Pathway
RELEASE NOTES

Enhancements

3.10.020

infor

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Feedback

Your suggestions and comments regarding this documentation are highly regarded. Please contact Infor via https://concierge.infor.com

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Pathway Release 3.10.020

Table of Contents

Introduction

This document describes enhancements and new functionality made available in Release 3.1n of the Pathway software.

This Release Notes document is also available for viewing from the Release Notes menu option included in the Help Menu.

Included in this document are the following sections:

User Guides and Online Help
This includes an overview of how to access Pathway Help (both online and in printable format), as well as a listing of all the Modules included.

Modules
Each module that has undergone modifications is included in this documentation. The documentation is now contained in three separate documents as follows:

- Infor Pathway Release Notes 3.10.020 Enhancements.pdf
- Infor Pathway Release Notes 3.10.020 Fixes and Software Corrections.pdf
- Infor Pathway Release Notes Summary 3.10.020.xlsx

If there are no details under any of these headings for a particular module, then that module will be omitted entirely.

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User Guides and Online Help

All Pathway modules are supported by on-line help text which is accessed by pressing the F1 key within any field on a form. In addition, help text for all modules is also available from the Contents option within the Help Menu. This can be accessed from any form within Pathway.

Complete User Guides based on the Help Text may also be printed in hard copy for each module. To access the PDF versions of the User Guides, the following steps should be performed:

❑   The User Guides are stored in PDF format and therefore require that Adobe Reader be available to access them.
❑   The User Guide can be viewed or printed but cannot be modified.
❑   Check with your system administrator for instructions on where to find these documents on your system.

The User Guide documents are stored in the following directory path in the following format e.g. ACR.pdf:

e.g.
XXX \ hlp\ABK.pdf

ABK	(Bookings Management)	CSY	(System)
ACR	(Customer Service)	CTX	(Tax)
CAR	(Accounts Receivable)	CWF	(Workflow)
CAU	(Auditing)	CWP	(Word Processing)
CBT	(Batch Processing)	CWS	(WorkSmart)
CCL	(Calendar)	ESY	(ePathway)
CCP	(Customer Profile)	HowtoUse	(How to Use)
CDC	(PaperClip Attachments)	LAN	(Animals)
CEM	(e-mailing)	LAP	(Applications)
CFI	(General Ledger)	LCN	(Conditions)
CIF	(Core Interface)	LDR	(Debtors)
CIM	(InfoMart)	LER	(Electoral Roll)
CMN	(Menu System)	LIF	(Infringements)
CMO	(Memo)	LIN	(Inspections)
CNA	(Name and Address)	LLC	(Licensing)
COR	(Responsibility)	LPA	(Property Accounting)
CQY	(Query)	LRA	(Rates)
CRC	(Receipting)	LTW	(Trade Waste)
CRF	(References)	LVL	(Valuations)
CRG	(Registers)	LWB	(Water Billing)

System - Functionality

Enhancements

System Administration

InforXtreme Incident:	DRN: 31801	Fix: 03107603;
UX, SMART AND THICK CLIENT;	KB:	ERS:

ION PARAMETERS

New PathwayRegister ION noun and BODs to support lodgement from the NSW Department of Planning, Industry, and Environment.

Refer to the 'BOD Mapping and Description' documentation for details.

The new outbound from Pathway BODs:
Sync.PathwayRegister and Acknowledge.PathwayRegister

The new inbound to Pathway BOD:
Process.PathwayRegister

ION Deployment (Optional):
The ION system will not be aware of the PathwayRegister noun schema definition until an Object Schemas import is performed within the ION environment.

That is for ION XI deployments perform an Object Schemas import of the ../ion/Pathway_BOD_Library_XI_03.10.020.zip file

For ION Cloud Edition deployments perform an Object Schemas import of the ../ion/Pathway_BOD_Library_CE_03.10.020.zip file

Animal Maintenance

Incident:	Work Item: 52929	Fix:
UX Client	KB:	ERS:

LINKING ANIMAL PROPERTY VIA TRANSFER AND RATES

When adding a new Location to the Animal you can search for Property using a Ratepayer Name. For example: Search Property via Rates. Selecting the Names option lists Properties for the selected Ratepayer.

Similarly searching for a Location via Property Transfers.

Tags

Incident:	Work Item: 55149	Fix:
UX Client	KB:	ERS:

PATHWAY TAGS ENHANCEMENT

Infor is providing new features in Pathway UX available to all customers for this release.

The ability to add and remove tags for the following major Pathway business objects and the ability to search by these tags has been added.
*   Animal

- Application
- Application Inspection
- Booking
- Customer Service Request
- Customer Service Request Inspection
- Debtor
- Infringement
- Licence
- Licence Inspection
- Name
- Property
- Property Inspection
- Rates Assessment / Special Rates and Charges Assessment
- Receipt
- Register Entry
- Register Entry Inspection
- Trade Waste Assessment
- Trade Waste Assessment Inspection
- Water Billing Assessment

What is a tag?

A tag is a free text label that can be added to enable additional identification of an object in Pathway or add additional information and categorisation to a Pathway object.


"Add Tag" appears on all forms where a tag can be added. Simply click it to change to entry mode to enter the text for the tag:

As a tag value is entered Pathway will display existing tags that match what is typed to assist with choosing existing tags for faster data entry and also to allow separate Pathway objects to easily be tagged with the same value.

The tag is limited to a maximum of 100 characters in length and is not able to contain certain special characters, if any of these are entered in a tag a message will be displayed and the tag will not be created.
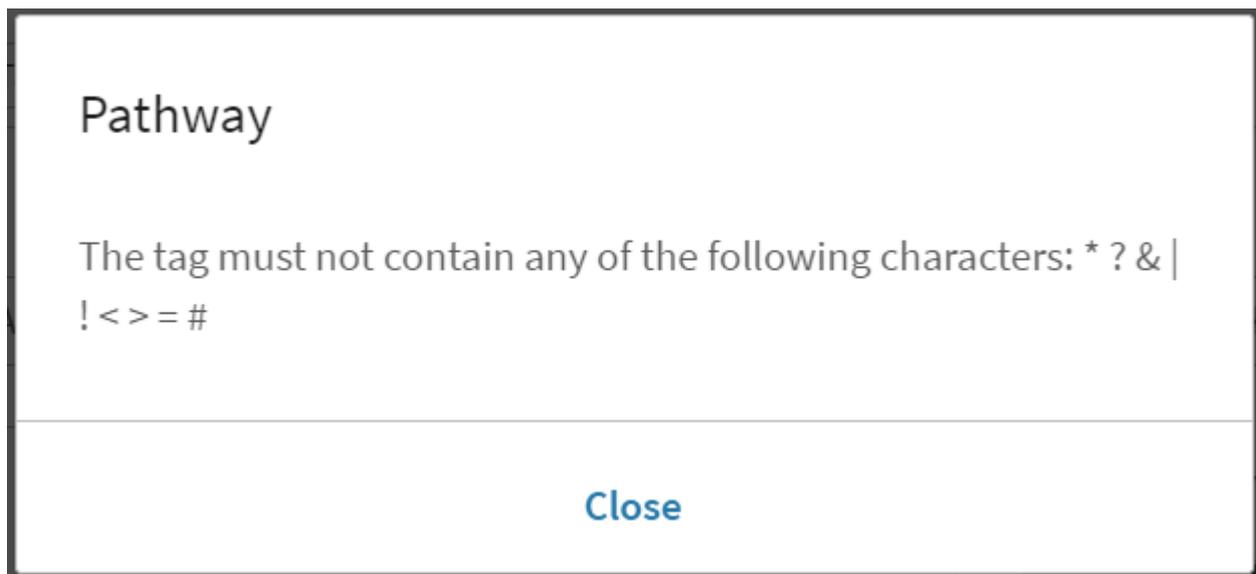
A tag can be removed easily when required by clicking the **X** on an existing tag:

If the tag is still linked to other business objects it will continue to appear in the autocomplete lists when entering tags but when it is removed from all business objects it will be removed completely from the database. If required again in the future, it can be re-created.

Tags in the Customer Service Module

When a tag is added to a Primary Customer Service Request it is also added to any Secondary Requests. Also, when a Tag is removed from a Primary Customer Service Request it is also removed from the Secondary Requests. Tags can be added and removed from the Secondary Requests independently of the Primary Request including removing any Tags created via the Primary Request if required.

Tags in the Name and Address Module

When a duplicate name is merged with another name any tags linked to the source name are automatically linked to the destination name.

