

Version 5.40 – January 2025

friendlyway Cloud Platform Release Notes

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

friendlyway is all about keeping you in the loop. Discover exciting new features, performance boosts, resolved issues, and essential bug fixes that improve our Platform.

If you use the software on-premises, it doesn't update automatically like our cloud version. Please upgrade manually to enjoy the latest features, fixes, and security updates.

New Features and Enhancements

Digital Signage Features

File Viewer Component in ScreenFlows

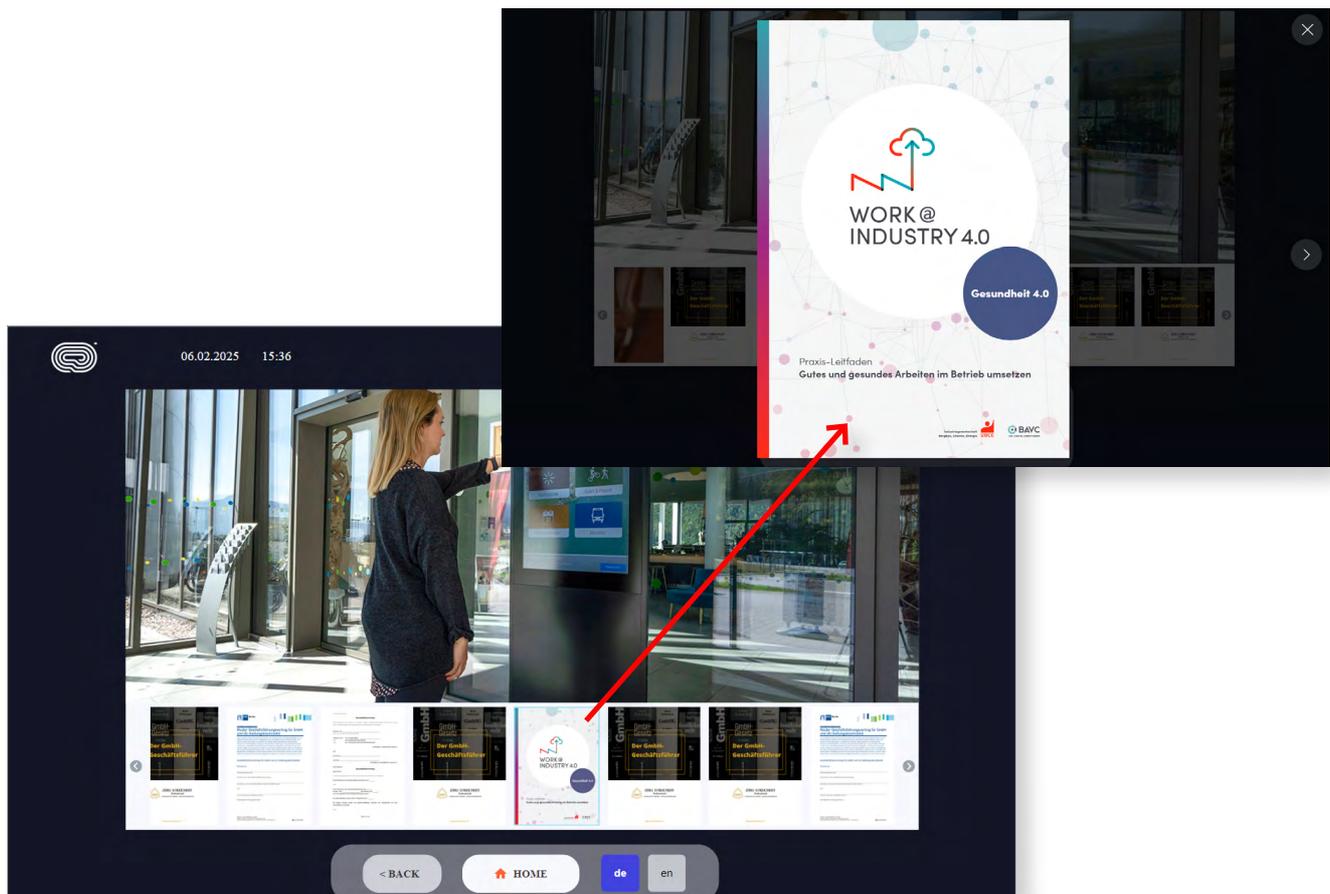
Relevant for:

All customers of the Digital Signage solution.

The value-add:

With the new **File Viewer** component, you can optimally use the screen space by creating expandable previews of media files (similar to file icons in your typical folder views). Tapping the preview opens the file in full-screen view.

You can also combine previews of multiple media files in mixed formats (video, images, PDF documents, etc.) in a carousel slider that the end user can swipe, similar to how the existing Carousel component combines full-size files.

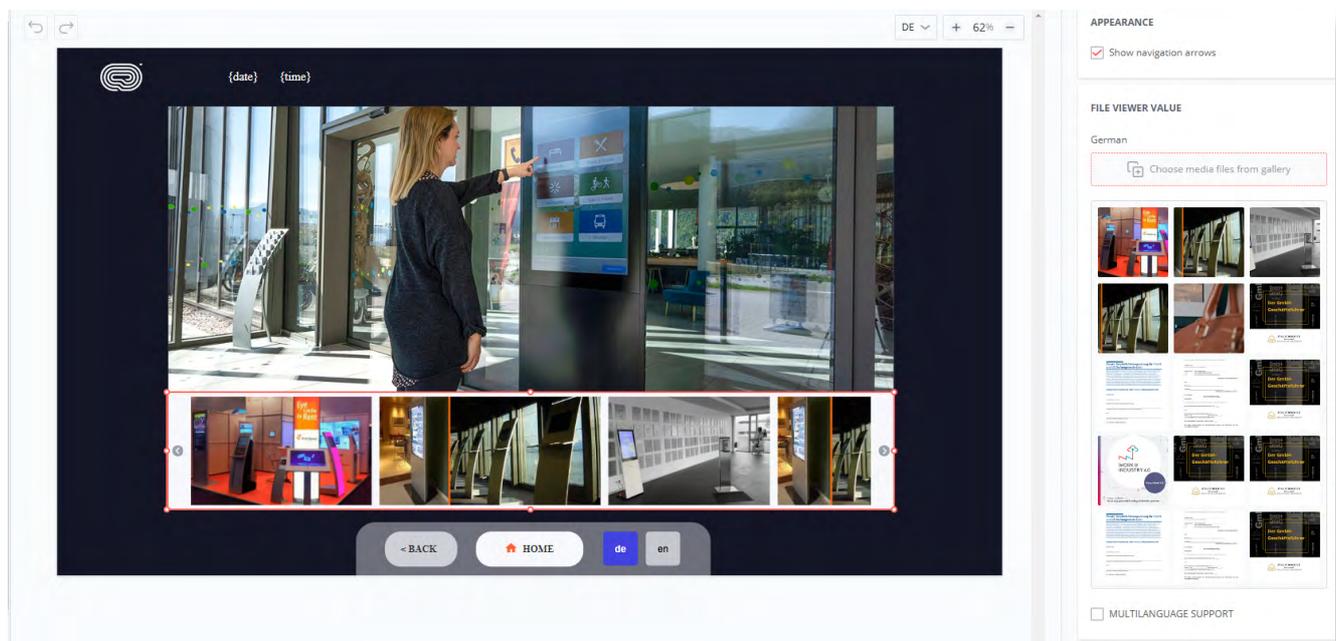
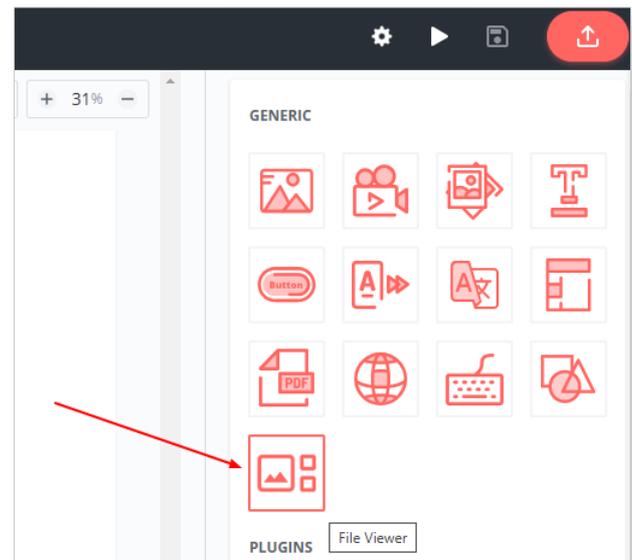


