



HelloID Dashboard Redesign for End-Users

RELEASING JANUARY 2021



TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

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Introduction

We have an exciting new update planned for HelloID at the beginning of 2021. As you know, we make modifications, updates, and add new functionalities every month, but this update will be visible to all end-users using the HelloID portal. We were always asked to make the user interface more suitable for mobile devices and upgrade them to look and feel more modern. We've put a lot of thought into this and we're proud to announce the release of our new user interface. Starting on January 4, 2021, this new user interface will go live to all customers worldwide at 12 a.m. PST.

The adjustment will be implemented automatically by the release, so there are no manual steps involved for the end-users. We created this document to showcase the new changes that are coming to help make the transition easier for everyone.

Favorites

The default option to add favorites has been removed in the new interface. This has been replaced with a new feature that allows the end-user to add categories to provide more flexibility in their own dashboard layout. This way it can be arranged according to the use and personal preference of each end-user.

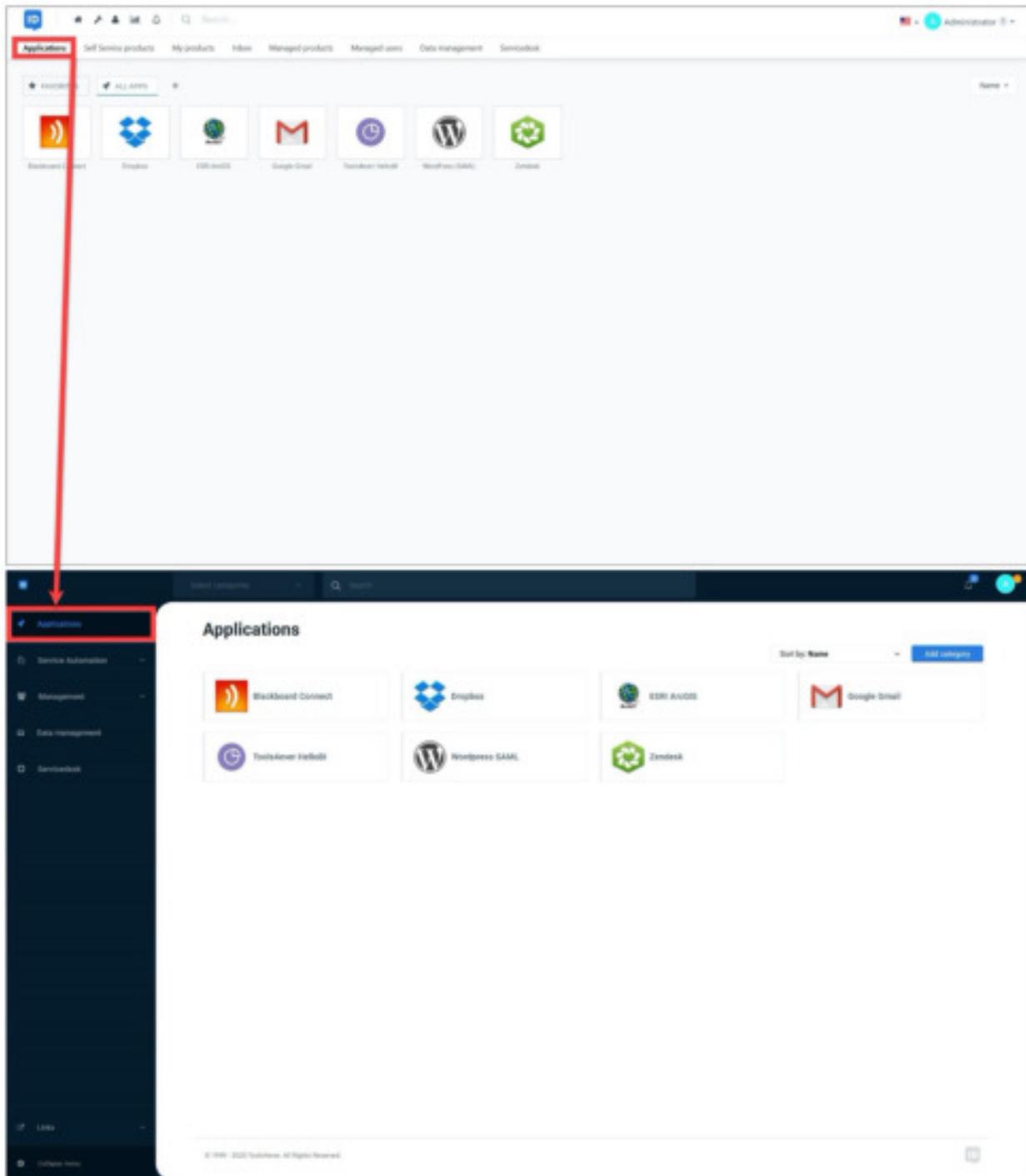
Scope

The scope of the change is limited to the HelloID dashboard for the end-users. This will include the applications, the profile, changing and removing the credentials, forms, and products. This means that other aspects such as the login, the admin section, and iFrames for social intranet pages will remain unchanged with the new update.

