged in"** (off, by default) before clicking the LOG IN button. When you restart using the add-in after a period of inactivity, you will be instantly directed to the Visits tab with event details. Log out to terminate the permanent login state.

Multi-Tenant SSO

Click the **"SSO Log in"** link below the LOG IN button. Given that your email domain is listed at more than one company with configured SSO authentication, a new step in the login process, **Choose your organization**, presents a list of domains available to you. (This step is hidden for users with a single associated company.)



Select your desired organization and proceed to log in to your account. After logging in, you may create/update visits and visitors within the permissions assigned to your role in the selected organization. Log out and switch the domain to use the account in another related organization.

Note: While the identification and authentication are independent for each domain, users can log in with the same credentials across different domains without creating additional user accounts.

Visitor Data Visibility Changes (Strengthening Data Privacy)

Relevant for:

All customers of the Visitor Management solution.

The value-add:

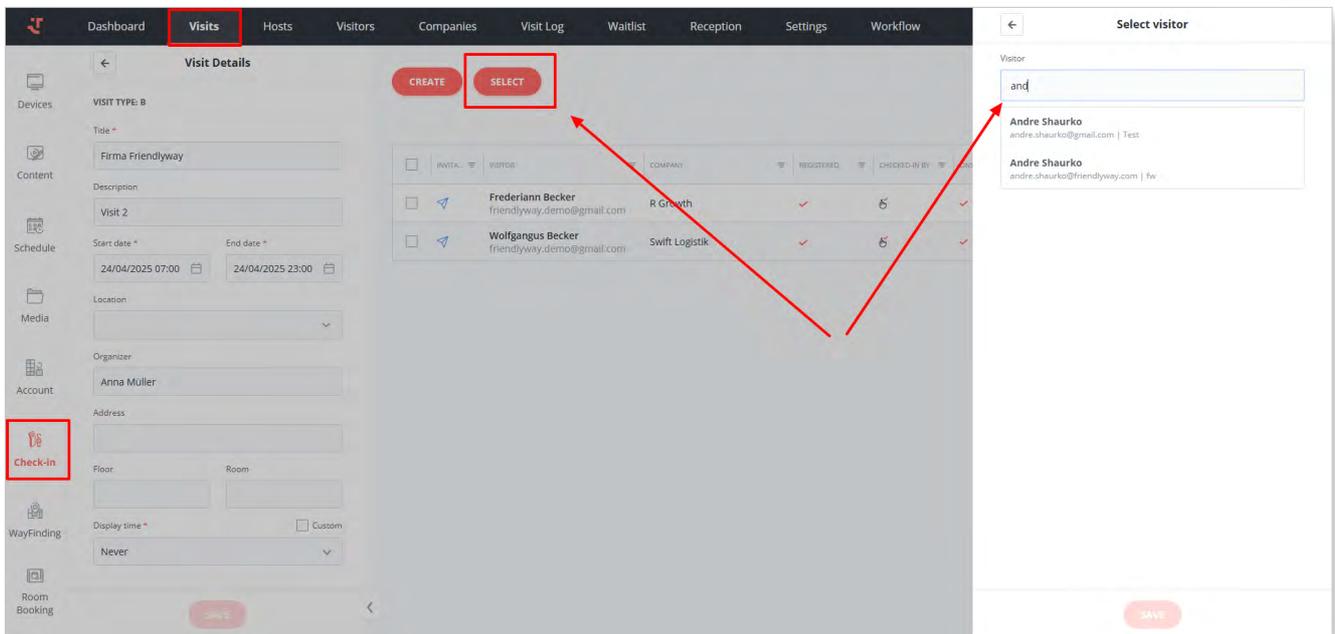
The feature resolves a privacy concern in displaying a list of visitor names to select for a visit. In compliance with data protection standards, users without the respective permission cannot view the entire visitor list. They can only display a visitor's full name if they know part of it.

How it works:

In Visit Details (**Check-in** → **Visits** → click a relevant visit row), when you add existing visitors to the visit by clicking Select, the **"Select visitor"** dialog no longer displays a full visitor list.

To add the required visitor, type at least three characters of their first name, last name, or email address in the search box and select one from the list of matching case-insensitive name

suggestions. No suggestions are displayed when fewer than three characters are entered.