How it works:

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 screen editor.

Select the File Viewer component on the screen to view its settings in the right-side panel. The settings include:

- **General** — the component’s position coordinates on the screen
- **Appearance** — tick the checkbox to add navigation errors on both sides (for carousels)
- **File Viewer value** — click here to choose the media files you want to insert on the screen from your Media Gallery (inserting multiple files creates a horizontally scrollable carousel)
- **Audio** — adjust the volume for video files (if there are any)



Third-Party File Storage Integration: Microsoft OneDrive

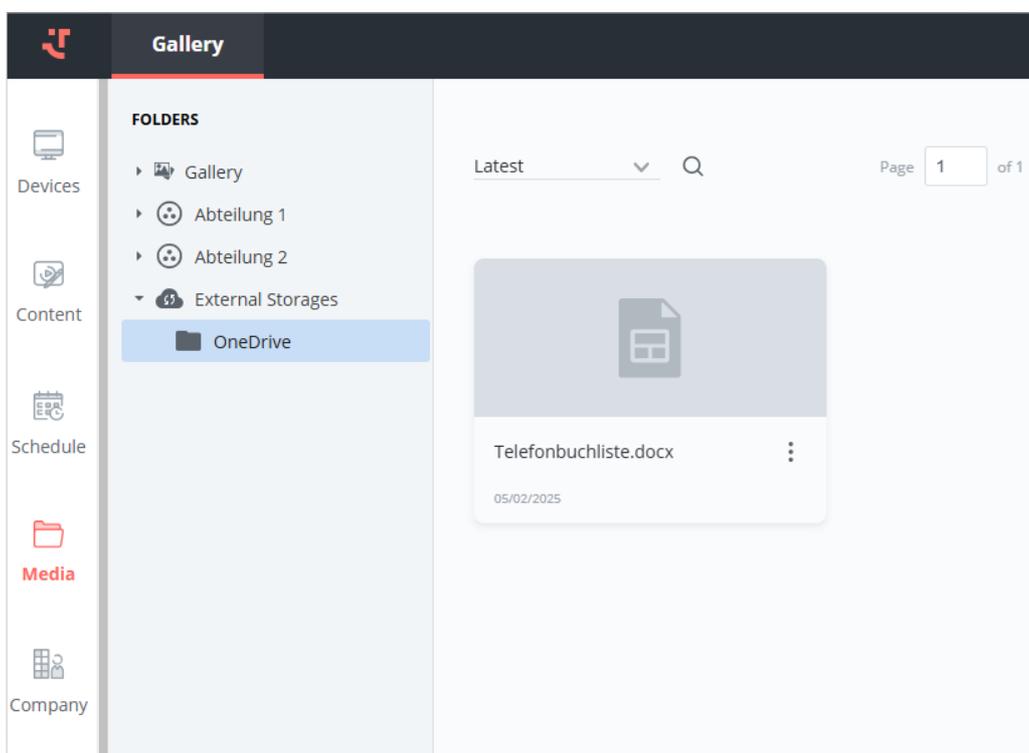
Relevant for:

Customers of the Digital Signage solution using the Microsoft OneDrive cloud storage service.

The value-add:

You can now use your storage with its entire folder structure directly on the Platform without uploading files separately. Open your synced storage within the Media Gallery and use existing content from your folders when creating ScreenFlows or other content structures.

While it is now implemented for Microsoft OneDrive, syncing with other third-party services is also planned, with Microsoft SharePoint coming next.



