

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

The screenshot shows the Tractivity System Admin interface. At the top, the Tractivity logo is on the left, and navigation links (System Admin, Support Hub, Archive, My Settings, Log-out) and login information (Logged-in as: Tractivity Admin | Last log-in: 10:15 on 10/04/2019) are on the right. The main heading is 'System Admin: Edit Client'. Below this, on the left, is a 'Client:' section with a '- View Client' link. The main content area is titled 'PROJECT DETAILS' and contains several form fields: 'Client Name *' (text input), 'Allow Project Tiering?' (dropdown menu set to 'No'), and 'Address' (text area). At the bottom of this section is the 'Multi-Factor Authentication' field, which is highlighted with a red box and a red circle containing the number '2'. A dropdown menu is open for this field, showing options: '--select--', 'Apply to all users', and 'Optionally apply per user' (which is selected and highlighted in blue). At the bottom of the form are 'OK' and 'CANCEL' buttons.

Tractivity®

System Admin | Support Hub | Archive | My Settings | Log-out

Logged-in as: Tractivity Admin | Last log-in: 10:15 on 10/04/2019

System Admin: Edit Client

Client:

[- View Client](#)

PROJECT DETAILS

Client Name *

Allow Project Tiering?

Address

Multi-Factor Authentication

Apply to all users

✓ Optionally apply per user

OK CANCEL

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**

Tractivity System Admin | Support Hub | Archive | My Settings | Log-out
Logged-in as: Tractivity Admin | Last log-in: 10:15 on 10/04/2019

System Admin: Edit User

User:
- View User

Client:
- View Client

First Name*	Anthony MFA
Last Name*	Hull MFA
Username*	anthonymfa
Email*	anthony.hull+MFA@gmail.com
Login Method *	Tractivity Username & Password
Enable MFA * ?	Yes
New Password* (passwords must contain at least 8 characters and comply with at least three of the following four rules: 1 character, 1 lower case, 1 digit and 1 symbol)

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

1

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

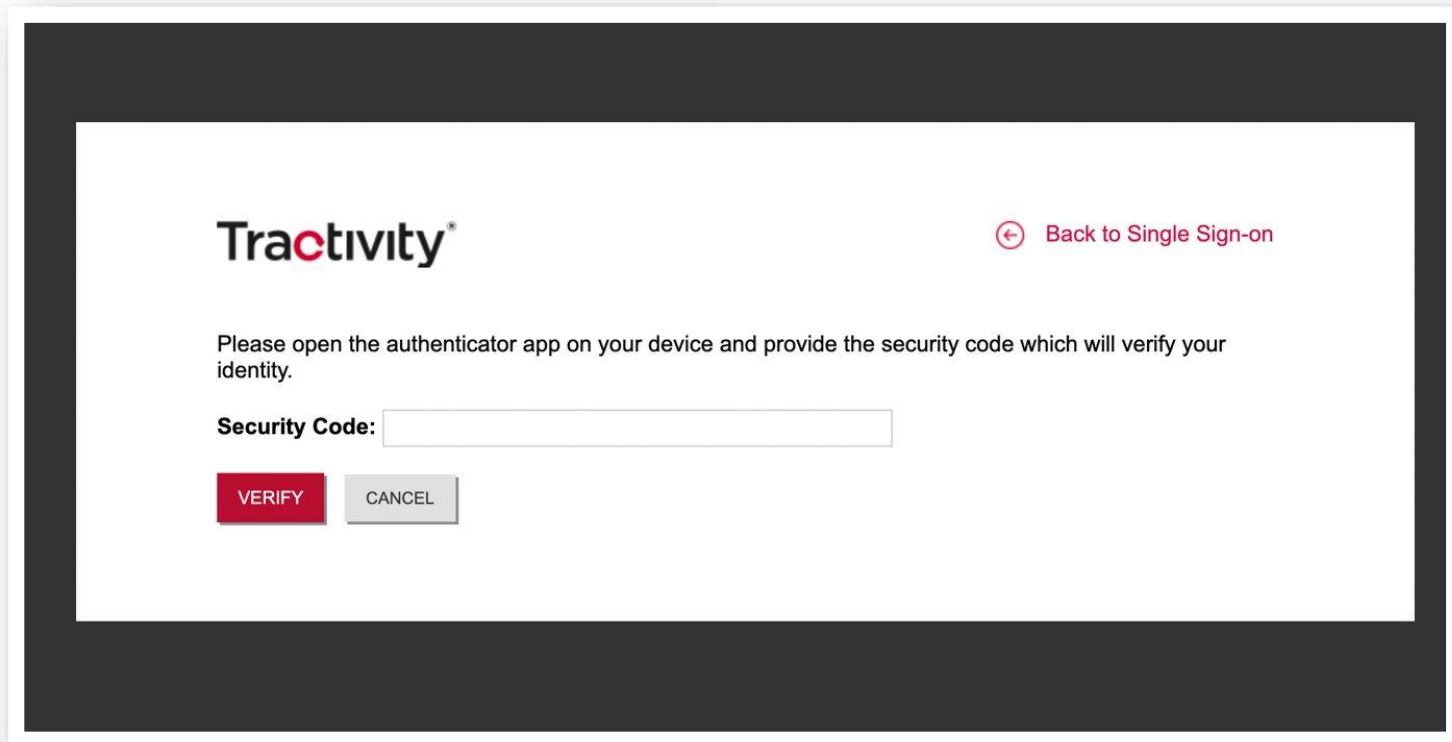
Security Code:

CONFIRM

CANCEL

Authenticator app

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

A screenshot of a web-based login interface for Tractivity. The interface is displayed within a dark gray frame that resembles a computer monitor. The background of the interface is white. At the top left is the 'Tractivity' logo, with 'Trac' in black and 'tivity' in red. At the top right is a link with a red circular arrow icon and the text 'Back to Single Sign-on'. Below the logo, a message reads: 'Please open the authenticator app on your device and provide the security code which will verify your identity.' Underneath this message is the label 'Security Code:' followed by a text input field. At the bottom left are two buttons: a red 'VERIFY' button and a gray 'CANCEL' button.

Tractivity [← Back to Single Sign-on](#)

Please open the authenticator app on your device and provide the security code which will verify your identity.

Security Code:

VERIFY **CANCEL**

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.

Tractivity

System Admin | Support
Logged-in as: Anthony |
You are currently viewing: H

HOME CALENDAR BUILDINGS ORGANISATIONS & CONTACTS ENQUIRIES ISSUES STAKEHOLDER MAPPING STRATEGY
LAND PARCELS LIBRARY DISTRIBUTION LISTS EVENTS EMAIL MAILSHOTS REPORTS WORKFLOW

1 Surveys: View Survey

Survey:

- View Survey
- Edit Survey
- Clone Survey
- Link Events
- Link to Objective
- Archive Survey
- Questions for Analysis

Questions:

- Edit Questions
- Preview Questions
- Email Preview Link

Print:

- Printable Version

Search:

- Surveys

Title	Vicky Test	
Status	Draft	
Start Date	23/11/2021 00:00:00	
Close Date	23/11/2022 23:59:00 (6 days ago)	
Survey Manager	Tunncliffe, Anna	
Sub Project	Blakely Wind Farm Consultation	
Phase	Pre-Consultation Phase	
Last Edited By / Date	Keep, Tom - 24/01/2022	