Note: It can be configured so that the full visitor list normally available on the Visitors tab (**Check-in** → **Visitors**) will also be hidden for users without permission to “View the Visitors tab.”

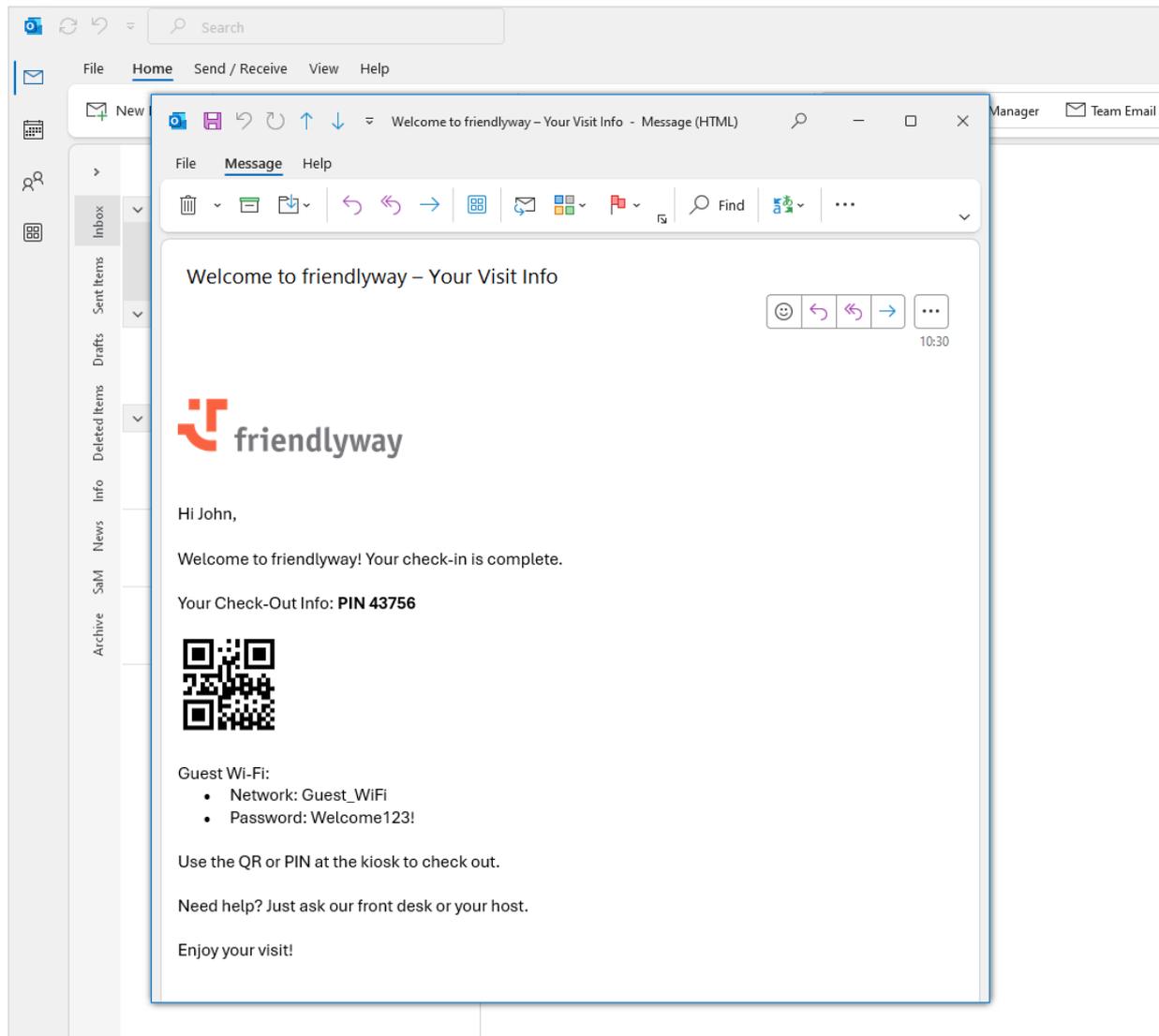
Sending Visitor PIN and QR Codes After Onsite Registration

Relevant for:

All customers of the Visitor Management solution, especially customers using self-registration kiosk models without a built-in or integrated printer, such as friendlyway Counter 12.