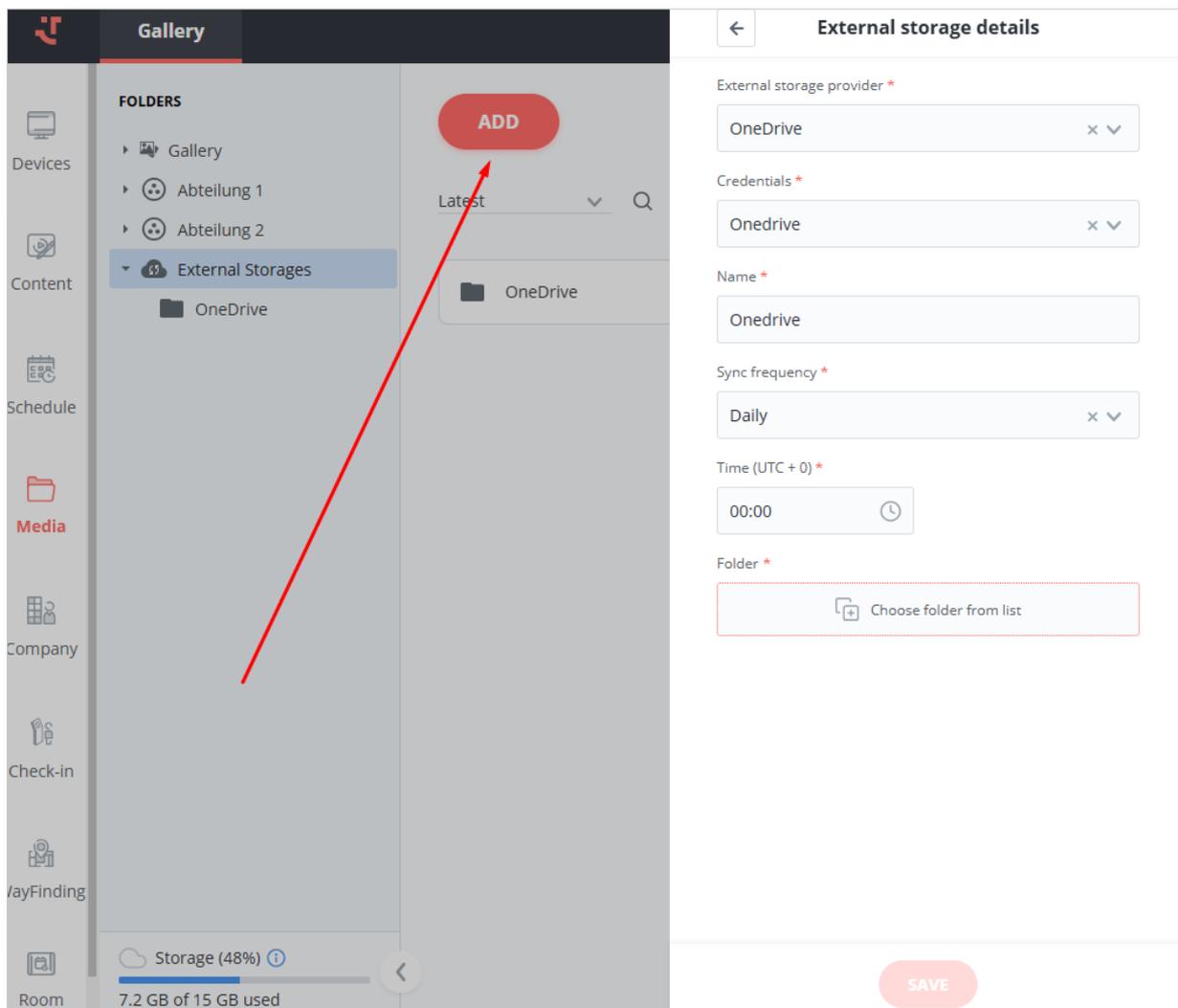
How it works:

The setting configuration to enable syncing with external storage on a company level is currently performed by friendlyway's support team on customer request.

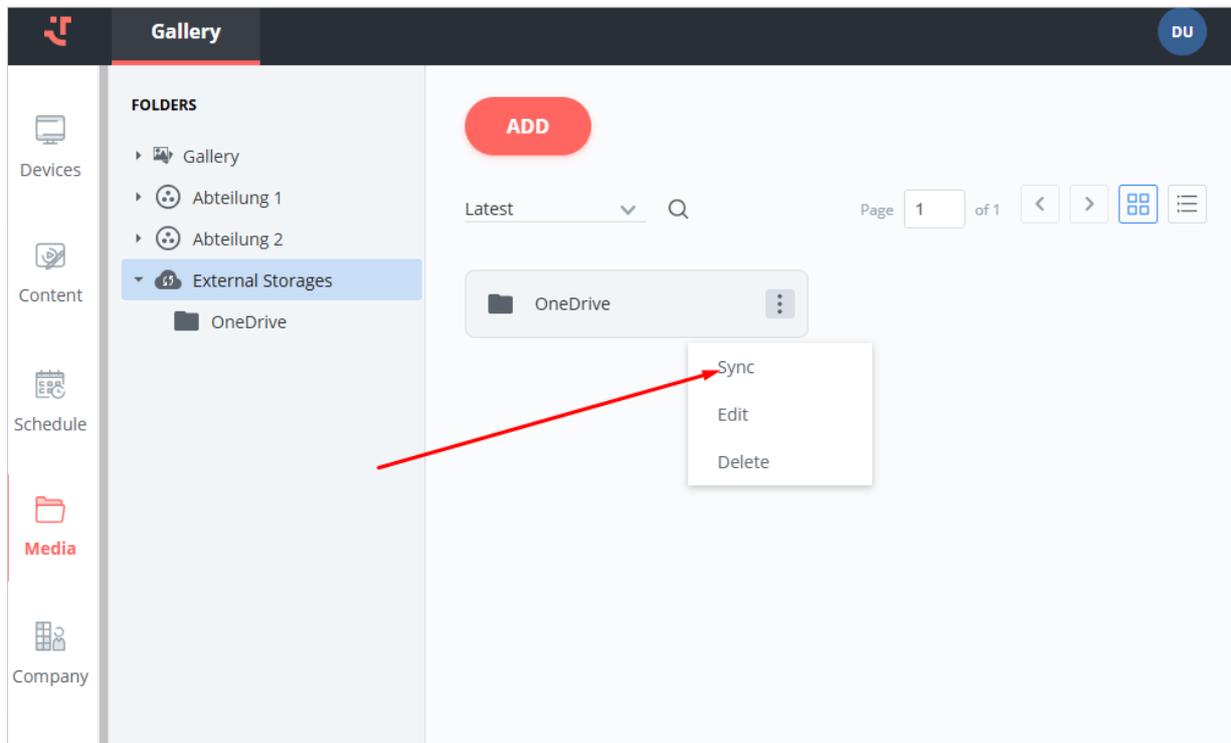
In addition, a user with the **"Company Admin"** role should create a new credential (type: MS Graph API, category: OneDrive) under **Company** → **Settings** → **Credentials**, and connect it with a Microsoft account.

As a result, in the **Media** → **Gallery** menu, you will find a new root folder called **"External Storages"**. You can only sync your OneDrive folder with the root (top-level) folder. Click **"Add"** and select or fill in the required details:

- **External storage provider:** OneDrive
- **Credentials:** Your previously created credential
- **Name** of this storage
- **Sync frequency:** The currently available options for automated sync are 10 minutes, 30 minutes, hourly, daily, or never (other frequencies are possible on request).
- **Folder:** Choose your OneDrive folder and tick a checkbox if sub-folders should be included in the sync.



You can always manually sync any folder in External Storages by selecting **“Sync”** in the three-dot action menu for that folder. Other options include editing and deleting a folder.

**Notes:**

- There is typically a total storage limit of 15 GB for all company files per account.
- The syncing is one-directional (OneDrive → friendlyway), meaning you cannot add content from your other Gallery folders to the External Storages folder for syncing backward.

Backward Navigation from Any Screen in ScreenFlowss**Relevant for:**

All customers of the Digital Signage solution.

The value-add:

Interactive components, such as buttons, can now be assigned the "Go to the previous screen" action and made simultaneously visible on all screens in a ScreenFlow. This eliminates the manual work of configuring the component with the general **"Go to screen"/"Go to Screenflow"** actions on each screen separately.