What can I do with tags?

At a high level, once a tag is added to one or more Pathway business objects it possible to do the following:
- Search for matching business objects using the tag via the new Tag search tab on existing search profile forms.
- Search for matching business objects using the tag via the new *Tag Search* or *Tag Search Enquiry* menu options. This provides combined search results from different modules where the same tag has been added to objects from different Pathway modules. This is not possible using existing Pathway searches.
- Add remarks or set an expiry date/time on a tag via the new **Tag Maintenance** menu option.
- Tags can be copied to new Properties via a Property Division.
- Include tags and tag remarks in Word Processing documents via new TAGS Extract Lists provided for all relevant modules.
- Supply tags to external EDMS software via GENCON integration and also to other external software via the Data Publisher.
- Use tags for constructing summary form charts and Pathway Queries.

- Facilitate integration with external software via new External Web Services that allow external software to add tags and find Pathway business objects using tags etc.

Existing Search by Tags

Existing search profile forms now provide the ability to search by tags to provide results in the same way as the existing search for the expected business object even if matching tags are also recorded on business objects in other modules.

As the search profile field for the tag is entered Pathway will display existing tags that match what is typed for selection to make data entry easier.
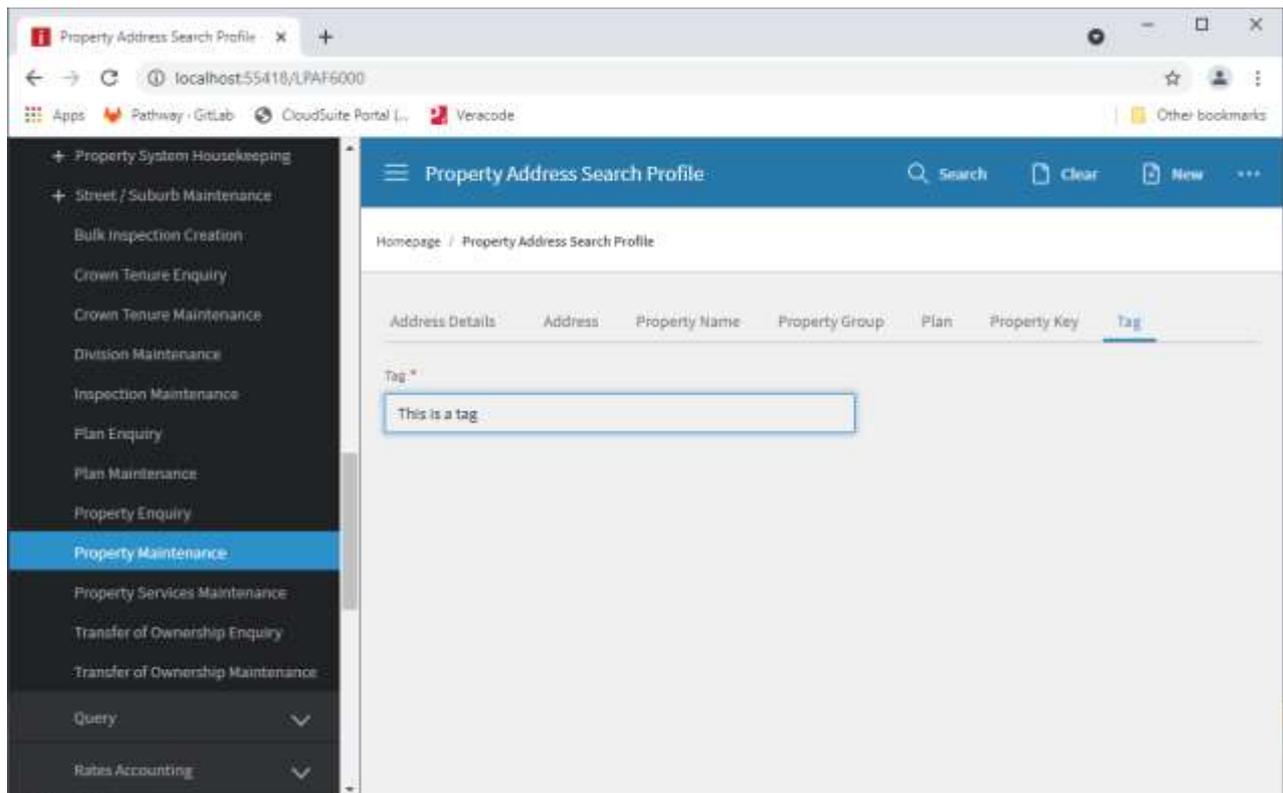
Each of the following menu options have the new Tag search tab:
- Bookings Management >> Bookings Enquiry
- Bookings Management >> Bookings Entry
- Customer Service >> Request Enquiry
- Customer Service >> Request Maintenance
- Customer Service >> Inspection Maintenance
- Name and Address Register >> Name Enquiry
- Name and Address Register >> Name and Address Maintenance
- Receipting >> Receipt Enquiry
- Receipting >> Receipt Maintenance
- Registers >> Register Entry Enquiry
- Registers >> Register Entry Maintenance
- Registers >> Inspection Maintenance
- Animal Registration >> Animal Enquiry
- Animal Registration >> Animal Maintenance
- Applications >> Application Enquiry
- Applications >> Application Maintenance
- Applications >> Inspections Maintenance
- Debtors >> Debtor Enquiry
- Debtors >> Debtor Maintenance

- Infringements >> Infringement Enquiry
- Infringements >> Infringement Maintenance
- Inspections >> Inspections Maintenance
- Licensing >> Licensing Enquiry
- Licensing >> Licensing Maintenance
- Licensing >> Licences Inspection Maintenance
- Property Administration >> Property Enquiry
- Property Administration >> Property Maintenance
- Property Administration >> Inspection Maintenance
- Rates Accounting >> Assessment Enquiry
- Rates Accounting >> Assessment Maintenance
- Trade Waste >> Assessment Enquiry
- Trade Waste >> Assessment Maintenance
- Trade Waste >> Inspection Maintenance
- Water Billing >> Assessment Enquiry
- Water Billing >> Assessment Maintenance

New Tag Search

Two new menu options have been added to facilitate combined searching for business objects over multiple modules at the same time which is not possible with existing Pathway searches.
- System Administration >> Tags >> Tag Search
- System Administration >> Tags >> Tag Search Enquiry
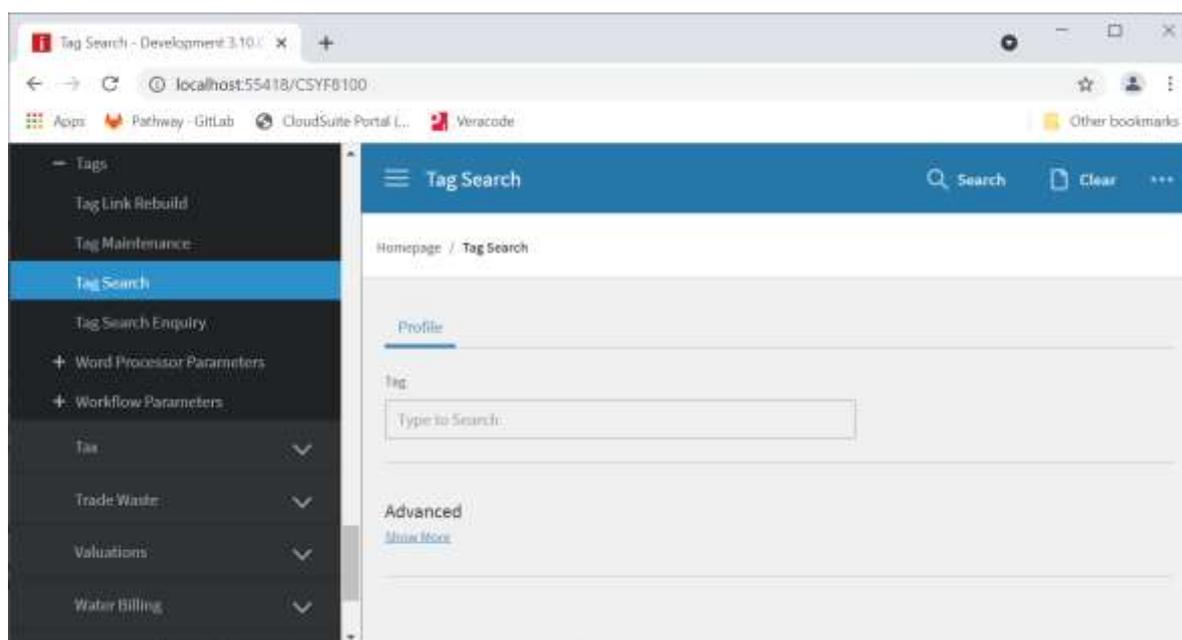
These provide the ability to search for business objects by tag and also by advanced criteria:

The implementation enforces menu level security for access to the items displayed in the search results.