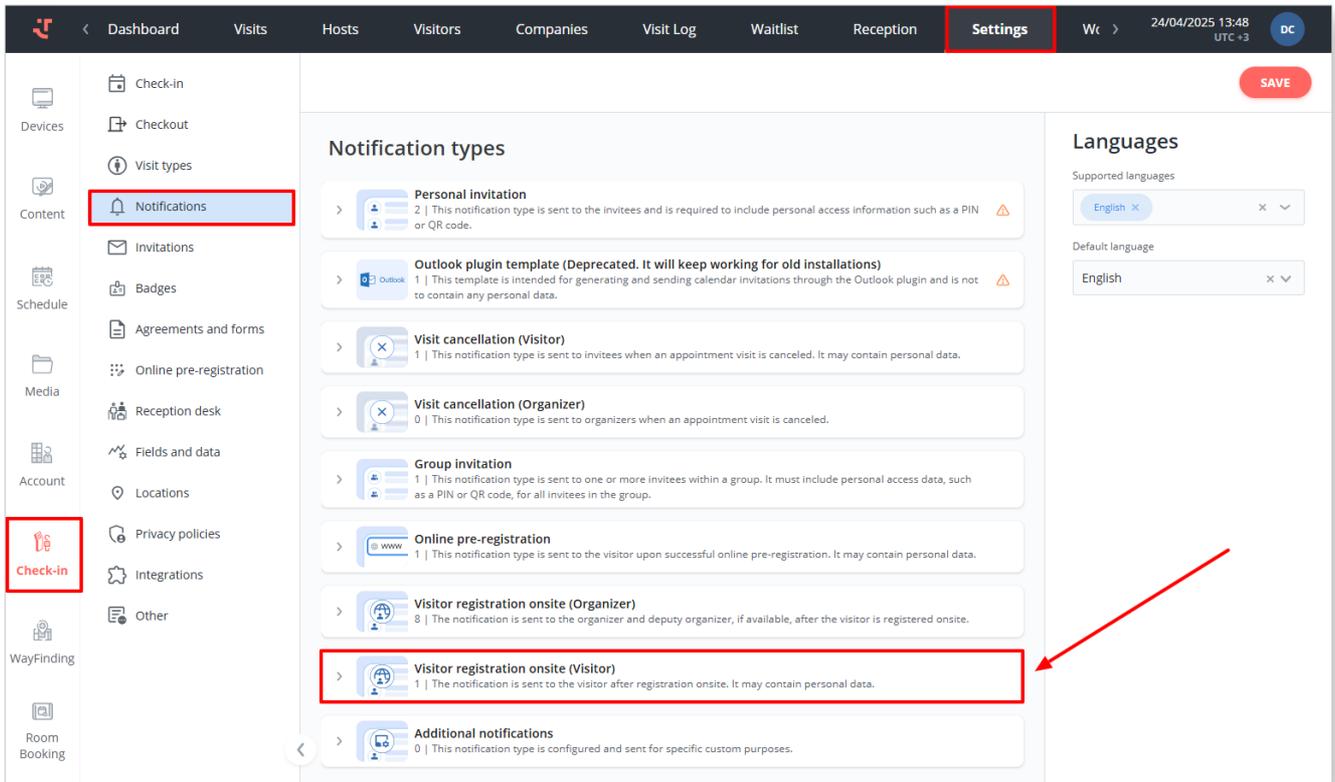
The value-add:

You can now automatically email personal PINs and QR codes to unplanned visitors registered at a kiosk (who have not pre-registered online) without the need to print the information. Depending on the workflow setup, these codes may later be required for visitor identification at physical access control or check-out.