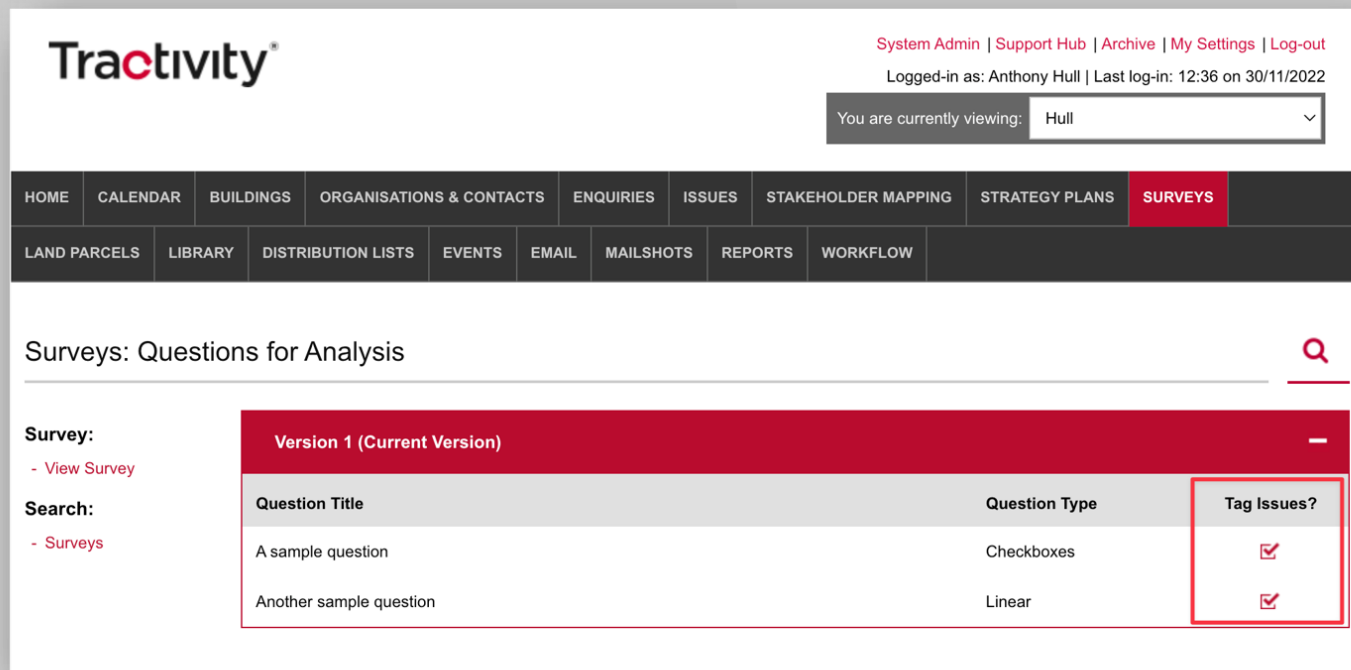
PUBLISH SURVEY PREVIEW SURVEY

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.



The screenshot shows the Tractivity web application interface. At the top, the Tractivity logo is on the left, and navigation links (System Admin, Support Hub, Archive, My Settings, Log-out) are on the right. Below the logo, it says 'Logged-in as: Anthony Hull | Last log-in: 12:36 on 30/11/2022'. A dropdown menu shows 'You are currently viewing: Hull'. A navigation bar contains various menu items, with 'SURVEYS' highlighted in red. Below the navigation bar, the page title is 'Surveys: Questions for Analysis'. On the left, there are links for 'Survey: - View Survey' and 'Search: - Surveys'. The main content area displays a table titled 'Version 1 (Current Version)' with three columns: 'Question Title', 'Question Type', and 'Tag Issues?'. The table lists two questions: 'A sample question' (Checkboxes) and 'Another sample question' (Linear). Both questions have a red checkmark in the 'Tag Issues?' column, which is highlighted with a red border.

Version 1 (Current Version)		
Question Title	Question Type	Tag Issues?
A sample question	Checkboxes	<input checked="" type="checkbox"/>
Another sample question	Linear	<input checked="" type="checkbox"/>

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

System Admin: Edit Project

Project:
- [View Project](#)

Client:
- [View Client](#)

PROJECT DETAILS	
Project Name *	<input type="text" value="Anthony Welsh Test Project"/>
Parent Project	<input type="text" value="No Project"/>
Address	<input type="text"/>
Postcode* (Please enter a postcode or Latitude and Longitude values)	<input type="text" value="CH2 2RH"/>
Latitude (Values must be between -90 and 90, with up to 5 decimal places)	<input type="text" value="53.20310"/>
Longitude (Values must be between -90 and 90, with up to 5 decimal places)	<input type="text" value="-2.89220"/>
Telephone	<input type="text"/>
Email	<input type="text"/>
Website	<input type="text"/>
Privacy Policy Url	<input type="text"/>
Default Dashboard	<input type="text" value="Engagement"/>
Preferred Language	<input type="text" value="Welsh"/>
Default Survey/Event Primary Colour	<input type="text" value="#000000"/>

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

1

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Survey Complete / Arolwg Cyflawn

Your response reference number is

#00003874 /

Eich rhif cyfeirnod ar gyfer eich ymateb y

Please hav

You will short

2

Hi Anthony,

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

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

3

2 / 3

Respondents Det

First name / Enw cynt

Anthony

Last name / Enw olaf

Hull

Email address / Cyfeir

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 / Ebst

Email / Ebst

* 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 a platform, please note the event start time / Gan fod hwn yn digwyddiad ar ymgyrdd, nodwch ymunud cyn amser cychwyn y

[Click to join Online meeting.](#)

Full join instructions are included in the email you received by clicking on the button below / Yn eiddo llwyr ymunu 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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