If a user does not have maintenance or enquiry access via the currently selected "My Role" the details of the business object will not be displayed at all.

If the user has access to the maintenance menu option for the business object, the details will appear and allow maintenance as per applicable User Responsibility Security.

If the user only has access to the enquiry menu option for the business object, the details will appear in enquiry mode.

This allows for a user performing a search with the **Tag Search** menu option to only have access to business objects with the expected security access applied.

The **Tag Search Enquiry** menu option always shows search result details for all business objects in enquiry mode. If the user does not have maintenance or enquiry access via the currently selected "My Role" the details of the business object will also not be displayed at all.

The next section has some more information about the enhanced menu security.

Enhanced Menu Security

The changes to enforce menu security for the **Tag Search** results have also been applied to **Summary Form Charts** when displaying details for charts that apply to all the business objects that have the ability to add tags.

In either scenario when the user does not have access to either of the enquiry or maintenance menu options the following will be displayed to the user when an attempt is made to display the details of the business object:
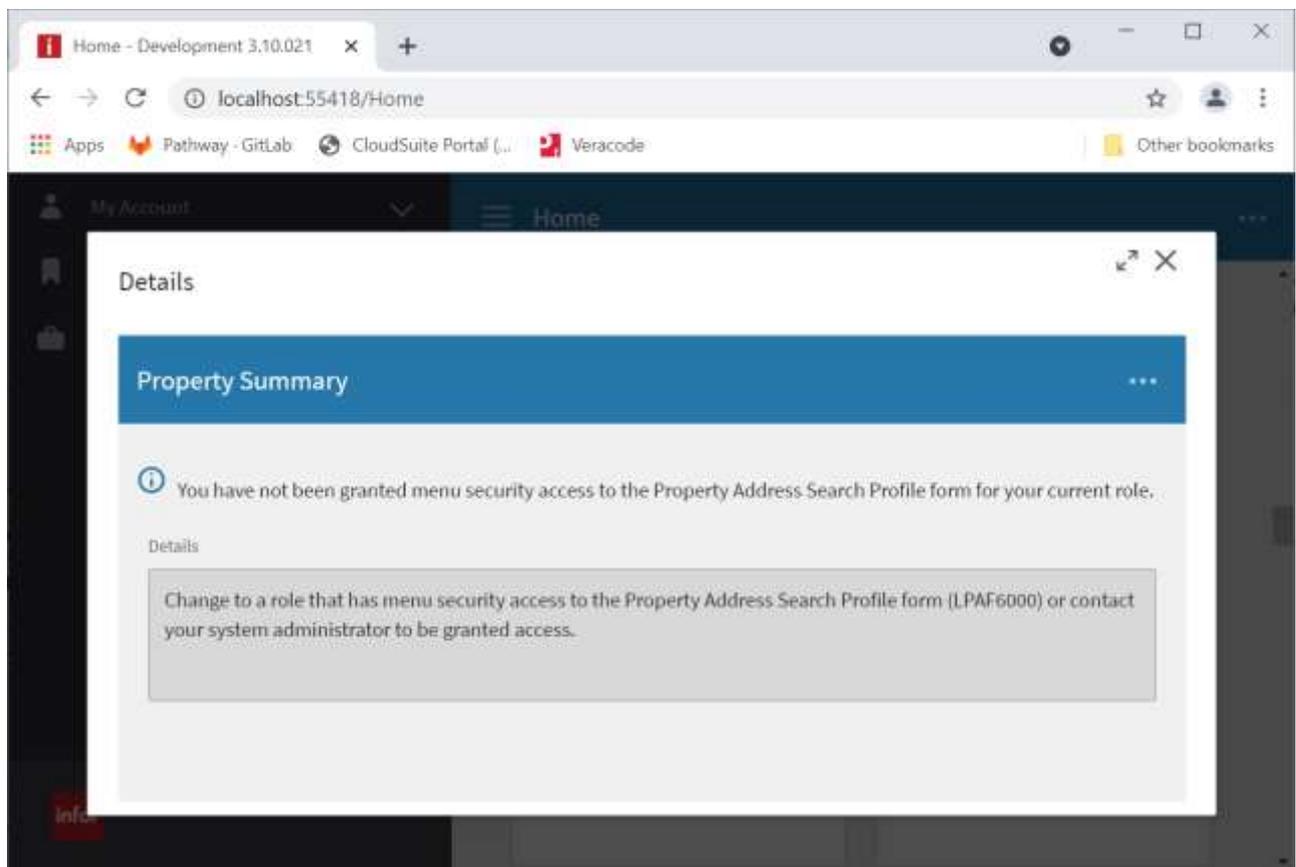
This example is for a Property, similar messages are displayed for the other business objects. The message includes details of the menu option form the user needs access to via the menu, so an administrator is able to determine what needs to be changed to permit access.

If the user only has enquiry menu access the details of the business object are displayed but with enquiry mode applied so no changes can be made.

Tag Maintenance

This new menu option allows maintenance of tags providing the ability to add an unlinked tag in advance of it being used, correct spelling of a tag - even if used on multiple business objects, deletion of a tag removing it from all linked business objects in the process, addition of an expiry date to cause a tag to expire and drill in to display all business objects linked to the tag.

System Administration >> Tags >> Tag Maintenance

Remarks can be added to the tag via the **Tag Links** button and a business object can be removed from a tag if required.
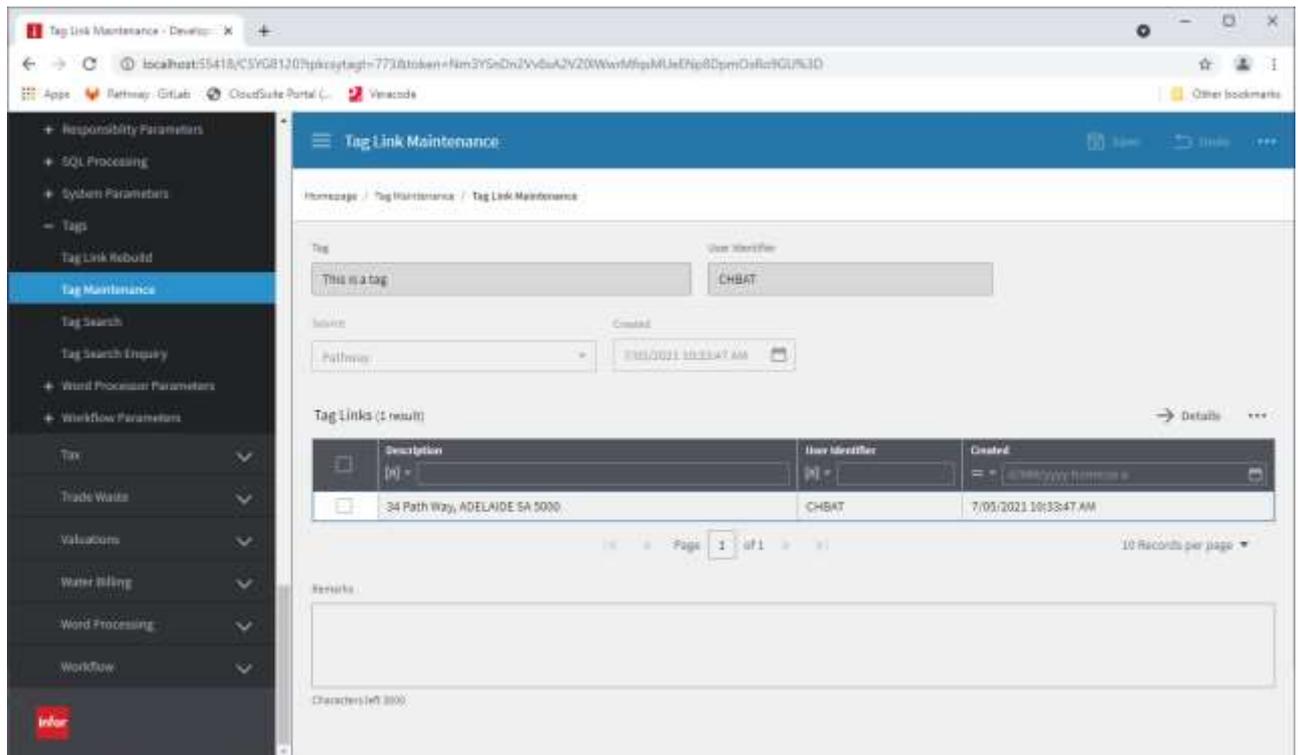
Property Division