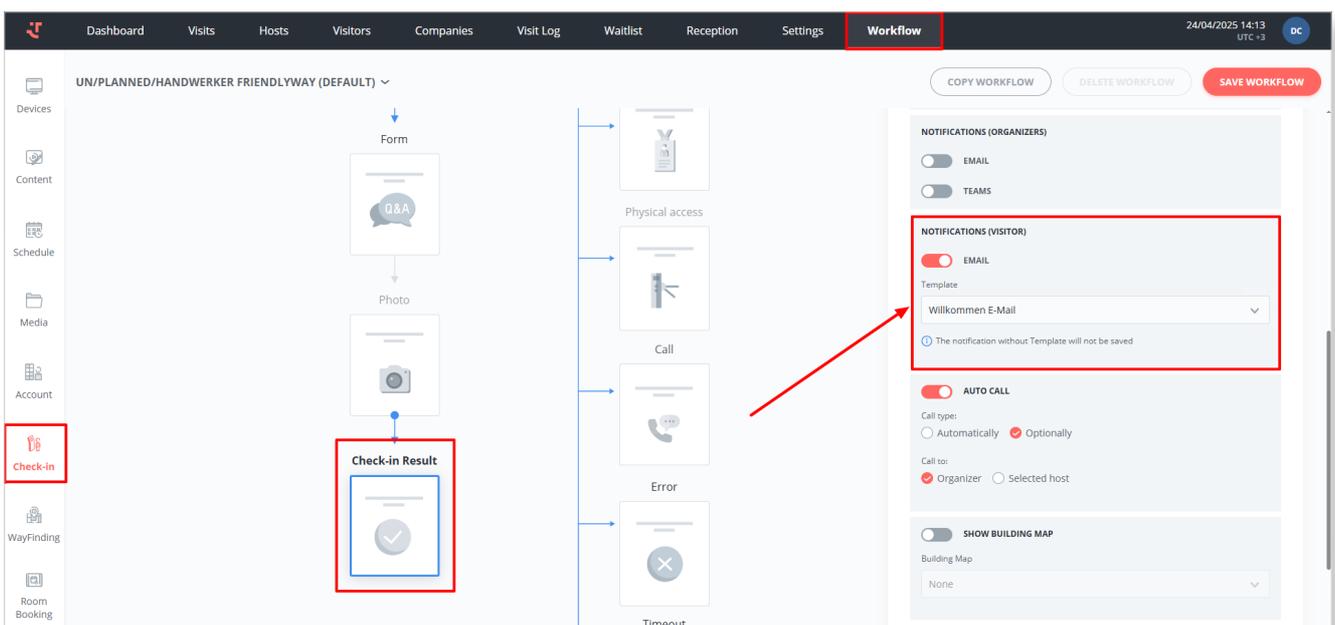


How it works:

A new notification type was added to **Check-In** → **Settings** → **Notifications: Visitor registration onsite (Visitor)**. Here, you can add an email template that will be sent to the visitor registered at a kiosk. Use a standard template or create one with the help of specified placeholders.