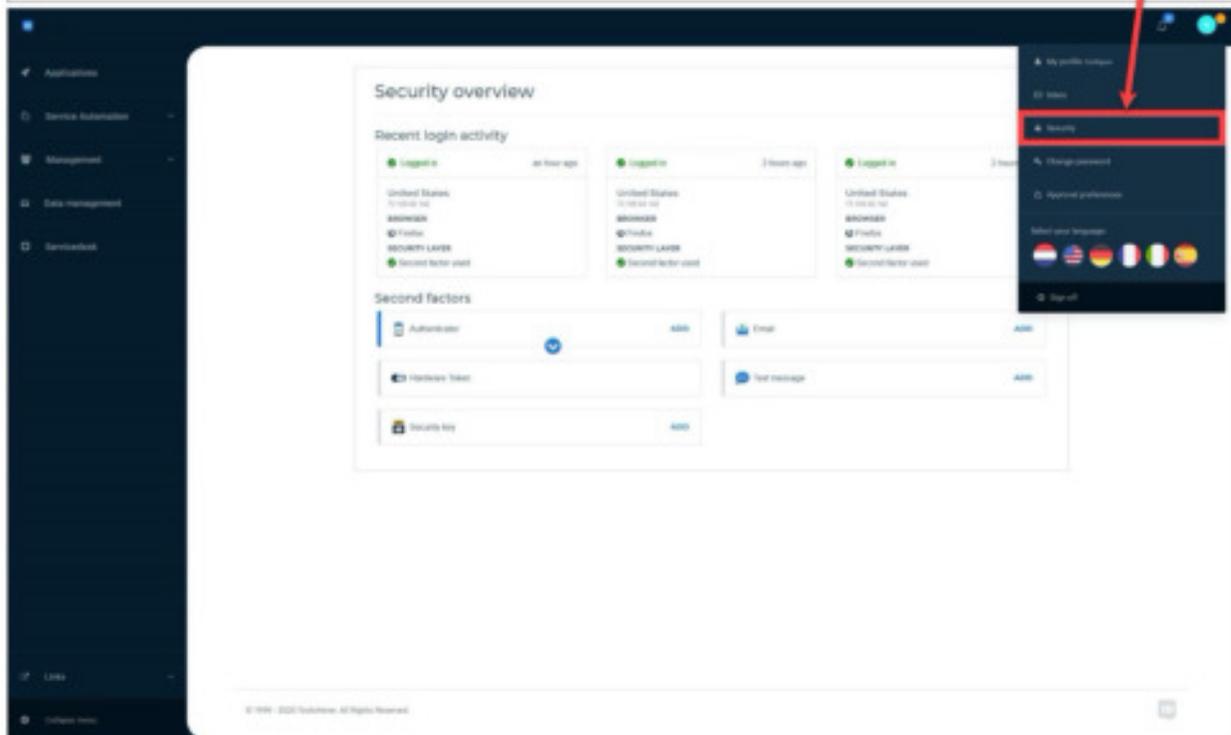
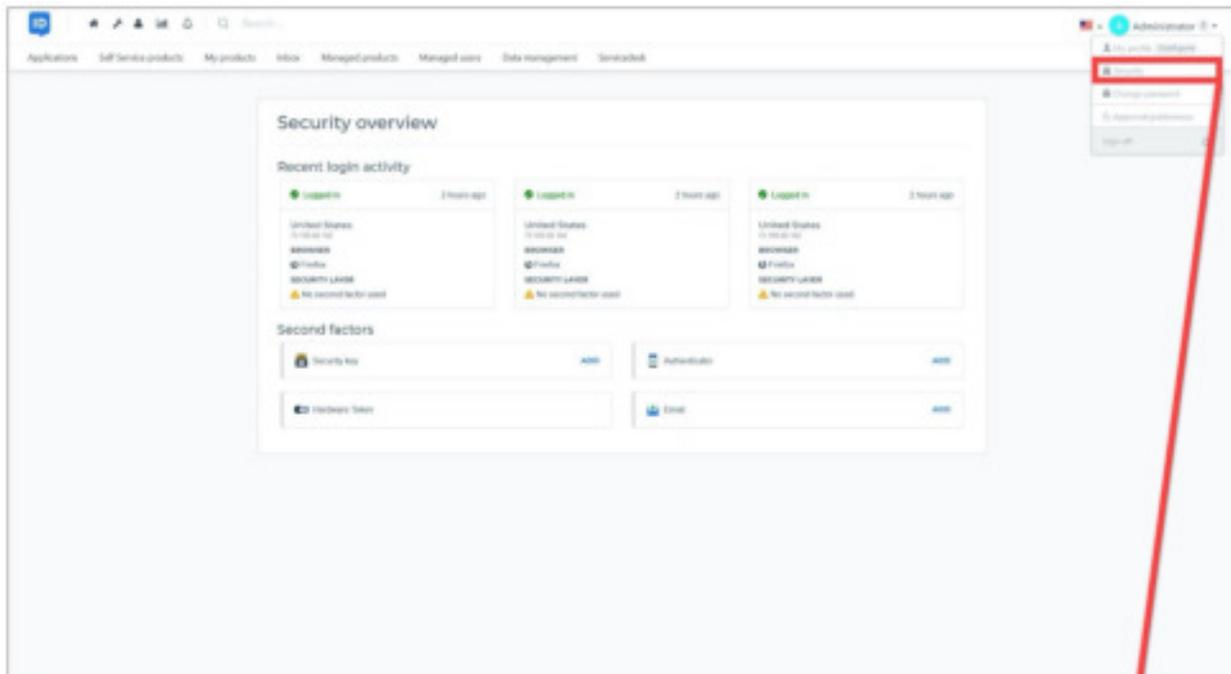
Custom CSS