Tags can be copied when creating new Properties in a normal Division and the Division Wizard.
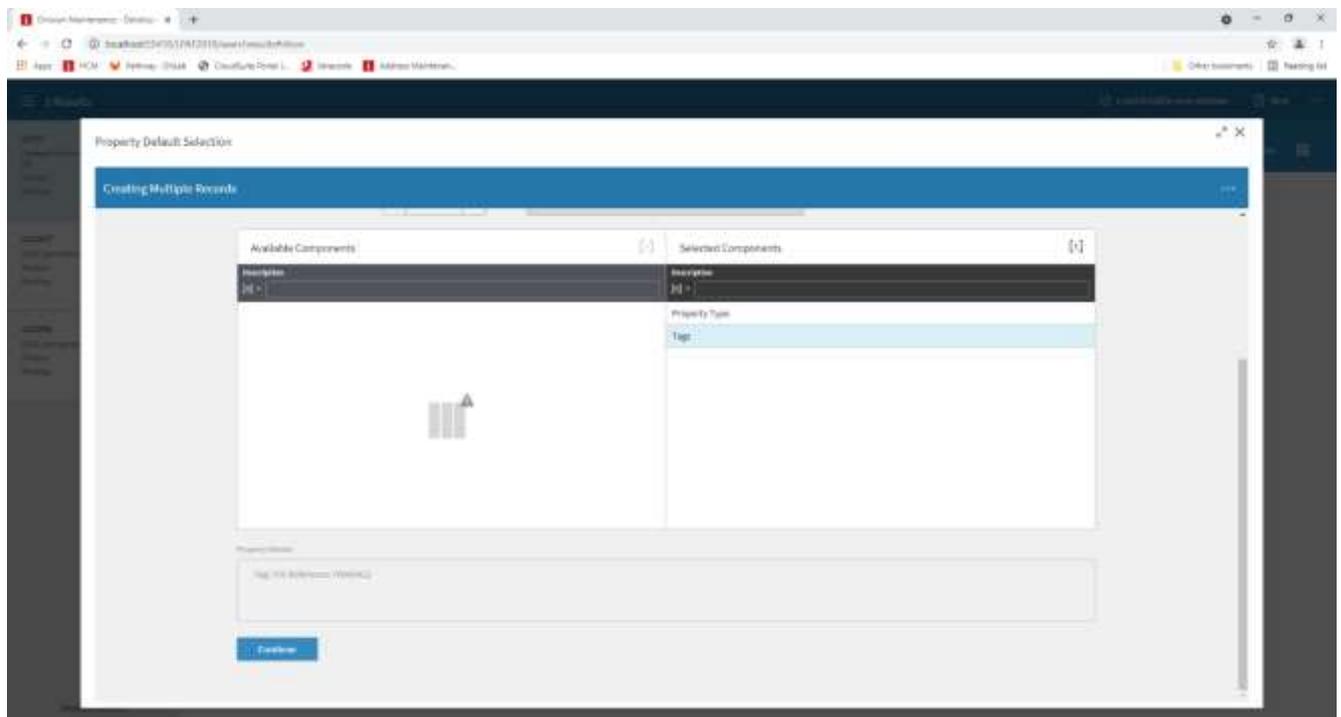

Word Processing

A new **TAGS** Extract List has been added to all modules that have Word Processing documents and tags to allow the tags and any remarks to be including in generated documents. The two fields available in these new Extract Lists are:

- **Tag**

- **Tag_Remarks**

It is worth noting that the Name and Address module previously did not previously have any Extract Lists available but now does have one, so the following menu option has been added:

Name and Address Register >> Name and Address Parameters >> Extract Type Maintenance
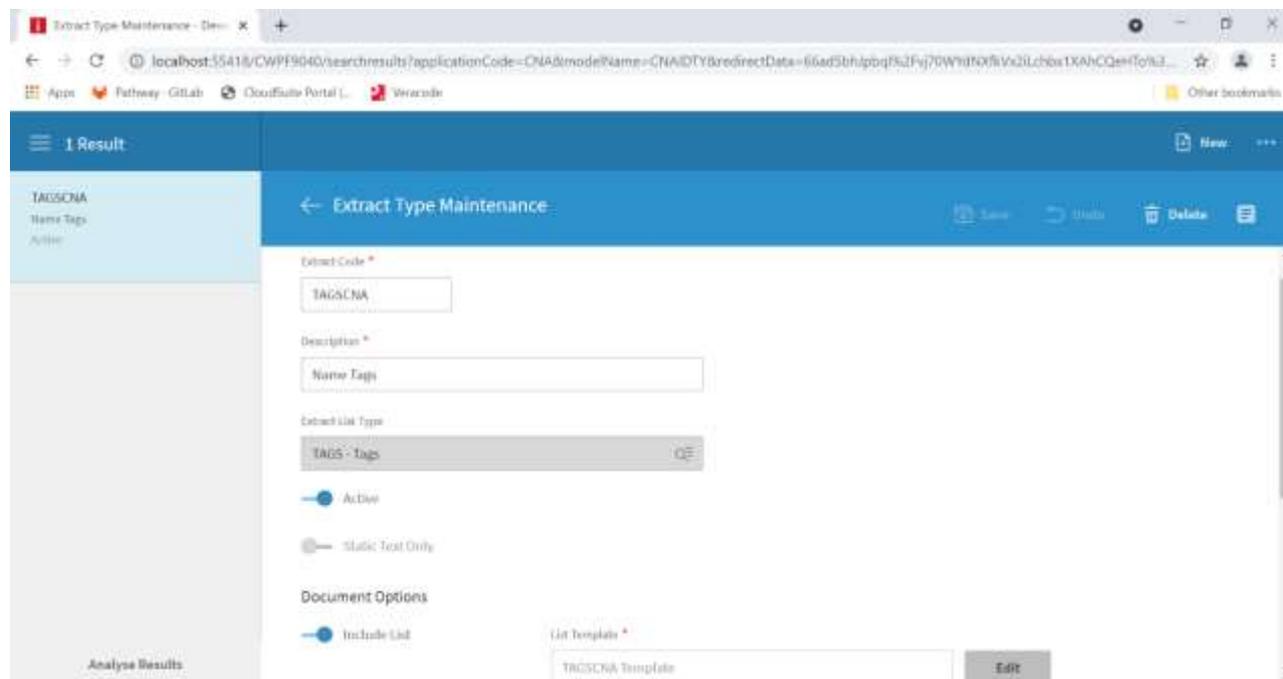
GENCON EDMS and Data Publisher Integration

Refer to the updated Pathway Generic Connector SDK version 1.14 that contains details of the additional tag meta-data fields that have been added to allow these to be consumed by EDMS or other external software.

Summary Form Charts and Pathway Queries

Like the new **Tag Search** menu option Summary Form Charts are now able to be created with results for combined business objects which was not previously possible.

As mentioned previously access to the details of the results in a chart like this are subject to the enhanced menu security for the user.

To create a chart with results for combined business objects the chart uses a Query that selects **CSYTAGL** records. This might use a condition that filters the results to business objects that have a specific tag as one example use.

A chart can also be created for **CSYTAGT** records to allow maintenance via a chart - perhaps for expired tags or to monitor recently created tags. This provides the same maintenance capability as the **Tag Maintenance** menu option subject to menu security for the user.

The Query Engine has also been enhanced to assist with creating Queries for the business objects that have tags.

As an example, creating a Query for Properties (LPAPROP) using a condition from the tag link entity CSYTAGL will automatically create a preferred join path when the Query is first created.   This is visible using the Advanced button. The join path automatically includes the additional conditions required for the Property. This is the Additional Condition for the join path for Properties:

CSYTAGL.FKCSYAPPL = 'LPA' and CSYTAGL.TAGENTITY = 'LPAPROP'

The equivalent also happens for all of the other business objects that can have tags when a condition is added to the Query that involves tags (CSYTAGL).