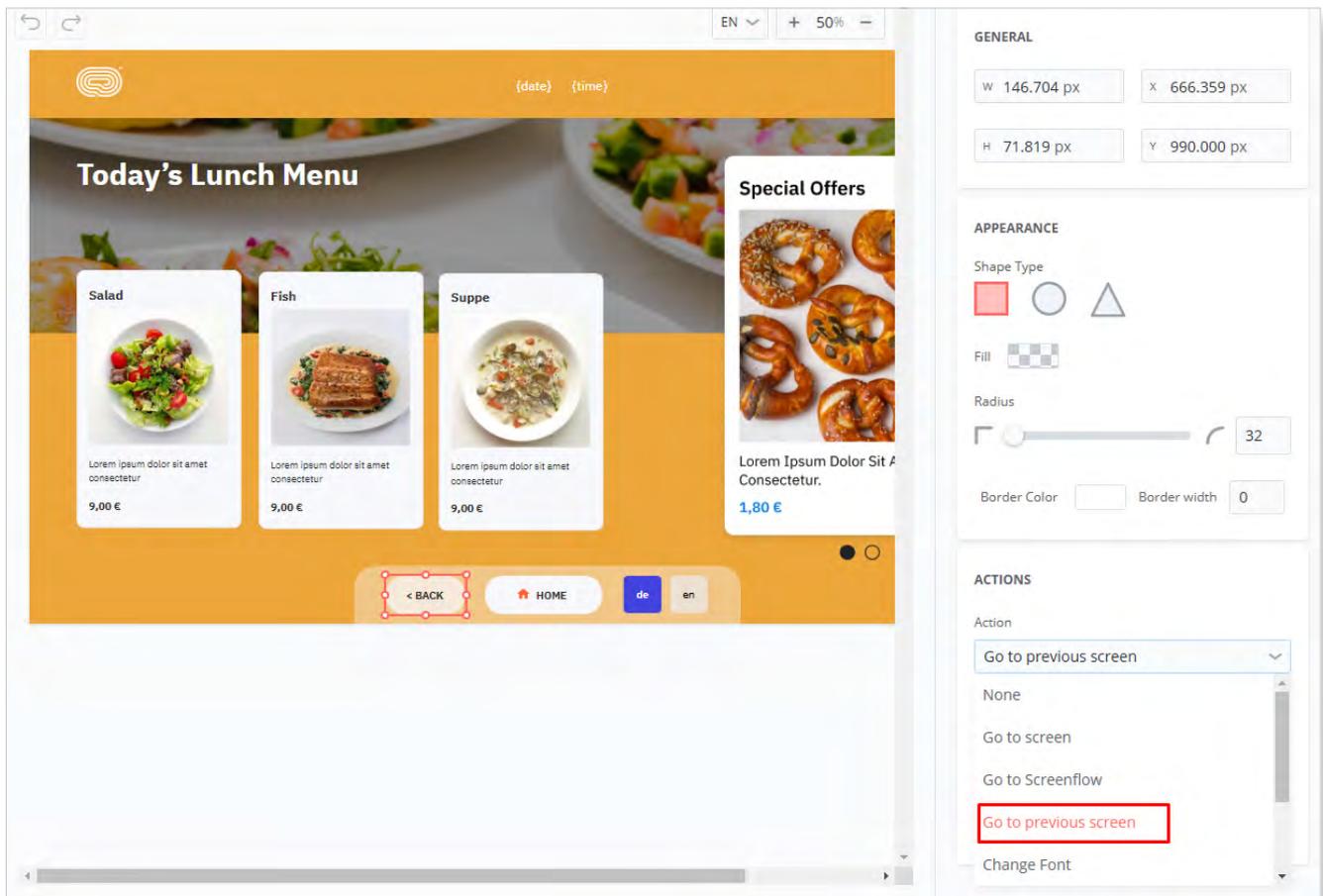
The new feature adds the convenience of backward navigation from any screen for the end user while significantly simplifying the creation of screens with transition elements.

How it works:

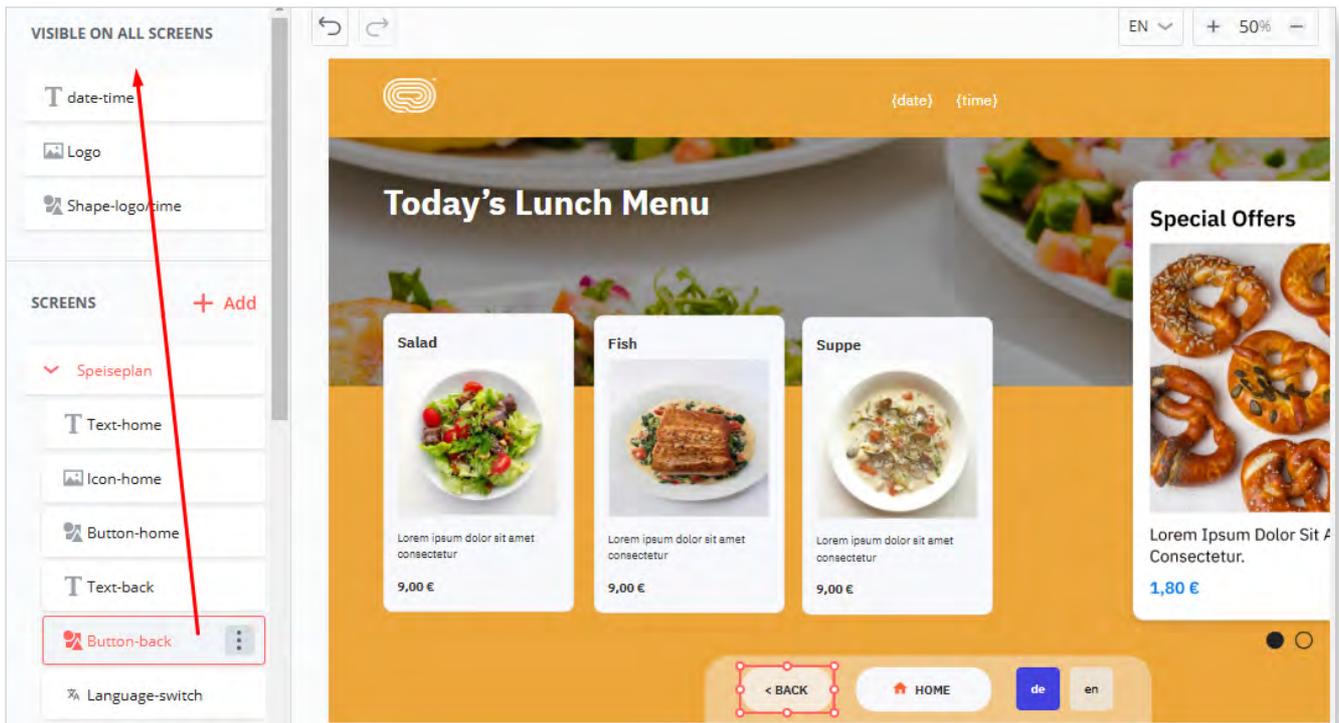
Go to **Content** → **ScreenFlows** and choose to create a new ScreenFlow or edit an existing one. In the toolbar on the right side, pick a new component (button, image, etc.) and drag it to your screen editor or select an existing component.