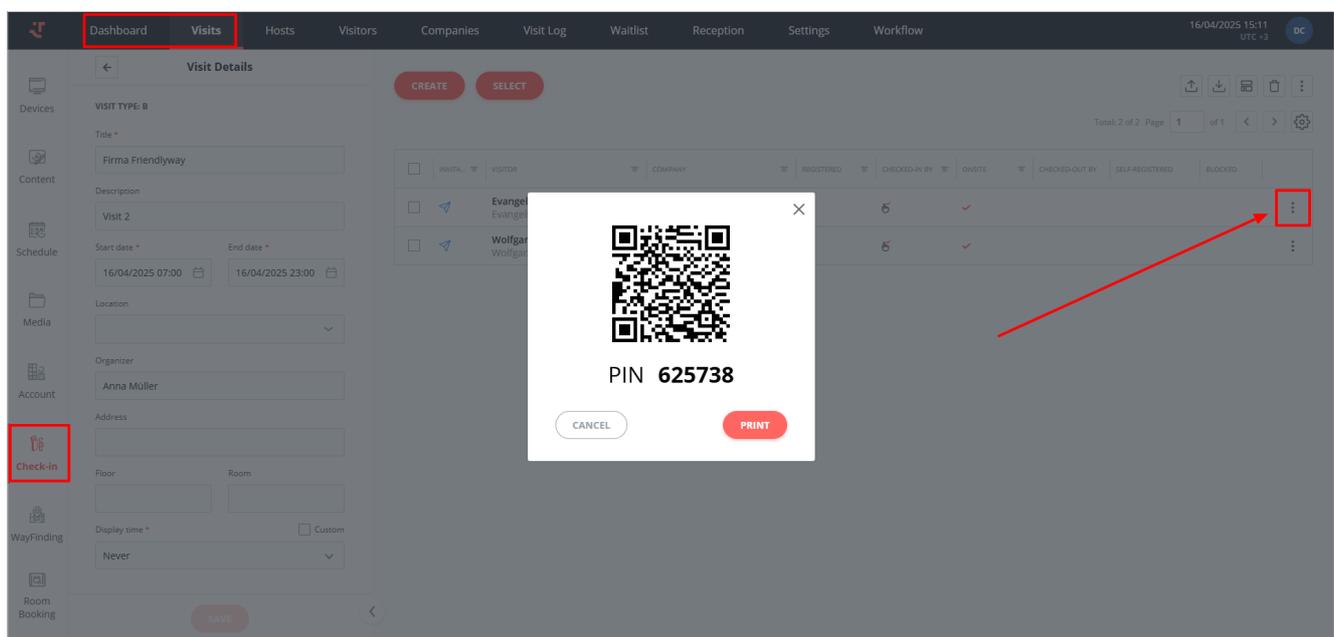


Now, enable the automatic email sending. Go to **Check-in** → **Workflow** and select the relevant workflow. Pick the **Check-in Result** screen on the flow chart to open its settings in the right-side panel. Find the **Notifications (Visitor)** section and activate the toggle switch **Email**. Select the previously created notification template and click **Save Workflow**.



Notes:

- The notification email may also include a **guest WLAN voucher**, a feature introduced in the previous release. See release notes for details on how to set it up.
- The personal PIN and QR codes can also be displayed and printed manually on the Platform. Enable this feature by going to **Check-in** → **Settings** → **Reception desk** and activating the toggle switch **QR code/PIN code generation**. Then, go to the list of visitors in **Check-in** → **Dashboard** or **Check-in** → **Visits** → **Visit Details** and select “QR code/PIN code generation” in the three-dot action menu for the required visitor. Both codes are displayed in a pop-up window with an option to print them.