It is worth noting that for LAPAPPL and LRAASSM there is a requirement for some manual adjustment of the join path that is created. This is because these entities identify multiple business objects, so the author of the Query needs to decide which is required in the results. For example, LAPAPPL identifies an Application or a Licence. The join path added by default includes both:

CSYTAGL.FKCSYAPPL like '%' and CSYTAGL.TAGENTITY = 'LAPAPPL'

To limit the results to Applications this needs to be adjusted to be:

CSYTAGL.FKCSYAPPL = 'LAP' and CSYTAGL.TAGENTITY = 'LAPAPPL'

or to this to limit the results to Licences:

CSYTAGL.FKCSYAPPL = 'LLC' and CSYTAGL.TAGENTITY = 'LAPAPPL'

External Web Services

New web services are now available for external software to make use of as documented in the release 3.10.020 version of the Pathway External Web Services SDK:
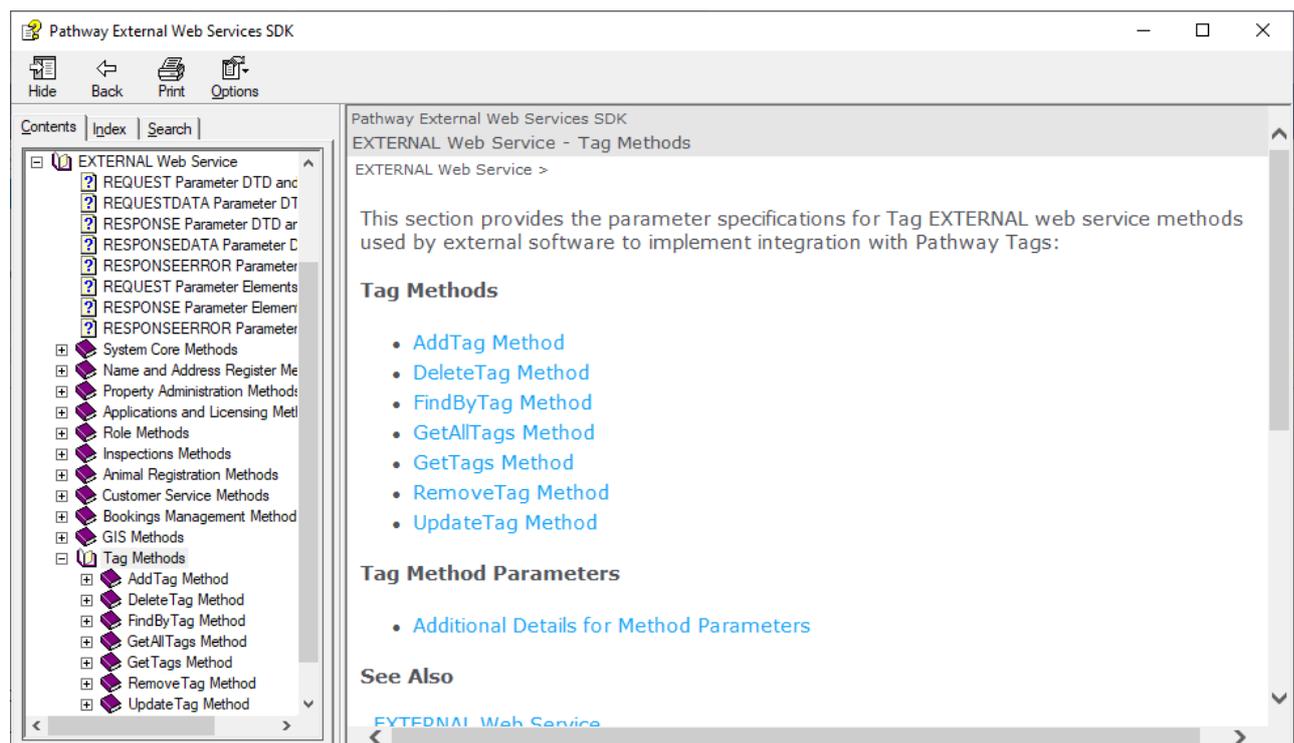
- **AddTag** - add a tag to a business object
- **DeleteTag** - delete a tag which will also remove it from all the business objects it is linked to
- **FindByTag** - find business objects with a given tag
- **GetAllTags** - get details of existing tags recorded in Pathway
- **GetTags** - get existing tags for a business object
- **RemoveTag** - remove a tag from a business object
- **UpdateTag** - update an existing tag. For example, this can be used to set an expiry date/time or add/update remarks for the tag

These new web services do not require authorisation they are available for anyone to use.

Using Tags with Generic External Options

One use of tag for external integration is to provide a Generic External System Option that can navigate to an external system web page providing a tag value in the URL to facilitate navigation to a specific object in that external system.

This is possible for any of the following business objects. Each one requires a specific combination of **modulecode** and **entityname**.

BUSINESS OBJECT	MODULE CODE	ENTITY NAME
Booking	ABK	ABKRQHD
Customer Service Request	ACR	ACRREQU
Personal or Company Name	CNA	CNAIDTY
Receipt	CRC	CRCRCPT
Register Entry	CRG	CRGNTRY
Animal	LAN	LANANML
Application	LAP	LAPAPPL
Debtor	LDR	LDRDBTR
Offence	LIF	LIFOTIN
Inspection	LIN	LININSP
Licence	LLC	LAPAPPL
Property	LPA	LPAPROP
Rates Assessment	LRA	LRAASSM
Trade Waste Assessment	LTW	LRAASSM
Water Billing Assessment	LWB	LRAASSM

To set this up for the Customer Service module as an example do the following:
1. Use the System Administration >> SQL Processing >> SQL Script Search Profile menu option to create an SQL statement that is used to get the value of the tag to substitute into the external option URL.

   From the table above the Customer Service Request is identified by module code **ACR** and entity name **ACRREQU**. This SQL statement can be used to get the first tag on the Request:

   select top 1 tag
   from csytagl
   where tfkappl = {{**tpkacrrequ**}}

and fkcsyappl = '**ACR**'
and tagentity = '**ACRREQU**'
order by tfkappl, fkcsyappl, tagentity, tagseq

If the tag value required is added via the External Web Services a source is recorded when the tag is added so something like the following SQL statement can be used to get the correct tag value when multiple tags are present on the Pathway business object:

select top 1 csytagt.tag
from csytagl, csytagt
where csytagl.tfkappl = {{**tpkacrrequ**}}
and csytagl.fkcsyappl = '**ACR**'
and csytagl.tagentity = '**ACRREQU**'
and csytagl.tfkcsytagt = csytagt.tpkcsytagt
and csytagt.source = '**EXT:Tax Office**'
order by tfkappl, fkcsyappl, tagentity, tagseq

Another technique could be to have the external software create the required tag value with a unique prefix and add that as an additional condition in the where clause of the SQL statement to guarantee using the correct tag value.

2. Once the SQL statement is created use the System Administration >> Integration >> Miscellaneous Parameters >> Generic External System Options menu option to make use of it for a new external option.

    If the SQL statement was created with SQL Script Code **TAGACRREQU** an example external option URL that uses this might be:

    https://www.google.com/search?q={{**sql::tagacrrequ**}}

3. For the new option to take effect it may be necessary to Clear Caches from the My Account >> Support form.

Housekeeping

Behind the scenes the tags are recorded in two separate database tables. One master table with the value for the tag and a link between the Pathway business objects and the tag. The link table contains some redundant data from the master tag table for performance reasons. This redundant data should be updated automatically so normally requires no housekeeping.

If for some unforeseen reason this does get out of sync, an Infor support representative may advise you to run the new *System Administration >> Tags >> Tag Link Rebuild* batch job.