In the component's settings panel on the right side, the Actions list now includes a new action: **"Go to the previous screen"**. If the action is selected, the end user tapping on this object will navigate to the previously displayed screen.

If there were a transition between ScreenFlows in the previous step, they would navigate to the corresponding screen in a different ScreenFlow, considering the device-specific dynamic routing (introduced in a recent release).



To automatically add the component to all screens in a current ScreenFlow, select and drag it from the screen navigation menu to the **"Visible on all screens"** area in the top-left corner.



Note:

The **"Go to the previous screen"** action remembers previously displayed screens for a maximum of 20 steps. For lengthy ScreenFlows, adding a Home button is recommended for quick navigation to the start screen.

Buttons with Images in ScreenFlows

Relevant for:

All customers of the Digital Signage solution.

The value-add:

The extended functionality of the Button component simplifies the process of creating visually attractive menus with icons/images being part of clickable buttons. Previously, constructing each menu item could require a multi-layered combination of the Button, Image, and Shape objects.

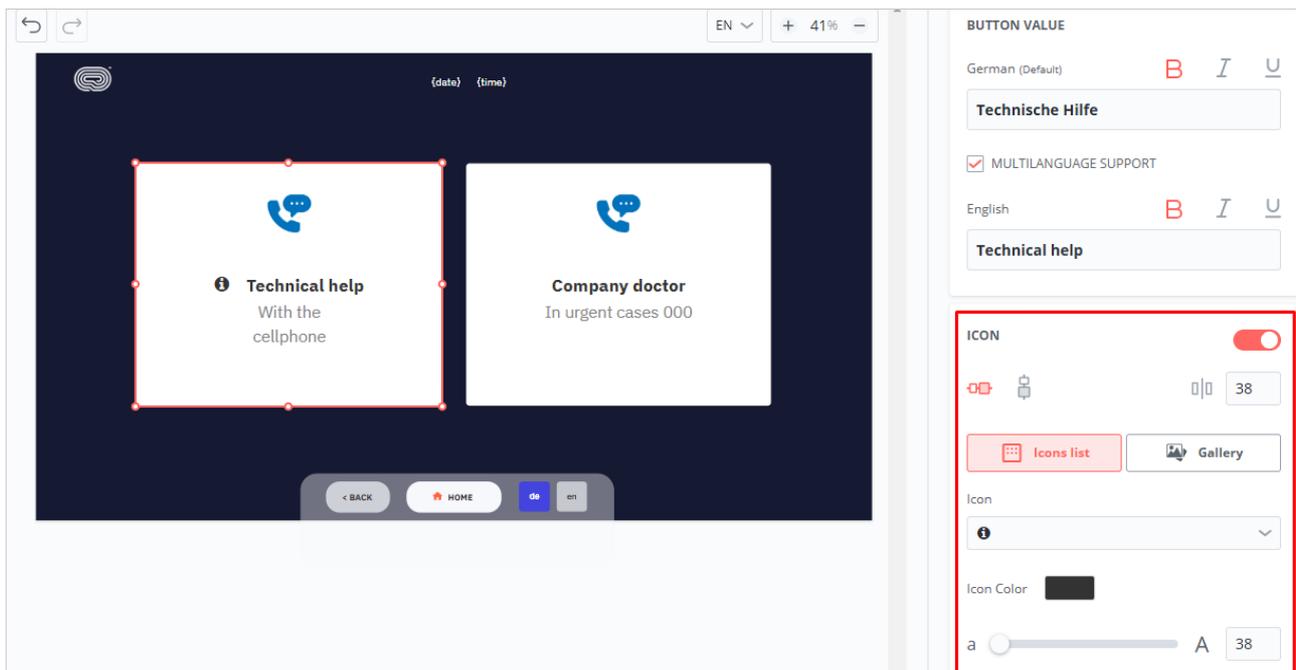
How it works:

Go to **Content** → **ScreenFlows** and choose to create a new ScreenFlow or edit an existing one. Pick the Button component from the toolbar on the right side, Generic section, and drag it to your screen editor.

In the component's settings panel, the new **"Icon"** section is expandable with a toggle. It allows you to:

- Choose and insert an icon from the provided list or an image from your **Media Gallery**

- Switch between horizontal and vertical image positions relative to the text
- Increase/decrease the gap between the icon/image and text
- Change icon color
- Increase/decrease the size of the icon/image on the button.



Content Scheduler Improvements

Relevant for:

All customers of the Digital Signage solution.

The value-add:

The extended functionality of the content scheduler allows more flexible assignment of playback recurrence intervals (weekly on certain days of the week) and updating/deleting options separately for individual occurrences and entire series.

How it works:

In the **Schedule** menu, create a new schedule by clicking anywhere in the calendar view and adding content. Alternatively, choose to edit an existing schedule.

In the **Repeat** options, selecting **Weekly** now displays a list of days of the week with checkboxes so you can pick any specific day(s) for the weekly recurring content. For example, you can play the content every Monday and Friday.

Schedule Date & Time

GROUPS

- Empfang
- Lobby
- Management
- Reception**
- Sales

PERIOD

Start Date: 05/12/2024

End Date: 06/02/2025

Start Time: 16:00:00

End Time: 16:15:00

REPEAT

Type: Weekly

Recur every: 1 week(s)

Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
 Sunday

High priority on the schedule

From: 05/12/2024

Till:

Always
 End After [] occurrences
 End By

End By: 06/02/2025

In addition, the action menu for already saved schedules is extended. Point to any existing schedule in the calendar view and click the three dots to view the available options:

- **Edit the (entire) series**
- **Edit the (single) occurrence**
- **Delete the (entire) series**
- **Delete the (single) occurrence**
- **Open the content item scheduled for playback**

Schedule Priority content AS

ADD CONTENT !!! There are some unpublished changes in the schedule Publish Schedule

Reception 02/2025

MON	TUE	WED	THU	FRI	SAT	SUN
27	28	29	30 16:00 Test	31	1	2
3	4	5 Test Start: 16:00 End: 16:15	6 16:00 Test	7	8	9
10	11	12		14	15	16
17	18	19		21	22	23
24	25	26	27	28	1	2

Context menu options:

- Edit series
- Edit occurrence
- Delete series
- Delete occurrence
- Open

Visitor Management Features

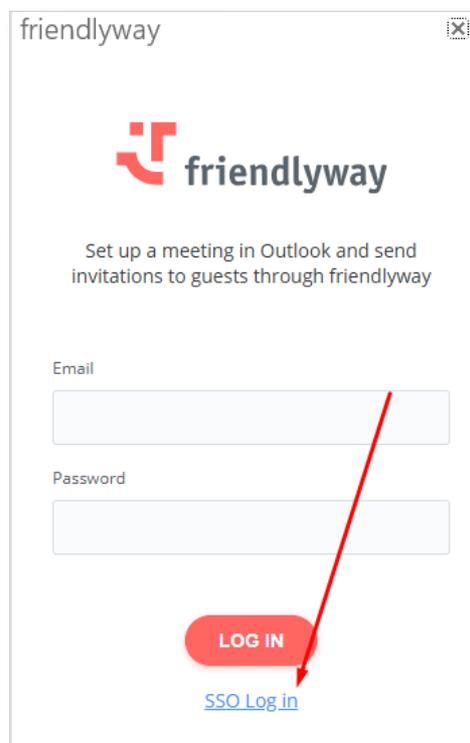
SSO Support in Outlook Add-In

Relevant for:

Customers of the Visitor Management solution using Microsoft Outlook.

