Tractivity® V22.4

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Client Relationship Manager

What's new in v6.3?

Thursday 15th of December, sees the next release from Tractivity.

This new release includes a range of eagerly awaited features, all based on user feedback.

We will host a webinar on Tuesday 10th of January @ 10:00 to run through all the features in more detail.

Don't worry, if you wish to start using the features before then please use these guide or speak with your dedicated Customer Success Executive who will be able to help further.

Included within this release are 3 key new features:

•Multi-Factor Authentication

•Questions for Tagging

•Welsh Language Front End Updates

Multi Factor Authentication (MFA)

We want all clients to have the ability to use multi-factor authentication (MFA).

This is already possible in Tractivity if a you uses SSO, but it is not possible for clients using standard Tractivity username and passwords.

MFA will mean, when enabled, that an authenticator app which will generate a time based one time password, will need to be used each time a user accesses Tractivity via the login screen.

Enabling Multi Factor Authentication (MFA)

To switch this feature on, System Admin's:

1. Inside **System Admin**, Click **Edit Client** from the left-hand menu.
2. Turn on MFA for all users or Optionally turn on MFA per user

MFA Optionally turn on MFA per user

To switch this feature on, for individual users:

1. Inside **System Admin**, and Click **Edit** on the user you wish to enable MFA to there login settings.
2. If **Login Method** of Username and Password is selected.
3. **Enable MFA**, select **Yes**

Select to receive a copy of all your Emails you send from Tractivity

1. When a user of Tractivity Logins to the system after entering their username/password, they will see the following screen

2. Scan the image or use the code below

3. Enter 6 digit security code

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Tractivity®

⊙ Back to Single Sign-on

Multi-factor authentication (MFA) has been enabled on your account and needs to be setup.

Please follow the below steps to login to Tractivity:

Install an Authentication Application such as Microsoft Authenticator, Google Authenticator or OKTA Verify on your mobile phone.

In the app, add a new account and choose 'Work Account'

Scan the Image below using the app:

2

If you are unable to scan the image, enter the following information within your app:

Code: JUSFCQBLHBFEC2JTGMYFIQJIINRWWLSBKY5HWJA

After scanning the QR code, enter the 6-digit security code displayed within the app to confirm that the setup has been successful.
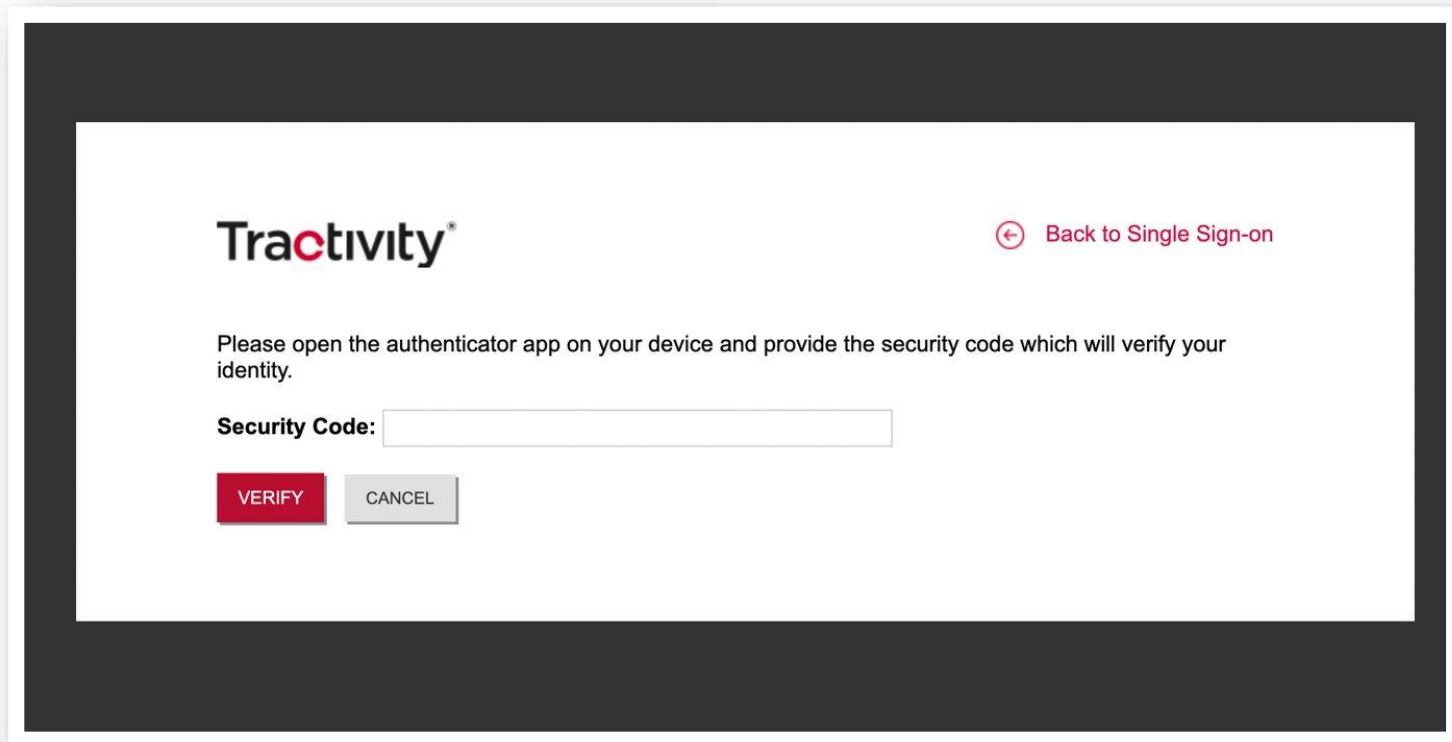
3 **Security Code:** [_____]