This process also allows expired tags to be deleted for clean-up purposes if expiry dates on the tags are utilised:
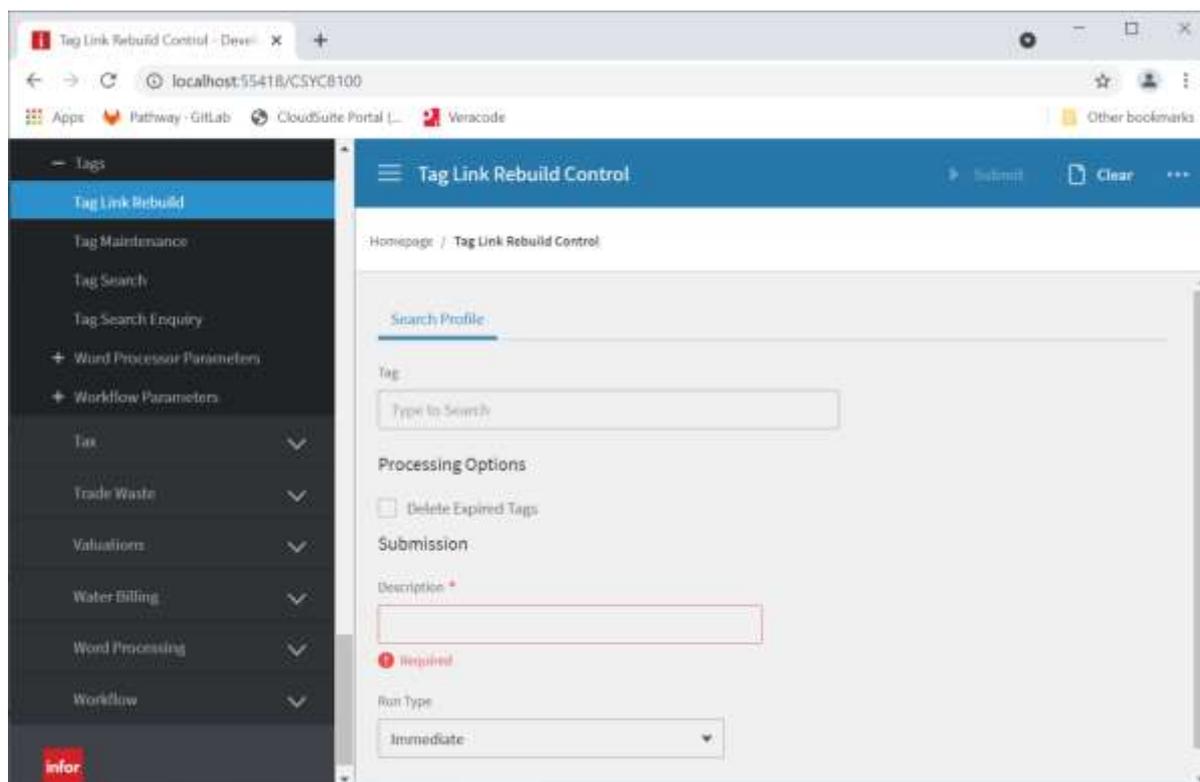
How Tags can be used

Tags may be useful as a temporary or permanent way of grouping/linking disparate Pathway records together. Where previously a Register may have provided a practice for implementation teams, the Tags function provides a quicker way to join and search for a group of records.

One simple use-case would be for natural disasters, such as a flood or bushfire incident, where Management Teams are looking to group together a range of disparate Pathway records (Permit, Infringement, Animal, Application, Rates Assessment) for downstream reporting purposes.

User Settings

Incident:	Work Item: 55172	Fix:
UX Client	KB:	ERS:

SYSTEM LEVEL CONTROL NAMING

There have been some naming changes in Pathway UX System Controls - Themes is now called Versions, Uplift is now New, Soho is now called Classic and Variants is now called Modes.

Home Summary Form

Incident: TWOO 15208505	Work Item: 54611	Fix:
UX Client	KB: 2179495	ERS:

A new "Memo Maintenance" button has been added to the "Message Board" part to provide authorised users with the ability to maintain the memos that are displayed on the "Message Board" part.

If the "CMO - Memo Type User Security" authorised function is available and activated then the new "Memo Maintenance" button will be visible to the users that have Add, Update or Delete access to any "CSYPART - Dashboard Message" memo types.

If the "CMO - Memo Type User Security" authorised function is not available or deactivated then the new "Memo Maintenance" button will be visible to the users that have access to the "System Administration >> System Parameters >> Summary Form Maintenance" menu option.

Batch Processing

Enhancements

Batch Control Forms with Reports

Incident:	Work Item: 36430	Fix:
UX	KB:	ERS:

PRINT PROCESSED JOBS

The smart client did not provide a feature in the "Print Processed Jobs" form that was available in the thick client. The feature was the ability to toggle between viewing the number of pages or the Record Count for each batch job available to be printed.

This feature has been added to the UX client but is slightly different. In the UX client, there are two columns: one for the number of pages and one for the record count. The description and job number fields are frozen, so they do not scroll on smaller devices where a horizontal scroll bar appears.

Batch Processing

Incident:	Work Item: 55144	Fix:
UX Client	KB:	ERS:

FONT USED BY REPORTS

The font used by reports displayed in the browser has been changed from the browser default (for example, "Consolas" in Edge and Chrome under Windows) to the Google font "Source Code Pro".

ePathway System

Enhancements

ePathway General Enquiry

InforXtreme Incident:	DRN: 31668	Fix:
	KB:	ERS:

GENERAL ENQUIRY ENHANCEMENTS

The ePathway General Enquiry functionality has been enhanced to improve user experience. The General Enquiry Summary View has been consolidated to include Search filters and a Google Map View option has been introduced to allow users to view the locations pinned on a map.

Search Fields

All General Enquiry Summary Lists will now display the Search filters (where configured) on the left-hand side of the page. The preceding Search/Filter page may now be optionally bypassed using the Enquiry List parameters (i.e. System Administration >> ePathway >> General Enquiry Parameters >> Applications Enquiry Parameters : 'Display Search Page before List'). This Search Page is now potentially redundant based on the new consolidated view. For example,

These Search Fields allow the user to filter the List data without the need to return to the Search Page. The Search Types can be configured in Layout >> General Enquiry Search and will be displayed in a compacted tab view on the left-hand side of the page. Furthermore, a user may switch from one Enquiry List to another. For example, switch from "Submitted Applications" to "Determined Applications". This switch will refresh the Summary List results accordingly. For example,

## Map View

As can be seen in the above screenshots there is now a Map button above the Results grid. This can be switched ON or OFF via the following 'Display Map View' System Setting:


Note that the Map button will not be displayed if a Location Field is not included in the Display Fields defined with in Page Layout.