The value-add:

friendlyway Outlook Add-In Beta, introduced in the previous release, now supports **single-sign-on (SSO)** functionality for seamless user authorization and log-in.



How it works:

To use **SSO log-in**, you should first enable an external identity provider and configure authentication settings in **Company** → **Settings** → **Authentication**. For assistance and more information, kindly contact **friendlyway support** or your sales representative.

Useful tip:

The **friendlyway Outlook Add-In**, with or without SSO support, does not need to be installed by each user individually. Your IT department can deploy it more efficiently organization-wide or to specific groups using Microsoft 365 Admin Center. Please refer to the [deployment guide](#) for step-by-step instructions.

Additional improvements to the **Outlook Add-In** in the current release:

- The problems with old desktop versions of Outlook are now fixed.
- The visit organizer and assigned room(s) are no longer added as Visitors to the visit.

Downloadable Templates for Visitor and Host Import

Relevant for:

Customers of the standard Visitor Management solution.

The value-add:

The possibility of **downloading a template** for visitor/host import removes uncertainties around the required data format. You can use the templates for quick bulk data import, avoiding the laborious manual process of creating visitor/host entries one at a time.

How it works:

On the **Visitors tab (Check-in → Visitors)**, click the **“Download template”** icon button in the upper-right corner to download a template for visitor import. Similarly, click the respective icon button on the **Hosts tab (Check-in → Hosts)** to download a template for host import.

In both cases, a **CSV file** is saved on your device, which you can fill out and upload to the Platform. Previously, the template download option was only available on the **Visits tab** within visit details.

The screenshot shows the 'Visitors' tab in the Friendlyway Cloud Platform. The left sidebar contains navigation options: Devices, Content, Schedule, Media, Company, Check-in (highlighted with a red box), WayFinding, and Room Booking. The main content area has a 'CREATE' button and a 'Download template' button (highlighted with a red box and a red arrow). Below these is a table of visitor records:

VISITOR	EMAIL	COMPANY	PHONE
Betty Martin		ABC	4.45481E+12
Melissa Diaz		Orange	4.46353E+12
Sarah Thomas		ABC	4.45164E+12
Margaret Perez		Orange	4.4564E+12
William Rodriguez		ABC	4.4461E+12
Asas Asas		Asas	
Lisa Moore		Orange	4.45323E+12
Susan Lopez		Orange	4.44847E+12
Emily Allen		ABC	4.45957E+12
Jennifer Brown		ABC	4.44213E+12
George Parker		ABC	4.46432E+12

Note:

To make the data uploading work properly, ensure the required and unique fields are correctly mapped under **Check-in** → **Settings** → **Fields** and data (only modifiable by users with the role of “**Company Admin**”).

Automatic Emailing of Invitation Copies

Relevant for:

Customers of the standard Visitor Management solution.

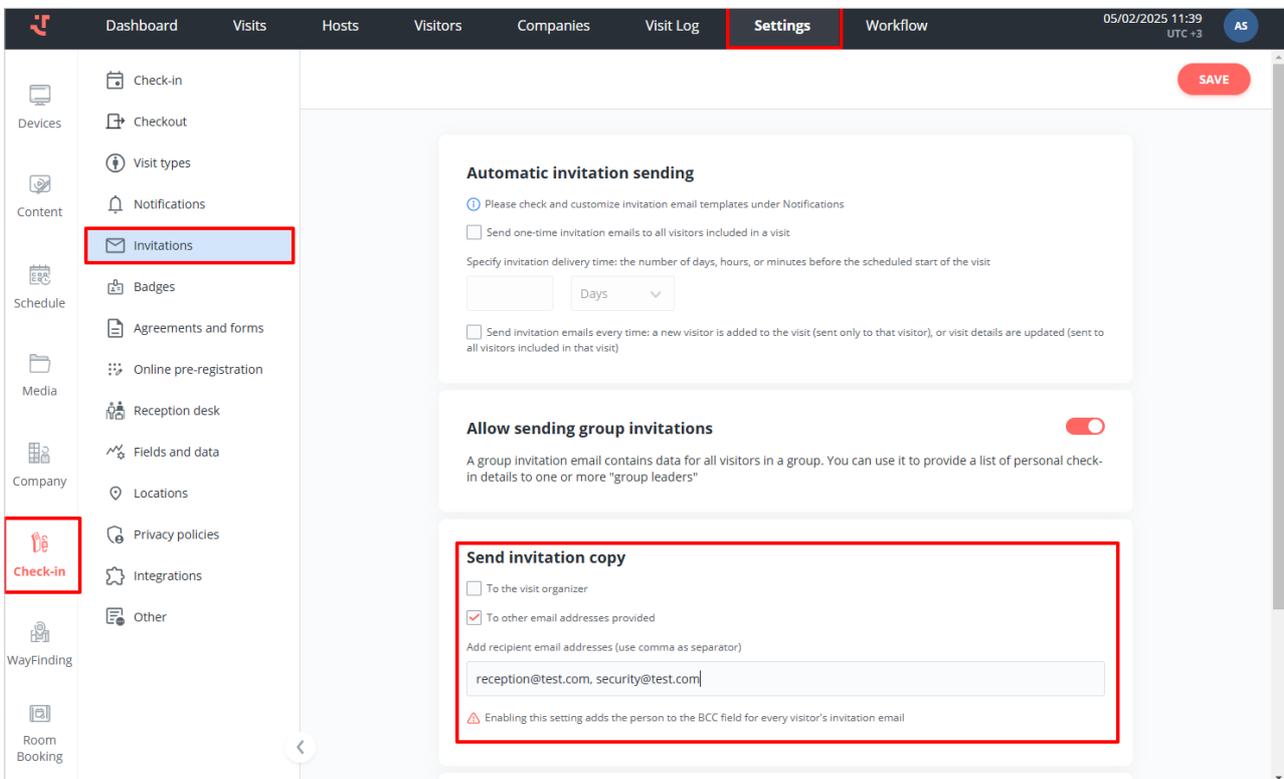
The value-add:

Previously, copies of invitation emails could only be sent to the corresponding visit organizer registered on the Platform. You can now easily share them with any provided email address(es).

The new option helps, for example, a receptionist receiving email copies to quickly access (and, if necessary, print out) a particular visitor’s personal QR or PIN code for check-in when the visitor cannot find their invitation email containing the code.