Digital Signage

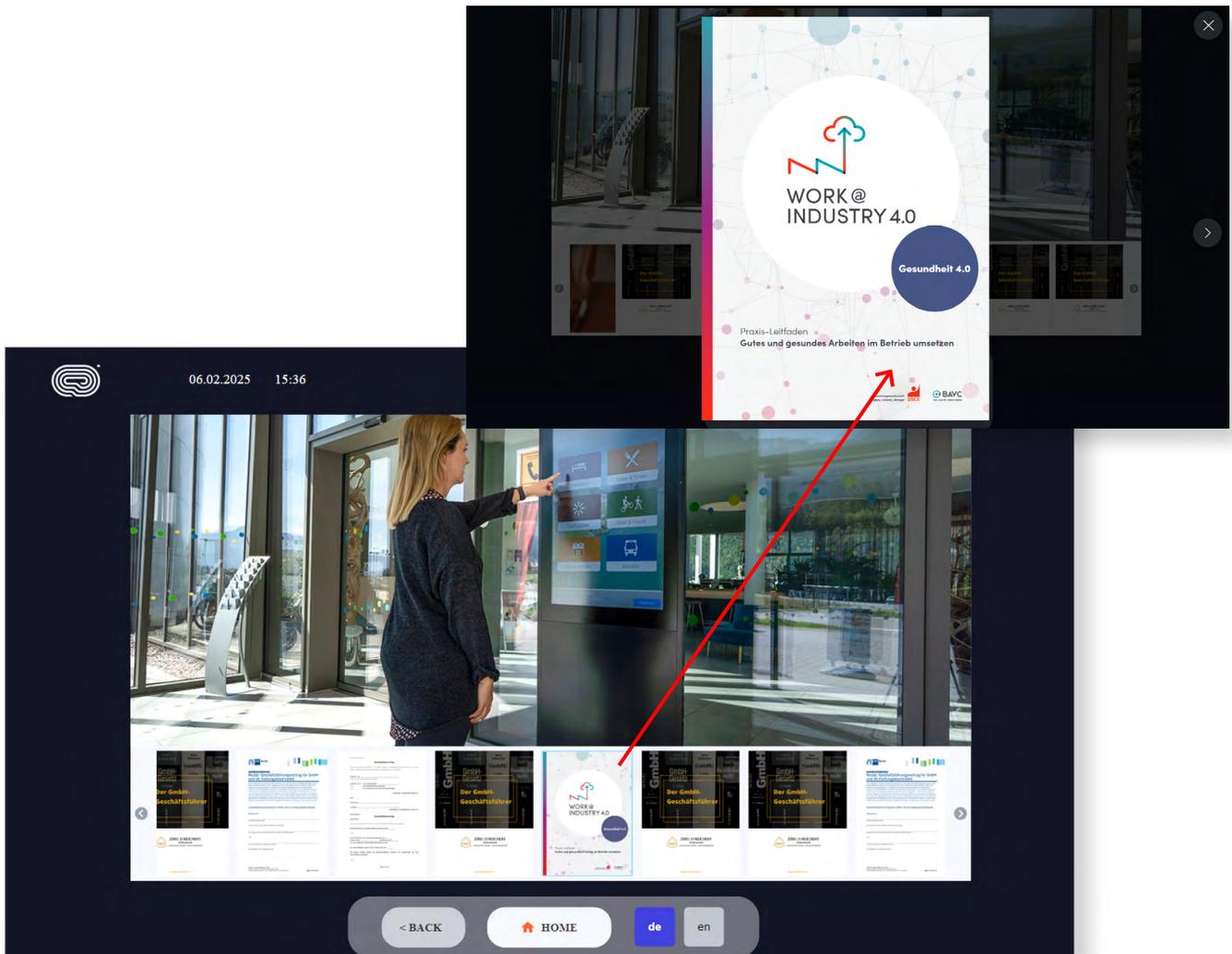
Folder Content Display Through File Viewer in ScreenFlows

Relevant for:

All customers of the Digital Signage solution.

The value-add:

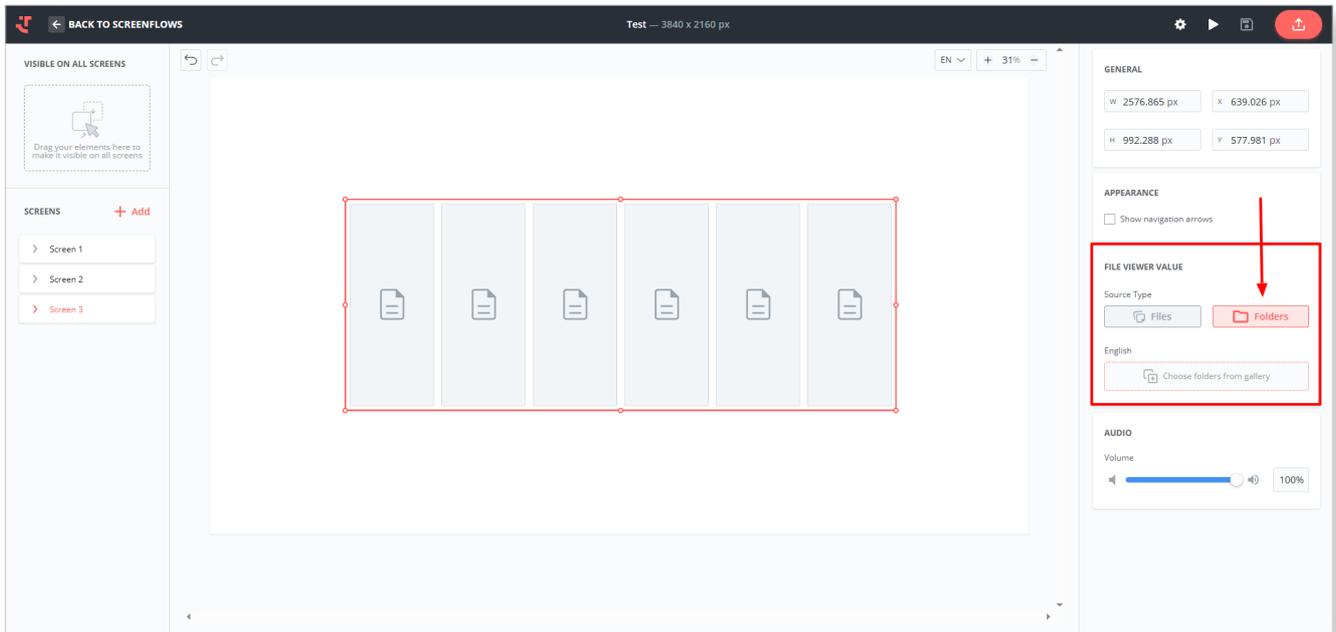
With the recently introduced File Viewer component in ScreenFlows, you can create swipeable sliders containing expandable multimedia files. Now, you can also use this component to automatically sync entire folder content so that all current files from a given folder are displayed in the slider.