Clicking on the Map button will display a Google Map with pins indicating the property locations of the Summary List results (e.g. Applications). For example,
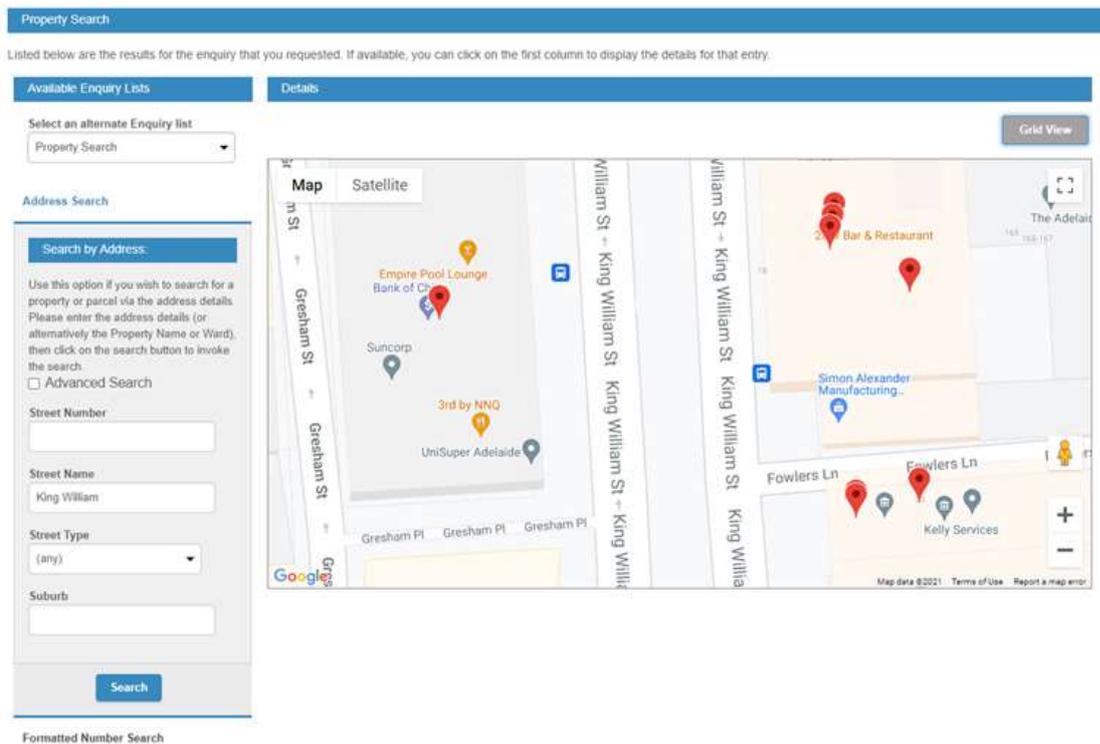
Clicking on the marker/pin will display the detail for that record as displayed in the Grid view. If the Enquiry List is configured with a column composed of a link to the Enquiry Detail page, the same link will be available via the Map marker/pin. For example,
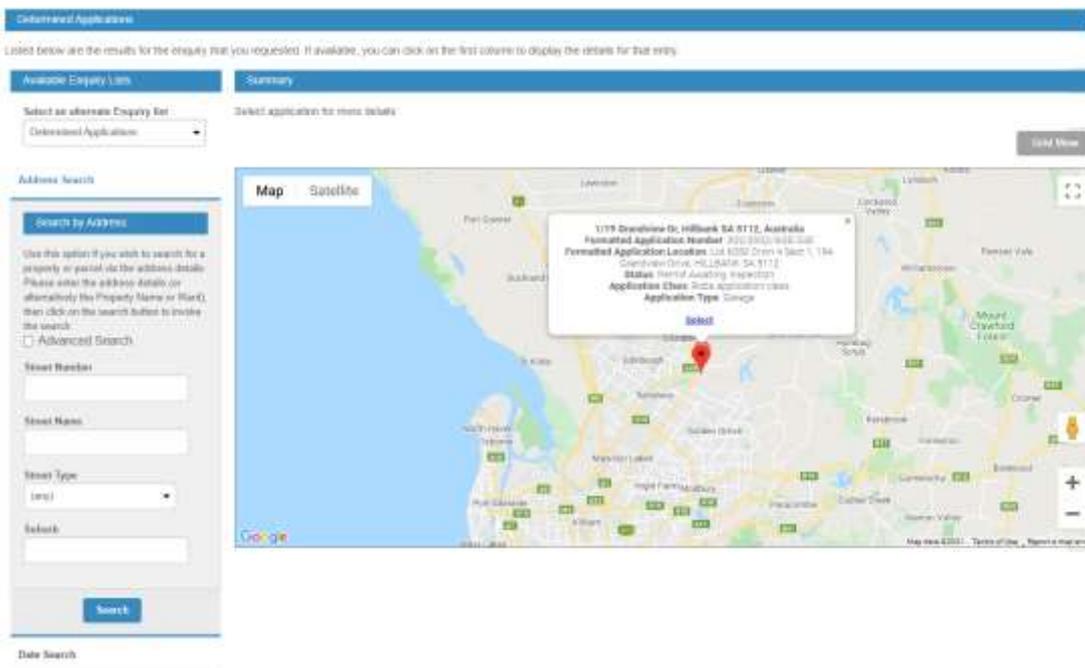
Due to this transition to a consolidate view it is recommended that councils revisit all General Enquiry page layouts to ensure that they are still displaying as expected. Some of the fields may need to be narrowed/hidden to fit on the page. This can be done in Layout >> Page Layout >> ePathway General Enquiry. Further styling can be done via the ePathway stylesheet(s).

ePathway Home Page for Registered Users

InforXtreme Incident: MACK 15403033;	DRN: 31775	Fix:
	KB:	ERS:

EPATHWAY HOME PAGE FOR REGISTERED USERS

NOTE: This release note document also incorporates the 3.10.019 release notes which first implemented the new registered user home page. Combining both documents should make it easier to use this document only for configuration, but for councils who have already configured in the previous release, changes specific to this release will be highlighted by *[New in 3.10.020]*. The more recent changes extend functionality.

The start page presented to all users in ePathway has always been a service based page, showing each of the council services available to the online user. There is now an alternative which allows councils to choose to initially present a user profile based page for registered users. This page is essentially an enhanced My Profile page that displays the registered user's interactions with council.

It should be noted that this change only affects registered users once they log in and it can be disabled if councils wish to retain the existing presentation of the council services form.

EXISTING VS NEW

Customers visiting the site as unregistered users or registered users yet to login will be presented with the existing council service based form as before.

Example unregistered user service based home page remains unchanged

Once a customer logs in, the home page will now display a new form with details of each of their known interactions with Pathway business objects (i.e. Their roles).

Notes:
- See next section for each of the configuration options available, but they include being able to determine the number of rows per type to be initially displayed, whether to include column headers, modifying all text labels, etc.
- The Show Debt button will refresh the form and display an additional column for relevant roles displaying any outstanding non-zero debt (as per My Accounts). Note that it abides by the My Accounts configuration and only checks roles configured for My Accounts.
- *[New in 3.10.020]* The "I want to …" section at the bottom of the left pane is a configurable set of options we can define via the Council Services layout as will be detailed later in this document.
- Not all roles are included. For rates, only ratepayer roles are present and only roles for Applications, Animals, Bookings, Infringements, Inspections, Licensing, Property, Rates and Requests are included by default. Additional filtering for each role is performed using the previous My Profile form filters (i.e. Anything added to the "MyProfileFilterRoles" setting in the web.config will be excluded).

- Most roles will have the option to expand, which is indicated by the ⊞ symbol at the end of the row. By clicking upon the row, it can be expanded to show more details as shown above on the 3rd request. This can be collapsed again by clicking upon the row again.
- *[New in 3.10.020]* Each roll has associated actions menu accessible via the more actions icon

  ⋮ (vertical ellipse) which will vary from a simple Refresh option, to being able to Pay Now for those roles with an associated outstanding debt or perform other actions that might otherwise show on the general enquiry detail forms (E.g. View Letters, Create Direct Debit or Arrangements To Pay, etc).

- *[New in 3.10.020]* The module headers are collapsible, hence the up arrow indicator ▲ at the

  end of each header, which toggles to a down arrow ▼ when collapsed.
- For customers with a large presence, only a nominated number of rows are displayed for each role type (see MyHome.RowsInitialPerType setting below) and pressing the "Load More" button will retrieve more within each module. The roles are display in descending order by most recently created.

PARAMETERS

The ePathway Administrator users can configure whether this new feature is active and also determine some of the default behaviour as per the following new settings.
It is recommended to keep the RowsInitialPerType as a low number to ensure the page remains responsive, especially if ShowDebt is modified to be active by default.

My Home Settings in ADMIN >> Configuration >> System Settings

Similarly, each of the text headers and link/button labels for each modules grid can be tailored via new MyHome.* layout text items as shown below.

Code	Default Text	User Text	Hover Text
MyHome.AnimalsHeading	Animals		Below are animals you have been involved in listed in most recent first...
MyHome.ApplicationsHeading	Applications		Below are applications you have been involved in listed in most...
MyHome.BookingsHeading	Bookings		Below are a history bookings you have been involved in listed in most...
MyHome.CouncilServices	I want to ...		
MyHome.DebtHeading			This is the outstanding debt for this item...
MyHome.Description	Description		If this item changes appearance as you hover over it, you should be...
MyHome.EditContactDetails	Edit contact details		Use this action to edit your contact details.
MyHome.HasPaymentSelection	* (Multiple choices available)		
MyHome.InfringementsHeading	Infringements		Below are infringements you have been involved in listed in most...
MyHome.InspectionsHeading	Inspections		Below are inspections you have been involved in listed in most...
MyHome.LicencesHeading	Licences		Below are licences you have been involved in listed in most recent first...
MyHome.LoadMore	Load more		Click to show more items of this type.
MyHome.NoRoleDetails	Sorry. No further details available.		
MyHome.OutstandingDebt	Outstanding Amount		
MyHome.OutstandingDueDate	Due Date		
MyHome.PayNow	Pay Now		
MyHome.PropertyHeading	Property		Below are properties you have been involved in listed in most...
MyHome.RatesHeading	Rates		Below are assessment you have been involved in listed in most...
MyHome.Refresh	Refresh		If the item you have recently submitted is not shown, click here to refresh the details displayed...
MyHome.RequestsHeading	Requests		Below are service requests you have been involved in listed in most...
MyHome.ShowDebt	Show debt		This will check each item to determine if there is outstanding debt...
MyHome.Type	Type		The relationship type you have with the details listed to the right.
MyHome.ViewMoreDetails	View More Details		This will present an enquiry form to display additional details relating to...

My Home text configuration in ADMIN >> Layout >> Text

NOTE: *[New in 3.10.020]* New text codes above are MyHome.CouncilServices, MyHome.HasPaymentSelection, MyHome.OutstandingDebt, MyHome.OutstandingDueDate, MyHome.PayNow and MyHome.ViewMoreDetails.