[CONFIRM] [CANCEL]

Authenticator app

Each time a user logs into Tractivity, they will they need to enter a code from their authenticator app

Tagging Issues from the Survey Module made Easier

Rather than seeing every question from your survey, when tagging issues, you can now select which questions from your survey you wish to tag against. We know this will dramatically speed up the tagging process for many clients.

1. This can be done from the **View Survey Screen.**

2. Click **Questions for Analysis** from the left-hand menu.
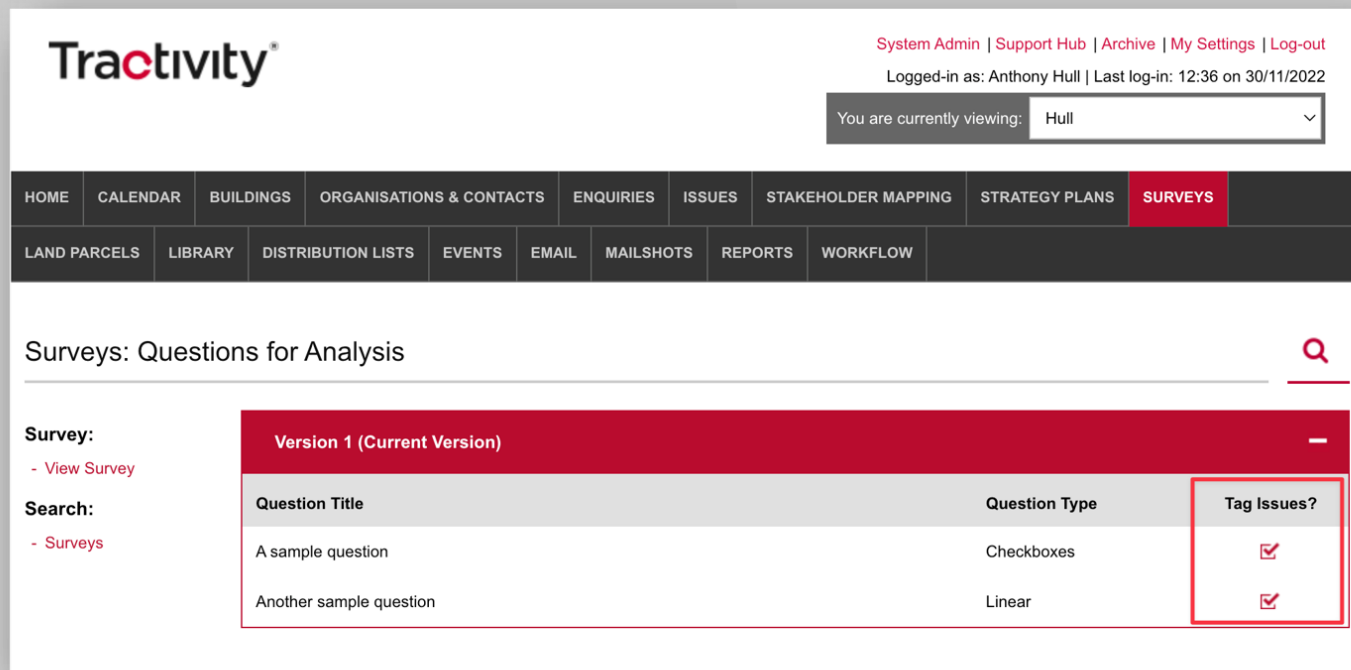
Choosing which Questions to Tag

Any existing surveys will have all questions enabled for tagging.

For all NEW surveys, small and long text questions will be enabled by default and other question types will be turned off for tagging.

