



# Release Notes



## Features & Enhancements

### Mobile sign-in distinct colors for visitor's vs contractor

The mobile sign-in screen has been enhanced to use distinct colors for different sign-in types, making it easier to differentiate between visitors and contractors. This visual update helps ensure contractors sign in under the correct category, especially across large, multi-location deployments.

### Make People presence report view default instead of chart

The People Presence report now opens directly to the detailed report view by default. Previously, users first saw an infographic and needed an extra click to access the full report. This update reduces friction and improves efficiency, especially for administrators who frequently review on-site presence over a selected time period.

### Marketplace “Request Info”

The Request Info experience in the MRI Marketplace has been added to improve communication between customers, partners, and support teams regarding integrations/services. Users can now view full marketplace item details, submit requests via a pre-filled form, add custom messages, and receive clear confirmation and follow-up emails. Requests are sent to the relevant service provider, copied to support, and securely logged for troubleshooting and visibility, ensuring faster and more reliable engagement for all parties.

### OnConnect - update Integration details page

The Integration and Services detail pages in the OnConnect have been refreshed with a modern, consistent design. The updated layout improves visual consistency across the marketplace and extends to Add-ons and Mobile App detail pages that share the same structure. Enhancements include a clearer layout, a new back navigation button, and improved integration controls, allowing users to easily enable or disable integrations and access settings from the same screen.

### OnConnect - Add long description and info to the form modal

The “Request Info” functionality in OnConnect has been enhanced to provide full details about any marketplace item. When users click “Request Info,” a new modal now appears showing the company logo, short and long descriptions, and a form for submitting their information. After submission, a confirmation modal is displayed to acknowledge successful form submission, ensuring a seamless and informative experience for users exploring integrations, services, or solutions.

### Partners Integrations Section - OnConnect

A new “Partners Integrations” section has been added to OnConnect for Account Owners, Support Users, and Global Administrators. Integrations available to the client are displayed as tiles in a grid layout, featuring the integration name, description, logo, region/module tags, and two action buttons: **Request Info** and **Download PDF**. Tiles highlight on hover for better interactivity. Clicking Request Info opens a form/modal with a confirmation message upon submission, while Download PDF retrieves detailed integration documentation. Users can search and filter integrations by name, category, module, or region.

### Partners Professional Services Section - OnConnect

A new “Partners Professional Services” section has been added to OnConnect for Account Owners, Support Users, and Global Administrators. This section presents partner-offered professional services as tiles in a grid layout. Tiles

highlight on hover for better interactivity, and clicking **Request Info** opens a form/modal with a confirmation message upon submission. Users can also search and filter services by region, category, or provider.

## Kiosk print list performance improvement

Performance improvements have been made to reduce latency when loading the Sign In/Out kiosk list, particularly for locations with multiple kiosks and print sharing enabled. Previously, large print-sharing queues could significantly delay loading times. The kiosk list now loads more efficiently, ensuring faster access and a smoother experience across all locations.

## Enable 16 KB Page Size Support for Android

The application has been updated to ensure compatibility with Android devices that support 16 KB memory page sizes. This update validates app behavior, dependencies, and native components to prevent installation issues, runtime crashes, or performance degradation on newer Android versions. As a result, the app is now future-ready and continues to perform reliably across current and upcoming Android devices.

# What we fixed

## Custom questionnaire frequency enforcement fix

An issue has been resolved where custom questionnaires configured with a 365-day frequency could incorrectly prompt some visitors to complete them more often than intended. Questionnaire frequency is now enforced consistently, ensuring visitors are only prompted when the questionnaire has expired or is required.

## Incorrect placeholder text in OnLocation Mobile

The search field placeholder on iOS has been updated to align with intended design. Previously, the search box displayed only static text without the intended placeholder guidance. With this update, users will now see the correct placeholder text in the search field, improving clarity and usability when searching by name or location within On-Site Insights.

## Desk Selection and Cancel text is overlapping

An issue causing the “Cancel Sign In” text to overlap with desk selection details on iPad and web kiosks has been resolved. The Cancel action is now consistently positioned at the top-right of the screen, matching other kiosk screens. This ensures clearer visibility and a smoother desk selection experience for users during sign-in.

## Duplicate acknowledgement entry fix

An issue has been resolved where an extra acknowledgement entry could be recorded if the app was closed during the sign-in flow. The system now ensures that only a single acknowledgement entry is created once sign-in or sign-out is successfully completed. This prevents duplicate or incorrect records in the acknowledgement report.

## Mobile app consistency across platforms

An issue has been resolved where the acknowledgement screen displayed different actions on iOS compared to Android. The iOS screen now shows 'Next' and 'Previous' buttons, matching the Android experience.

## Certificate & Document validation fix during sign-in

An issue has been resolved where employees or contractors could intermittently receive a “missing certificate” error during mobile sign-in, even after successfully uploading required certificate and document files. Sign-in now completes reliably for both employees and contractors across all upload methods. This ensures a smooth and consistent sign-in experience without unnecessary validation errors.