CUSTOMER SERVICE LAYOUT PARAMETER CHANGES FOR "I WANT TO …" *[New in 3.10.020]*

The Council Services parameter form now has 3 additional columns (Registered Only, Include on My Home and My Home Override Description) as shown below.

Council Services

This page allows you to Add, Modify or Delete Council Services.

Sequence	Heading Text	Content Text	Registered Only	Include on My Home	My Home Override Description	Image Url	Image Navigate Url	Mobile Url	Delete
1	Applications	Submit and enquire upon development	☐	☑	Lodge a developm	ApplicationsUX.	../Applic		☐
2	Certificates	Need a 149 certificate ?	☐	☑	Request a certifica	CertificatesUX.j	../Certifi		☐
3	Customer Services	Lodge customer service requests through our	☐	☑	Report a problem	Customer_requ	../Custo	../Mo	☐
4	Licensing	Need to Register a Business or	☐	☑	Apply for a permit	LicensingUX.jpg	../Licen		☐
5	Payments	Need to make a Payment ? Then	☐	☑	Make a payment	PaymentsUX.jp	../Paym	../Mo	☐
6	Application Prelodgement	Do you are want to develop a s	☐	☐		Prelodgement_e	../Applic		☐
7	General Enquiries	Select this option to perform	☐	☐		Customer_requ	../Gene		☐
8	Secure Services	This site uses industry standa	☐	☐		GeneralOfficeU	../Login		☐
9	Animals	Lodge Animals Registrations on	☐	☑	Register my dog o	AnimalsUX.jpg	../Anima		☐
10	Mobile	Mobile	☐	☐		ApplicationsUX.	../Mobili	../Mo	☐
11	Bookings	Need to hold a function ? Use	☐	☑	Book a function	General_enquir	../Booki	../Mo	☐
12	Register for access	Register as a user of our syst	☐	☐		GeneralOfficeU	../Regis		☐

Cancel   Add   Update

My Home Council Services in ADMIN >> Layout >> Council Services

The *Include on My Home* and *My Home Override Description* are used to determine which of the services are to show on the "I want to …" menu shown on the new form and what their label should be. Only items with *Include on My Home* checked will display. Note that if *My Home Override Description* is not specified then the *Heading Text* will be used instead. Note that in either case the *Context Text* will be used as the tooltip popup help text for the service and the "I want to …" text itself is defined by the *MyHome.CouncilServices* text code.

I want to …

Lodge a development application

Request a certificate

Report a problem

Apply for a permit or licence

Make a payment

Register my dog or cat

Book a function

The *Registered Only* checkbox allows council to decide whether or not the service is to only display for registered users. Leaving this unchecked defaults to existing behaviour but checking this on for a service will ensure that service does not display for the public user.

SHOW DEBT *[New in 3.10.020]*

When Show Debt is activated either by default via the MyHome.ShowDebt configuration item, or if the registered user activates it via the Show Debt button, the system will display the outstanding debt associated with a role as an additional column.

My Home with Show Debt activated

Some debt amounts may show with an asterisk which is to indicate that the amount shown may vary. For instance, an Animal Registration may have more than one option for the registration period. The tooltip should reflect this.

Also, if Show Debt is activated the details panel for the role will also show the various payment options available for an Animal Registration if there are multiple.

ACTIONS POPUP MENU *[New in 3.10.020]*

The actions menu is initiated via the actions icon ⋮ (vertical ellipse) and will show the possible actions that can be directly initiated for the role as shown below.

The View More Details action will initiate the appropriate General Enquiry details form if the item is part of a relevant enquiry list. I.e. If it is possible to search the item via the ePathway General Enquiry forms. Any action buttons that appear on the enquiry detail form are also included on the popup menu to allow them to be actioned directly.

If the role has an outstanding debt, the Pay Now action will be available to initiate the payment process. This will call the single payment form directly (as if it were called via Payments >> New Payment >> Payment Type) and default in the identifier as shown below.

Note that if there is a single outstanding amount (i.e. No asterisk against the amount on the home screen) then the amount will also be displayed on the action menu and defaulted onto the payment form.

Action menu showing amount

* Denotes that the field is mandatory.

Payment form with reference and amount defaulted so user only need click Next.

ePathway Core

InforXtreme Incident:	DRN: 31414	Fix:
	KB:	ERS: 19414

LOADING SPINNER ATTACHMENTS MESSAGE

Uploading large files in ePathway can take a long time to complete. There are now customisable messages that can appear on the Loading spinner to warn users of delays. They are configured in LAYOUT >> Text:
Attachments.UploadingSingleAttachmentMessage
Attachments.UploadingMultipleAttachmentsMessage

Web User Maintenance

Incident:	Work Item: 51606	Fix:
UX and Thick Clients	KB:	ERS:

USER SEARCH PROFILE

The User Search Profile form has been updated to better adopt Pathway UX user interface standards. Separate tabs now exist on the search profile form to enable searching for a web user by either their initial registration details or by searching for details from their linked customer profile record.

Infomart

Enhancements

APPLICATION_TASKS TABLE

InforXtreme Incident: SYDN 15297241;	DRN: 31790	Fix:
UX, SMART AND THICK CLIENT;	KB:	ERS:

The column Details_of_Task in the Infomart table Application_Tasks has been expanded from 500 characters to 1,000 characters in size.

Infringements

Enhancements

Cycle Function Selection Interface

InforXtreme Incident: NILL 15161235; PER 15164702; YARA 15176211; DARE 15187769; WHIT 15215631; FRNK 15215764; WTOR 15219860; COGC 15226629; COPP 15230681; MORE 15251159; WODO 15431778;	DRN: 31761	Fix:
	KB: 2176284	ERS:

FIRST MVR ENQUIRY AND UPDATE

The First MVR Enquiry and Update functions have been enhanced to cater for changes required by the Victorian Vehicle Registration and Identification System (VRIS) Future-proofing project. The changes allow for enquiry of Registration Numbers up to 10 characters long and the update of Registration Labels up to 8 characters long.
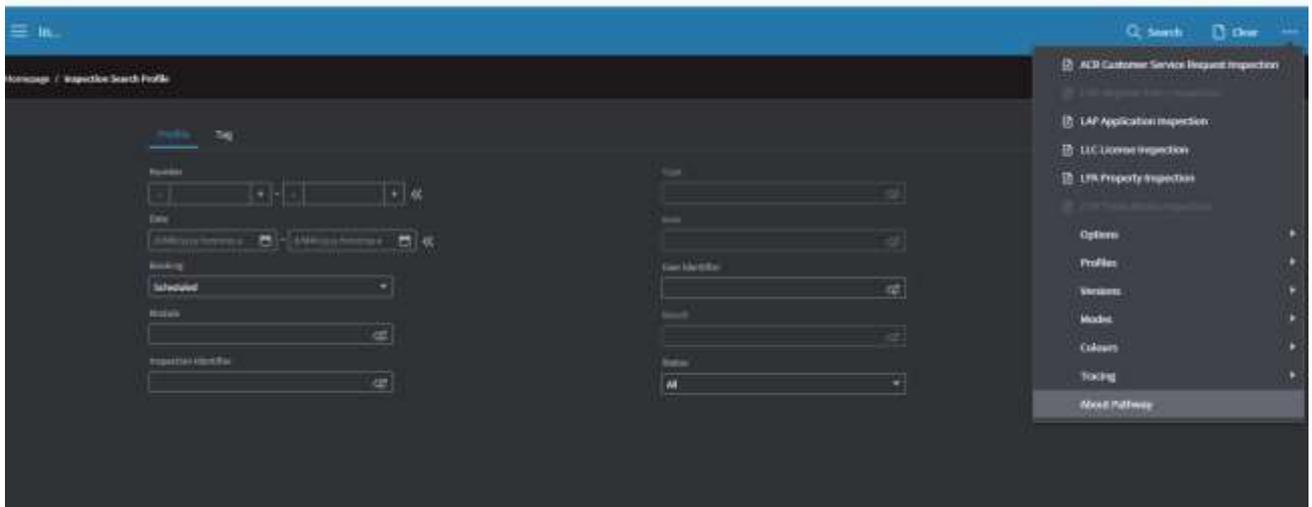
Inspections

Enhancements

Inspections Maintenance Search Profile

Incident: COGC 14574011	Work Item: 47578	Fix:
UX	KB:	ERS:

The new inspection buttons have been rearranged so that on the search profile form they are grouped together under the more button.

On the search results form they are all displayed in the header.