You can use the tick box to select any other questions you would like to include in your tagging process.

Tractivity bilingual feature for English/Welsh

Tractivity is introducing a new feature, which will allow clients to select whether they wish to have bilingual for English/Welsh enabled on a project-by-project basis.

Tractivity has added the bilingual feature to any front facing stakeholder pages, this includes:

- Surveys
- Events
- Mailshot default text 'Cant see this image? Click here
- Subscription Preferences
- External Forms

Please kindly note that Tractivity's Engage 360 is not supported by the new bilingual feature.

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Please kindly note that Tractivity's Engage 360 is not supported by the new bilingual feature.

To turn on this feature

1. Inside **System Admin,** click on the project you wish to turn bilingual for English and Welsh on.
2. Click Edit Project
3. Preferred Language select Welsh

Surveys

The following has also been translated
inside the Survey Module:

1. The confirmation page

2. The confirmation email

3. Surveys – Response PDF, As the main
   survey report PDF is included
   against receipt emails to Stakeholders, it
   is also translated

Tractivity

Survey Complete / Arolwg Cyflawn

Your response reference number is
#00003874 /
Eich rhif cyfeirnod ar gyfer eich ymateb y

Please hav

You will shortl

Hi Anthony,

Thank you for completing our survey: Test Survey (something wels

Please find attached a copy of your response for your records.

If you agree that this is an accurate representation of your views, p
confirm your submission.

Confirm my survey submission

Please note that your submission may not be counted until you ha
above link.

Many thanks,
Anthony Welsh Test Project

Helo Anthony,

Diolch am gwblhau ein harolwg: Test Survey (something welsh).

Amgaeaf gopi o'ch ymateb ar gyfer eich cofnodion.

Os ydych yn cytuno bod hwn yn gynrychioliad cywir o'ch barn, clic
gadarnhau eich cyflwyniad.

Cadarnhewch fy nghyflwyniad arolwg

Sylwch efallai na fydd eich cyflwyniad yn cael ei gyfrif nes i chi ei g
ddolen uchod.

Diolch yn fawr,
Anthony Welsh Test Project

2 / 3

Respondents Det

First name / Enw cynt

Anthony

Last name / Enw olaf

Hull

Email address / Cyfei

anthony.hull@gmail.com

Organisation name / E

asdfsadf

Events

The following has also been translated inside the Events Module:

1. Event registration page

2. Events Registration Page

3. Events Thank You email

① A Test Welsh Event / Digwyddiad Cymraeg Prawf

Started / Dechreuwyd 23 November 2022 00:00 — Ending / Yn dod i ben 01 April 2023 00:00

Status: **Spaces Available** / Statws: **Llefydd ar Gael**

Register below for the test Welsh event / Cofrestrwch isod ar gyfer y digwyddiad Cymraeg prawf

Register For Event / Cofrestrwch ar gyfer Digwyddiad

When / Pryd:
Started / Dechreuwyd 23 November 2022 00:00 — Ending / Yn dod i ben 01 April 2023 00:00

Status / Statws:
Spaces Available / Llefydd ar Gael

② Event Registration / Cofrestru ar gyfer y Digwyddiad

Please register below to confirm your attendance at **A Test Welsh Event / Digwyddiad Cymraeg Prawf.** / Cofrestrwch isod i gadarnhau eich presenoldeb yn **A Test Welsh Event / Digwyddiad Cymraeg Prawf.**

First Name / Enw cyntaf

First Name / Enw cyntaf

* Mandatory / Gorfodol

Last Name / Enw olaf

Last Name / Enw olaf

* Mandatory / Gorfodol

Email / Ebost

Email / Ebost

* Mandatory / Gorfodol

☐ Do you have any special requirements for attending this event? / A oes gennych unrhyw ofynion arbennig ar gyfer mynychu'r digwyddiad hwn?

Communication Subscription Preferences / Dewisiadau Tanysgrifio Cyfathrebu
If you would like to receive further communications from us, please set your preferences below. / Os hoffech dderbyn cyfathrebiadau pellach gennym ni, nodwch eich dewisiadau isod.

③ Thank You / Diolch

As this is an event hosted on[...] event start time / Gan fod hw[...] munud cyn amser cychwyn y[...]

Click to join Online meeting[...]

Full join instructions are inclu[...] clicking on the button below[...] y gellir ei ychwanegu at eich calendr trwy glicio ar y botwm isod..

Date / Dyddiad:
Started / Dechreuwyd Wednesday, 23 November 2022 00:00 — Ending / Yn dod i ben Saturday, 01 April 2023 00:00

Vicky Adamson

Client Relationship Manager

Tractivity®

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