The HelloID portal allows the use of its own Cascading Style Sheet (CSS). This makes it possible to adjust the pages' appearance on top of the style we apply by default. Because the page properties and layout will change, any existing custom CSS will not affect the pages and need to be revised. If you are not currently using a custom CSS, this will not affect your portal.

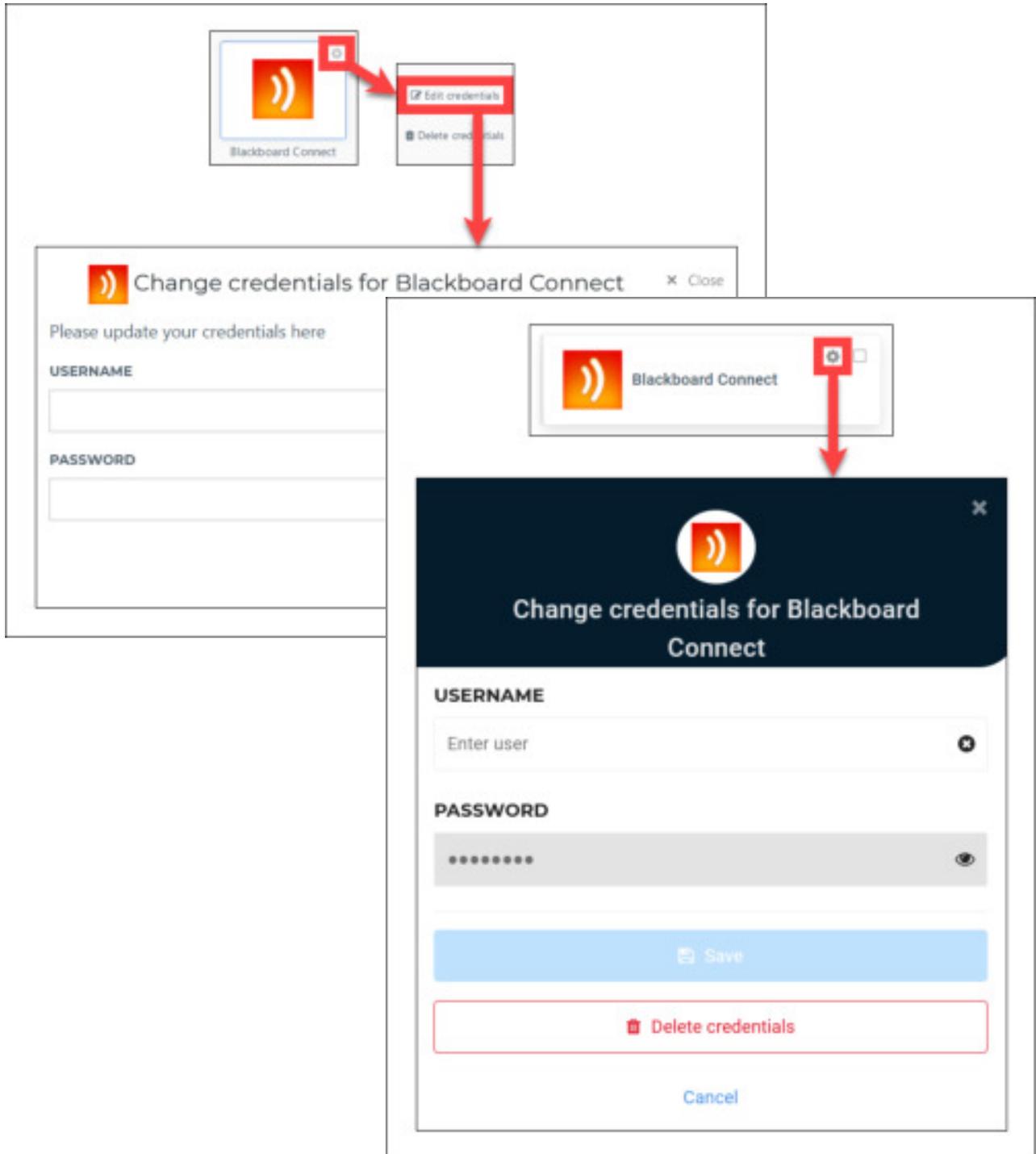
Applications Tab



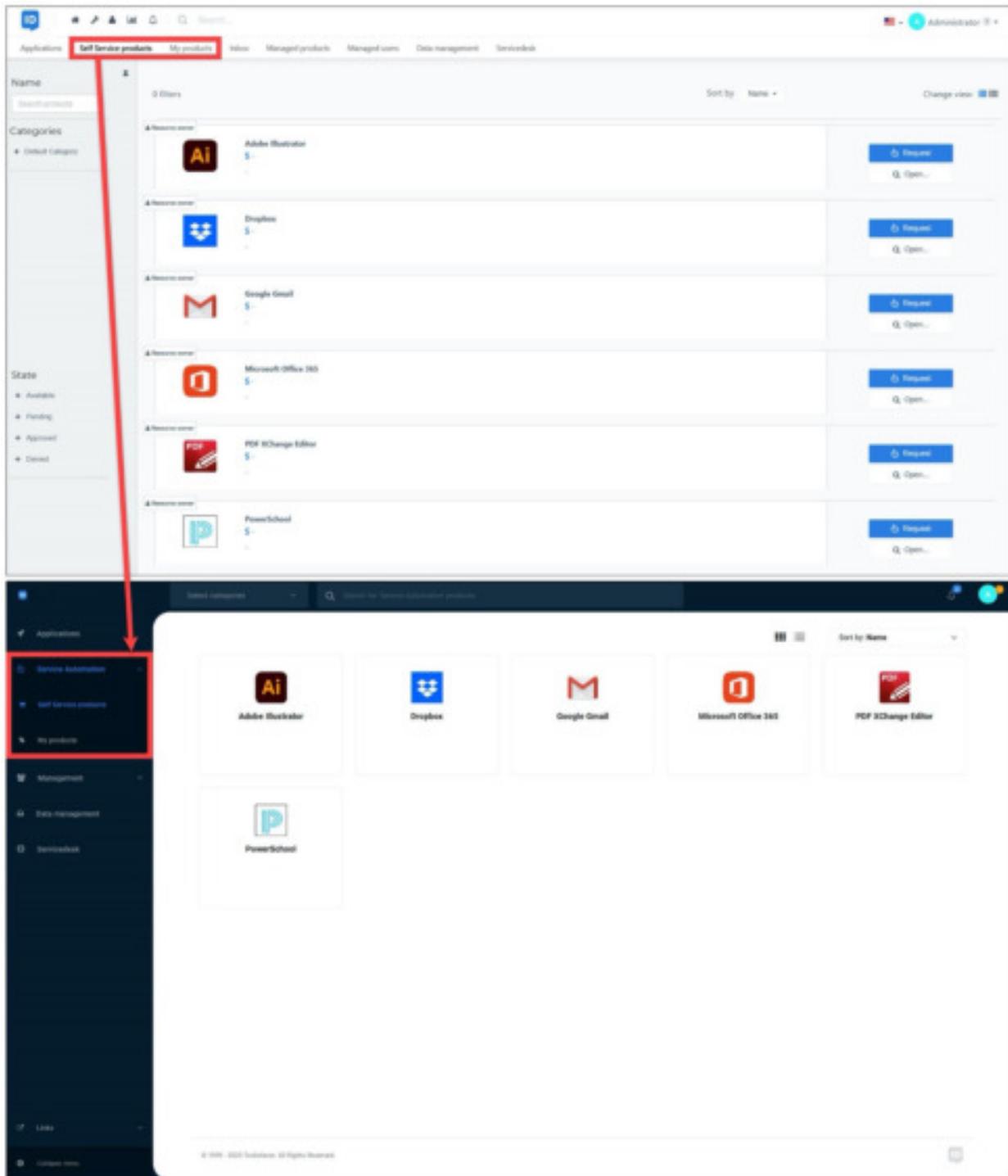
Security Overview / MFA