## Missing visitor name when sign-in completed via OnLocation Mobile

An issue has been resolved where visitor names were not appearing in the People Presence Report when visitors were signed in via the mobile app. Previously, for certain locations, the report did not display the visitor's name after mobile sign-in. Visitor names are now correctly shown in the report, ensuring accurate visibility of on-site visitors.

## Operator Sub Menu Not Working

An issue has been resolved where the kiosk operator menu could become unresponsive after a visitor entered incorrect information during sign-in. Previously, actions such as Log Out, Kiosk Settings, and Reprint Pass would display a brief loading indicator but fail to respond. The operator sub menu now functions correctly, allowing staff to complete key kiosk actions without interruption across all supported devices.

## OnLocation Mobile - Switching between accounts causes missing features

An issue has been resolved where the “My Visitor” menu option would not appear after switching back to an Employee account following the addition of a Contractor account. The menu now correctly updates based on the selected account type, ensuring that all relevant options, including “My Visitor,” are displayed appropriately for Employees and Contractors.

## iOS App login code issue resolved

An issue on first-time iOS app installations has been resolved where the digit code input boxes were prefilled with a link. After reinstalling, the boxes now correctly appear blank, ensuring a clean and accurate sign-in experience for new users.

## Contractor Sign-In Map Display Fix

An issue has been resolved in OnLocation Mobile where the map would not display when a Contractor selected an Organization and Location during sign-in. The correct map now appears based on the chosen location, ensuring accurate and seamless navigation for Contractors.

## OnEvac Event Creation Performance Improvement

An issue causing slow performance when creating events in OnEvac for high-volume accounts has been addressed. Previously, event creation could take 60–80+ seconds on accounts with large numbers of active records and zones, while smaller accounts performed normally. Event creation now completes significantly faster, ensuring a smooth and timely experience regardless of record count or zone configuration.

## SIOM sign-in not displaying uploaded documents

An issue has been resolved where documents uploaded during the SIOM sign-in flow were not appearing in the People Presence Report (PPR) for community members. Documents now save correctly during SIOM sign-in, with the document icon displayed in the report and the file opening properly in a new tab. Kiosk sign-ins and SIOM sign-out flows were already functioning as expected.

## “Who Are You Visiting Today” Dropdown Fix

An issue has been resolved where the “Who Are You Visiting Today” dropdown did not display any values for returning visitors. The dropdown now correctly shows the host data from the initial registration, ensuring visitors can easily select the appropriate host when suggesting an alternative visit time.

## Missing visitor name in report when signed in via app

An issue has been resolved where visitor names were not displayed in the People Presence Report when visitors signed in via the mobile app. The report now correctly shows visitor names for all locations, ensuring accurate visibility of on-site visitors.

## Stability Improvements from Crash & ANR Fixes

Several application crashes and ANRs identified through analytics have been investigated and resolved. Improvements have been made to address edge cases related to app lifecycle transitions, network conditions, configuration changes, and high-load scenarios. These updates improve overall app stability and reliability in production.

## Pre-registered visitor custom answers fix

An issue has been resolved where prefilled custom question answers were not displayed during sign-in for pre-registered visitors. Custom answers are now correctly shown during both SIOM and Kiosk sign-in flows for single and group visitor registrations. This ensures all previously captured visitor information is consistently visible regardless of sign-in process.

## OnPass Send 404 Error Fix

An issue has been resolved where sending an OnPass via the **Run an Action** button could result in a 404 error and prevent the pass from being delivered. OnPasses can now be successfully sent both during visitor registration and via the Run an Action or Send Invitation options. This ensures a consistent and reliable visitor invitation experience without errors.

## SIOM Questionnaire Crash Fix

An issue has been resolved where the app could crash while completing very large questionnaires in the SIOM flow after repeatedly moving the app between background and foreground. The app now safely restores state when reopened from Recent Apps, preventing crashes and preserving questionnaire progress.

## Sign In By Kiosk filter not working

An issue has been resolved with the “Signed in by kiosk” custom filter in the People Presence Report, where records were not displayed for users who signed in via specific kiosks. Previously, the filter wouldn’t return results when the sign-in mode was strictly set to a chosen Kiosk. The filter now correctly returns all relevant records based on the selected kiosk, ensuring accurate and complete reporting.

## Certification Expiry Notification Cron Error on live

An issue has been resolved where certification expiry notifications could fail when the assigned Certification Manager did not have an email address configured. Previously, running the certification check could result in an error if the email field was empty. The system now handles this scenario correctly, ensuring certification expiry notifications are processed without interruption.

## Pre-Registered Visitor Notification Scope Fix

An issue has been resolved where pop-up notifications for pre-registered visitor sign-ins could appear for unintended users. Notifications are now shown only to the user who completed the visitor pre-registration. This ensures alerts are delivered accurately and consistently.

## Acknowledgement notices causing app to crash on sign-out

We have fixed an issue where the mobile app could crash during sign-out when an acknowledgment was present. Employees, contractors, and visitors can now sign in and sign out without navigating away, regardless of whether an acknowledgment is added.