How it works:

Go to **Check-in** → **Settings** → **Invitations**. Under “**Send invitation copy**”, tick the checkbox “**To other email addresses provided**” and add any number of recipient email addresses, using a comma as a separator.



The screenshot shows the 'Settings' page for 'Invitations'. The 'Send invitation copy' section is highlighted with a red box. It contains the following options:

- To the visit organizer
- To other email addresses provided

Below these options is a text field for adding recipient email addresses, with the example text: `reception@test.com, security@test.com`. A warning icon and text below the field state: "Enabling this setting adds the person to the BCC field for every visitor's invitation email".

Note:

Enabling this setting will add the recipient to the BCC field for **every visitor's invitation email**, potentially resulting in batches of automatic emails piling up in the recipient's inbox.

Badge Templates and Bulk Printing

Relevant for:

Customers of the Visitor Management solution using the badging functionality.

The value-add:

You can now find all the available **badge templates** in a centralized repository, allowing you to reuse badges easily between workflows for different visitor types.

How it works:

Previously, as the badge setup was part of a specific workflow configuration, reusing the same badge required separate manual uploading to the Platform.

Now, with the introduction of a dedicated standalone entity and general badge settings (**Check-in** → **Settings** → **Badges**), all badge templates used in different workflows are listed here, including their details, downloadable files, and modification dates. (A badge preview is also planned for a later release.)

To create a new badge, click **"Add"**. In the right-side panel, enter the badge's name and upload/drop an **HTML file** containing the badge template. You can prepare a flexible template in advance using the designated placeholders defined in the **friendlyway user manual**.

BADGE NAME	FILE NAME
Badge 61	badge-qr_2.html

New badge

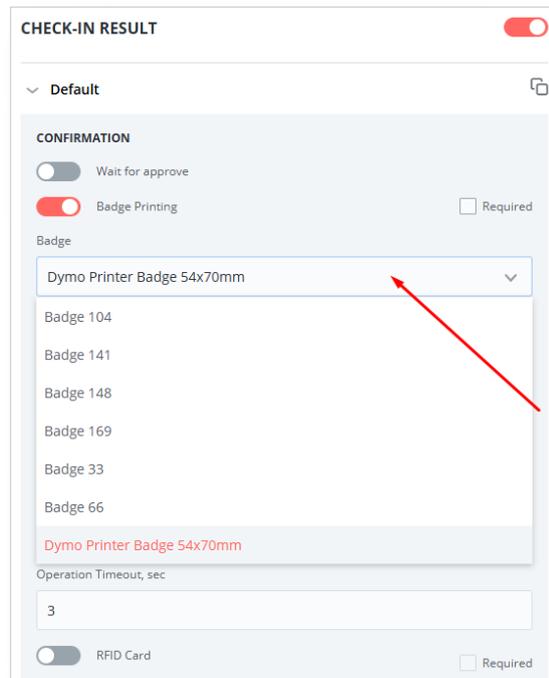
Badge name *
Temp Worker Badge

File *
Drag and Drop your HTML file or browse

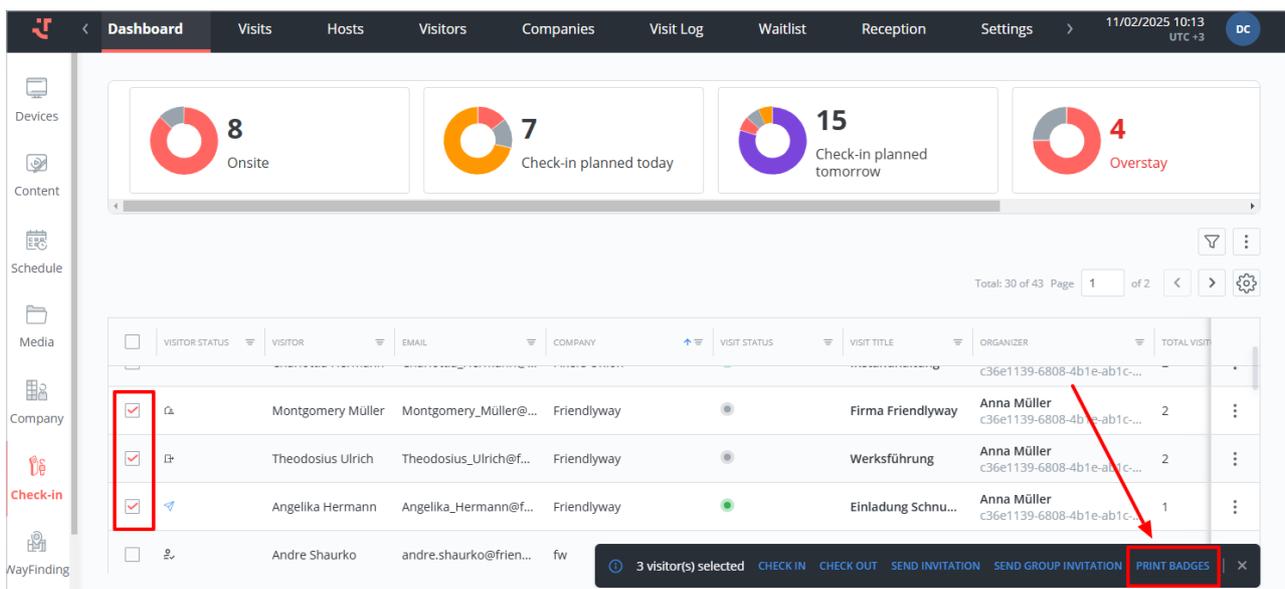
To create a flexible badge, please visit the User manual and use the designated placeholders.

See all placeholders

The standard procedure for adding badges to your visitor management process now requires you to create a badge under Settings and subsequently select it from a drop-down list under **Check-in → Workflow → Check-In Result screen → Settings (the right-side panel) → Badge Printing toggle**.



In addition, an option to print badges in **bulk** is now available on the **Check-in Dashboard** and in **Visit details**. Select multiple visitors on the list by ticking the **checkboxes** next to their names, then click **Print Badges** in the bottom menu bar. A print dialogue window will open.



Device Management Features

Device Reactivation with Reused License

Relevant for:

Customers who manage hardware on the Platform independently, especially customers with limited free licenses.

The value-add:

You can now easily reactivate a device with the same license used for the initial activation. This is useful when changing devices or resetting a broken device.

How it works:

Go to **Devices** → **Devices**. Find the relevant device and select **“Reactivate”** in the three-dot action menu. A window opens with the details of a license(s) and a limited-time activation code, which you should enter in the Player installed on the device to be activated.

The screenshot shows the 'Devices' management interface. The top navigation bar includes 'Dashboard', 'Devices' (selected), 'Groups', 'Notifications', and 'Proof of Play'. The left sidebar lists various categories, with 'Devices' highlighted. The main content area shows a table of devices with the following data:

STATUS	NAME	GROUP	DESCRIPTION	LICENSE STATUS	LAST SEEN	
●	Tresen	Lobby		Active	20/05/20...	⋮
●	Empfang	Lobby		Active	22/03/20...	⋮
●	Tresen Copy	Lobby				

A red arrow points from the 'Reactivate' option in the action menu to the 'Empfang' device row. The 'Reactivate' option is highlighted with a red box.

