SOR-RL Release 4.8 - Outline of Changes to System Functionality for Service Providers

Go-live date: Sunday January 29th, 2023

Change Summary	Description of functionality before 4.8	Release 4.8 Resolution
Creation of Message Centre	Limited channels existed for SOR-RL information and updates to be directly communicated to users by the SOR-RL Corporate Team or through the application.	A Message Center module is now available in SOR-RL that allows the SOR-RL Corporate Team to easily communicate important SOR-RL information directly to a group of users, through memos and emails. Memos and emails can either be targeted based on user roles or be sent to all users. The nature of memos and emails sent from the Message Centre is not specific to individual licenses or SORs, nor specific to agencies, but rather is broader system-related communications - for example, to notify of an upcoming SOR-RL outage or to share a new system feature with users. Memos and emails do not require responses and are instead for users' information. Emails sent from the Message Centre are separate and distinct from, and do not replace, email notifications sent related to licenses or SORs. When new memos or emails are added to the Message Centre, a red circle icon will appear next to the Message Centre label which indicates that there is new information to be viewed. Once viewed, the red circle will disappear. Memos remain visible to a user for the duration of the posting. Records of bulk emails remain in a user's message centre for a period of six months.
Enhancements to canned reports to support increased accessibility	Some accessibility issues were identified with the canned reports generated in Excel format from the Reports module.	All canned reports are now enhanced to support increased accessibility. These enhancements include: worksheet layouts designed to minimize the use of empty cells, rows and columns; no merged cells; minimum font size of 12pt; "End of worksheet" label appearing below the last row of data to delineate the end of the worksheet.
Updates to SOR-RL footer	The copyright information in the SOR-RL footer was out-of-date, and the "contact us" link re-directed users to a webpage that had moved.	The copyright information in the SOR-RL footer now indicates the "King's Printer for Ontario, 2019-2023", and the "contact us" link re-directs users to the correct webpage address.
Bug Fix related to the confirmation message received after an SO revision is submitted	Inconsistent messages were displayed when an SOR was revised (under the "Additional Information/Revision Required" status). The message sometimes displayed the terms "updated" or "submitted" rather than "revised".	The messages now appear with the correct terminology when an SO revision is submitted: "Your Serious Occurrence Report (SO202XXXXXX) has been successfully revised".
Bug Fix related to French typographical errors	French typographical errors were identified in the report parameters in the "Reports" module, and in the French date format for the "Category notified about" question on "Add Notification" page.	Errors have been fixed to display the correct French text.
Bug Fix related to data in the Category column of the SO Dashboard	The last character was missing from select categories/subcategories on "My Serious Occurrences" dashboards.	Fixes have been deployed to correctly show the full data in the Category column of the SO Dashboard.

| Bug Fix related to an SO search by SOR Lead | No results were returned when entering first and last name in the "SOR Lead" search parameter field in the "Search for a Serious Occurrence" page. The search parameter only returned results when one name was entered. | Fixes have been deployed to return appropriate SO results when searching by a first and last name in the SOR Lead field. |