



Human Capital Management
& Payroll Software/Services

General Release Webinar

Questions & Answers

November | 2023

ichris and chris²¹

Does the amalgamation of Deductions apply to NZ as well?

Yes, it applies to all the Asia-Pacific countries.

Is Password change for Chris²¹ as well? Or it's only for logging in ichris?

The change is to the validation of passwords in the BRE so it will apply to all interfaces, including Chris²¹, ichris, HR²¹ and MHR²¹.

What happens to all the reports that have been created by FRONTIER - you cannot access them without logging in as FRONTIER.

The reports will still be in the system.

Are HR²¹ (Kiosk) users subjected to the same password rules? E.g., DOB will no longer be an option?

Yes, HR²¹ users will be subjected to the same rules. If they have been generated with DOB, next time they change their password, the new rules will apply.

With the 'removal' of the FRONTIER account, does that mean that we must create a user account for Frontier consultants when they are working on our system?

That would be advisable as it means the audit logs will record the actual person who made the changes rather than just the generic FRONTIER account. It also means you have complete control over when the Frontier consultants can access the system. However, if you decide you don't wish to do this, the Frontier consultant can always contact the Support Centre and obtain a reset key that they can use. They will have to do this each day they are working on your system. It will ensure that only authorised persons are using the FRONTIER account.

Is alternate position auto populated from PDT?

No. It can be populated via a GTR from an external system, but the BRE cannot auto populate it as it doesn't know what value to use.

Is there are screen to see the two CPA screens in one?

There is no current screen that will let you see multiple contracts at the same time. You can open two forms and view the CPA details for each contract side-by-side.

Can you demonstrate the password settings?

Sorry, we missed this one during the session. The settings are configured on the Password Options (PWO) form.

What is the effect of the minimum password requirement for LDAP?

For those that have LDAP enabled, the settings in the BRE have no affect. The password requirements are all controlled by the external system.

Do the longer passwords apply to chris²¹ and HR²¹?

Yes, it applies to all interfaces.

How do you go about getting the company news? Our business is partly outsourced. Is this chargeable?

The Company News (CFC) form is a standard part of HR²¹. It should be available for your use. There may be an issue if you want to link to documents in SharePoint or some of document storage, but for simple messages, it should be available.

Is the restriction on the FRONTIER user on the account itself (i.e., USR ID = FRONTIER), or where the Workgroup is set in USR?

It's on the actual user account. FRONTIER can still be used in Workgroups.

Are we expecting MFA soon?

MFA is already available.

Impact to SSO/MFA Customers with the password change?

If SSO is configured to use an external source for authorisation, the password changes will have no impact. The changes implemented only apply to passwords maintained within the BRE.

Will employees be prompted to change their passwords when they first try to log in post the upgrade?

It does depend on what options are currently configured on the Password Options (PWO) form. If the upgrade changes the settings to enforce the new rules, then yes, employees will be prompted to change their passwords the next time they login.

When an employee is set up with multiple contracts is it under one staff id, and do they get 2 payslips?

No. Multiple Contracts is implemented in the BRE with each contract having a separate staff ID. This allows the BRE to maintain separate payment rates and leave balances for each contract. There is an option on the Content (PFD) form to determine if a separate payslip is produced for each contract or a single, combined payslip is to be produced.

Our password to Chris²¹ is linked to our Windows login. Will the new password rules effect this?

No. The password rules only affect passwords maintained within the BRE.

When is the new password is applicable?

The new password rules will be applicable for the first time the employee changes their password after the upgrade is implemented. It should be noted that if the upgrade identifies that the settings on the Password Options (PWO) form need to be changed, the employees will be prompted to change their passwords when they next login.

How do we set up the secondary contract in POS and SMN?

Multiple Contracts is set up in the BRE with each contract having a separate staff ID. This allows the system to maintain separate Leave balances and payroll components. The Multiple Contracts – Details (MKD) form can be used to create the secondary contracts and link them to the primary contract.

Will user passwords be affected?

Yes. All passwords maintained by the BRE will be affected by the changes to the minimum requirements.

Is there any restriction on the number of characters for the position number from external systems?

Yes. The Alternate Position Number has a maximum size of 31 characters.

““ Commitment to customer service is our number one priority.””

Michael Howard, Founder