Account Management Features

Users Menu Renaming and Settings Restructure

Relevant for:

All customers; especially, admin-level users.

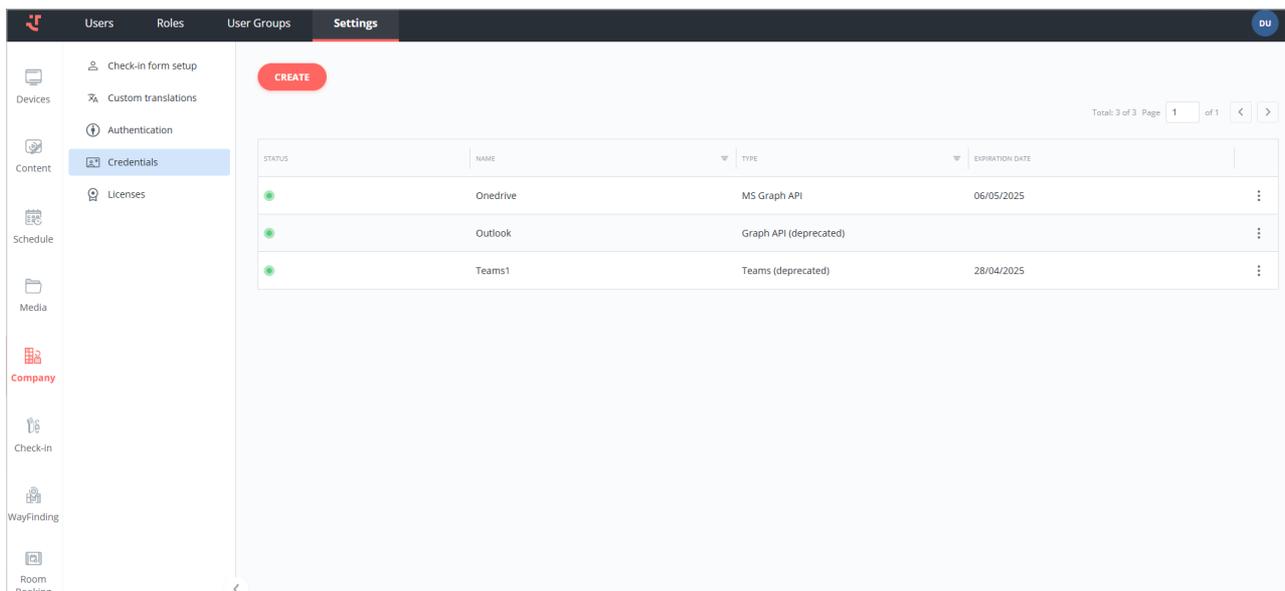
The value-add:

The **Users module** in the main menu is now displayed as **Company (Account)**. Account management is more convenient and intuitive, as different company-level settings have been moved to a separate tab. Company admins can use it to configure check-in forms, custom translations, SSO, and more.

How it works:

Users with the **“Company Admin”** role can access the following sections on the new **Settings tab (Company → Settings)**:

- **Check-in form setup** — for configuring the Check-in module’s forms and lists (Visits, Visitors, etc.);
- **Custom translations** — for configuring custom translations;
- **Authentication** — for SSO configuration;
- **Credentials** — the list of company credentials, previously on a separate tab;
- **Licenses** — the list of company licenses, previously on a separate tab.



New Credential Type: MS Graph API

Relevant for:

Customers who use integrations with Microsoft’s services, such as Teams or OneDrive.

The value-add:

The newly added type of credentials simplifies credential creation on the Platform for connecting and authenticating the user in Microsoft’s applications. It replaces other deprecated types configured previously for that purpose.

How it works:

Go to **Company** → **Settings** → **Credentials**. When creating a new credential, enter its name and select this Type from the drop-down menu: MS Graph API. Then, pick a relevant Category (Teams, OneDrive, etc.) from the drop-down list. If you want to hide the credentials for other users with viewing permissions, tick the “Private” checkbox.

After clicking “Save”, the new credential is added to your list with a Draft status. Once you use it to connect with a Microsoft account (“Connect” in the three-dot action menu) and complete the authentication process, the credential’s status changes to Active.

The screenshot shows a mobile application interface for creating a new credential. At the top, there is a back arrow and the title "New Credential". Below this, there are two main sections: "Name" and "Type". The "Name" field contains the text "Teams". The "Type" dropdown menu is open, showing "MS Graph API" as the selected option. Below the dropdown, there is a list of other credential types: "MS Graph API", "Teams (deprecated)", "Graph API (deprecated)", "IF6040", and "User password". At the bottom of the form, there is a red "SAVE" button.

Note:

It is not recommended to continue using the previous credential types (“Graph API” and “Teams”) for connections with MS Graph. They are now marked as **deprecated** and will eventually be removed after the customer setting reconfiguration.

Security Enhancements

Following new pen test results, we further improved security measures, including cross-site scripting, content security, resource sharing, and IP address disclosure.

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

Content Module:

- In the ScreenFlow editor, we replaced icons for the “Language” and “Web Object” components to make the component selection more intuitive.
- We added a pop-up info message when a refresh token expires after idle time following user interaction. Auto-saving is still enabled and a new login is required, but the process is more transparent.

Check-in Module:

- Restructured the Settings section, splitting it into thematic sub-sections and adding clarifying descriptions to make visitor management configurations more convenient and intuitive.
- On the Online Pre-registration webpage, added a link to friendlyway’s website in the page footer.
- We added the “Visitor registration onsite” type to Notifications in Settings and expanded its recipient list to include a deputy organizer.
- In the Notification editor, added a pop-up, "Successfully saved", to be displayed after uploading a new template in a Zip file.
- On the Dashboard, the color palette is improved and we added sector separators for the pie charts.
- Made performance improvements by speeding up visitor data retrieval and using a single loader for an opened Visit

Account/User Management:

- Standardized user role naming in English to ensure consistency and prevent misunderstandings due to term translations.
- We added support for user groups in SSO configuration. Users’ association with a specific group should be recorded as “groupId” under **Company** → **Settings** → **Authentication** → **Enable External Identity Provider** → **Roles Mapping field**.
- We added a refresh mechanism to automatically reissue access tokens containing credentials upon the expiry of valid login sessions.

Across the Platform:

- Cleaned file storage and checked for lost storage and database files.

Device Management:

- Implemented image file optimization for device screenshots captured at 5-minute intervals

and an option to disable their generation in Device Settings. Users can download non-compressed full-sized screenshots in Device Details.

friendlyway Player:

- When attempting to repeatedly launch the Player by clicking on its icon while the app is running in the background, an error message popped up previously ("Another instance of the application is running"). Now, the Player automatically expands from the tray.



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