How it works:

Go to **Content** → **ScreenFlows** and choose to create a new ScreenFlow or edit an existing one. In the right-side toolbar, the Generic section, select the “File Viewer” component and drag it to your editor workspace. Click on the object to view its settings in the right-side panel.

Under **File Viewer Value**, select Source Type: **Folders**. Then, click “Choose folders from gallery” and select the Media Gallery/External OneDrive/SharePoint folder containing the files you want to display on the screen.



Notes:

- Files in the slider are displayed in alphabetical/numerical order.
- The area occupied by the File Viewer component is static, so adding, deleting, or replacing files in the synced folder will not affect the screen layout.
- Unlike the individually selected files, folder content cannot be previewed directly in the editor workspace. Press the **Preview** button in the title bar to see how the file slider will be displayed on the published screen.

Security Enhancements

Following the latest pentest findings, we implemented further protection measures against vulnerabilities. In particular, we refactored the device authentication model by introducing per-device service accounts. These accounts authenticate devices and operate under role-based access control (RBAC) to define which actions are allowed per device.

In addition to the architectural changes, we addressed several specific vulnerabilities reported in the pentest related to file uploads, email template modification, peripheral control, and admin API access.

Penetration tests are a crucial part of friendlyway's cybersecurity strategy. Their primary purpose is identifying system, network, or application vulnerabilities, helping determine how malicious attackers could gain unauthorized access or cause harm.

As a proactive measure to uncover and address security weaknesses, regular pen tests ensure that friendlyway safeguards clients' assets and meets compliance requirements.

Resolved Issues, Performance Improvements, and Bug Fixes

Check-in Module (Visitor Management):

- The **friendlyway Outlook Add-In** was updated with improved translations (localization changes) and more accurate visitor first/last name parsing. Also, the Add-In's login page for new users now includes links to the Platform sign-up and documentation (clickable logo).
- In Check-in → Workflow, the **workflow list view** is changed from tab-based to a drop-down list.
- For **custom registration forms** configured in the JSON format, the list of supported placeholders now includes kiosk location.
- Improved localization for standard **Teams notification** templates upon visitor registration onsite.
- In workflows with **agreements**, the text length limit in checkboxes for accepting the agreements was increased from 100 to 200 characters, without distorting the layout.
- In workflows with physical **access control**, checked-in visitors can now unlock an access point (open a door) only within their defined visit duration period.
- Improved **check-in performance** by optimizing request processing on the Platform and end devices.

Content Module (Digital Signage):

- If a ScreenFlow used as an element of a Playlist is deleted from the ScreenFlows section, it is now shown with the name **"Deleted"** in red in the corresponding Playlist Details. (Note that the deleted ScreenFlow in a published Playlist will continue playing on a device until it is manually removed from the Playlist.)
- Updated the **Button** component in ScreenFlows with more flexible text and icon alignment options.
- Updated the **File Viewer** component in ScreenFlows to allow the end user to close an expanded file pop-up and return to the slider by tapping the screen anywhere outside the pop-up area. It is an alternative to the standard cross button at the top-right corner, which some users may struggle to reach.
- Resolved issues with **expiring tokens** during file replacement and heavy file uploading on the Platform.

Across the Platform:

- Overall bug fixing and improvements.



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