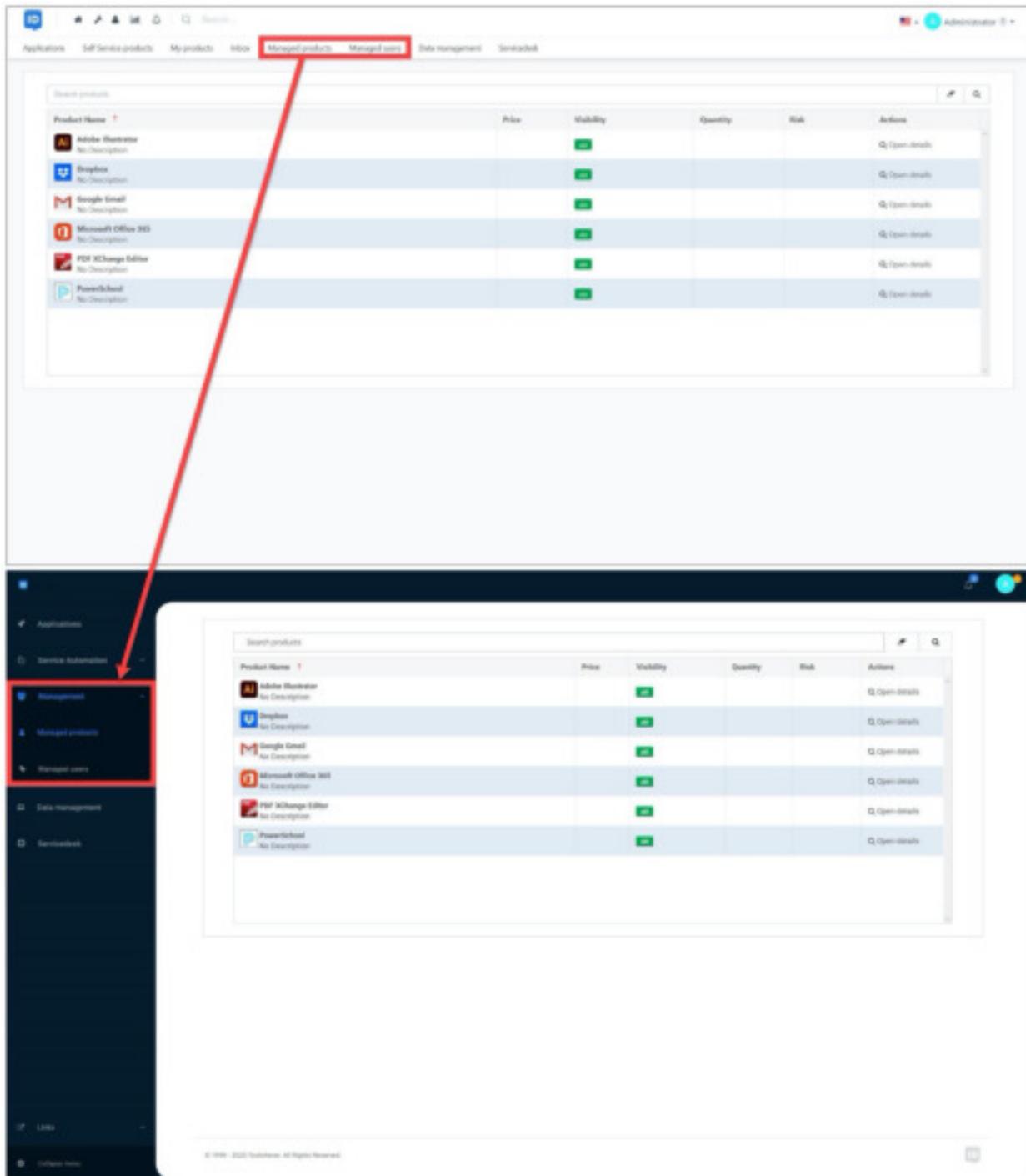
Change/Remove Application Credentials



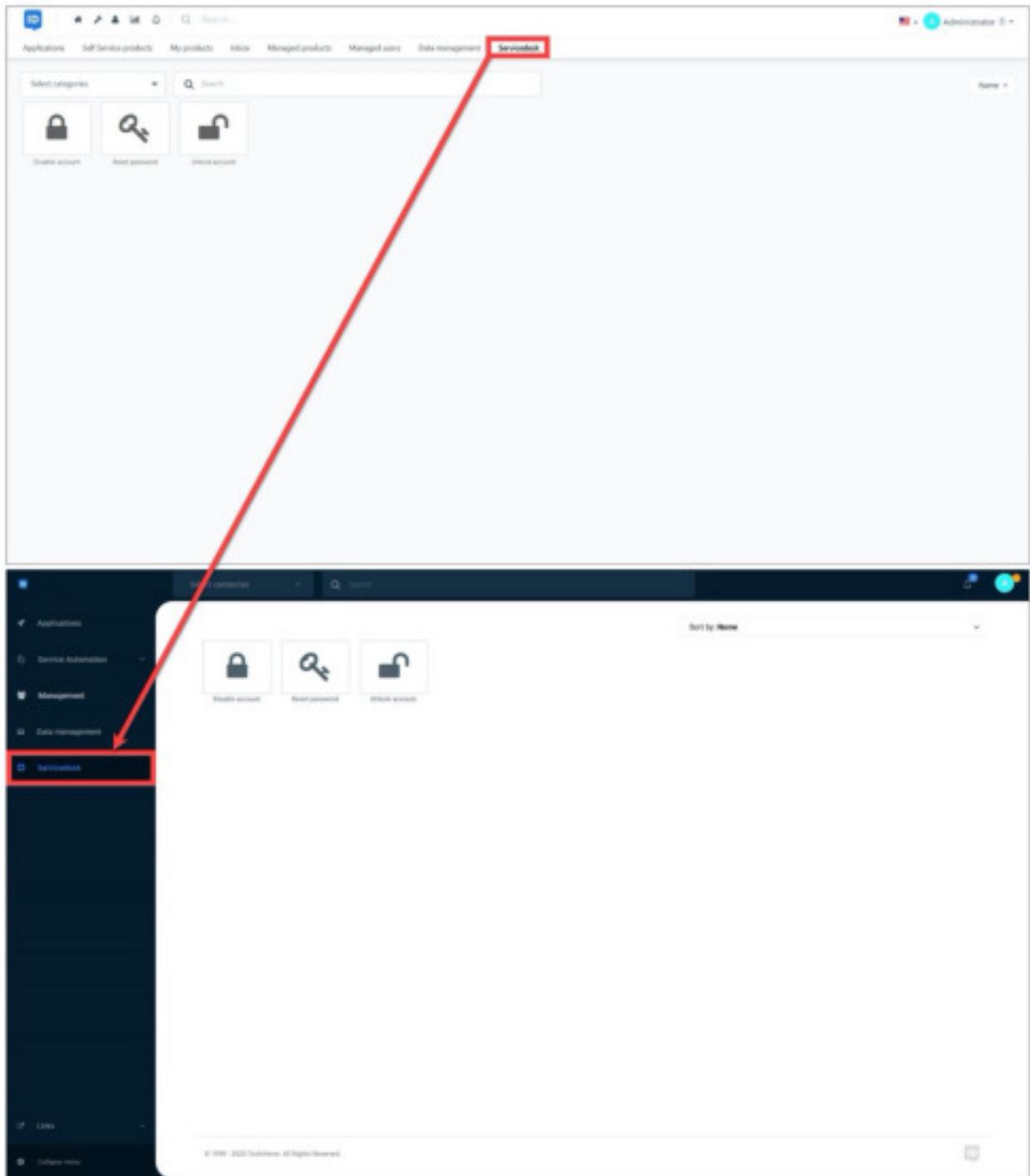
Self-Service Products / My Products Tabs



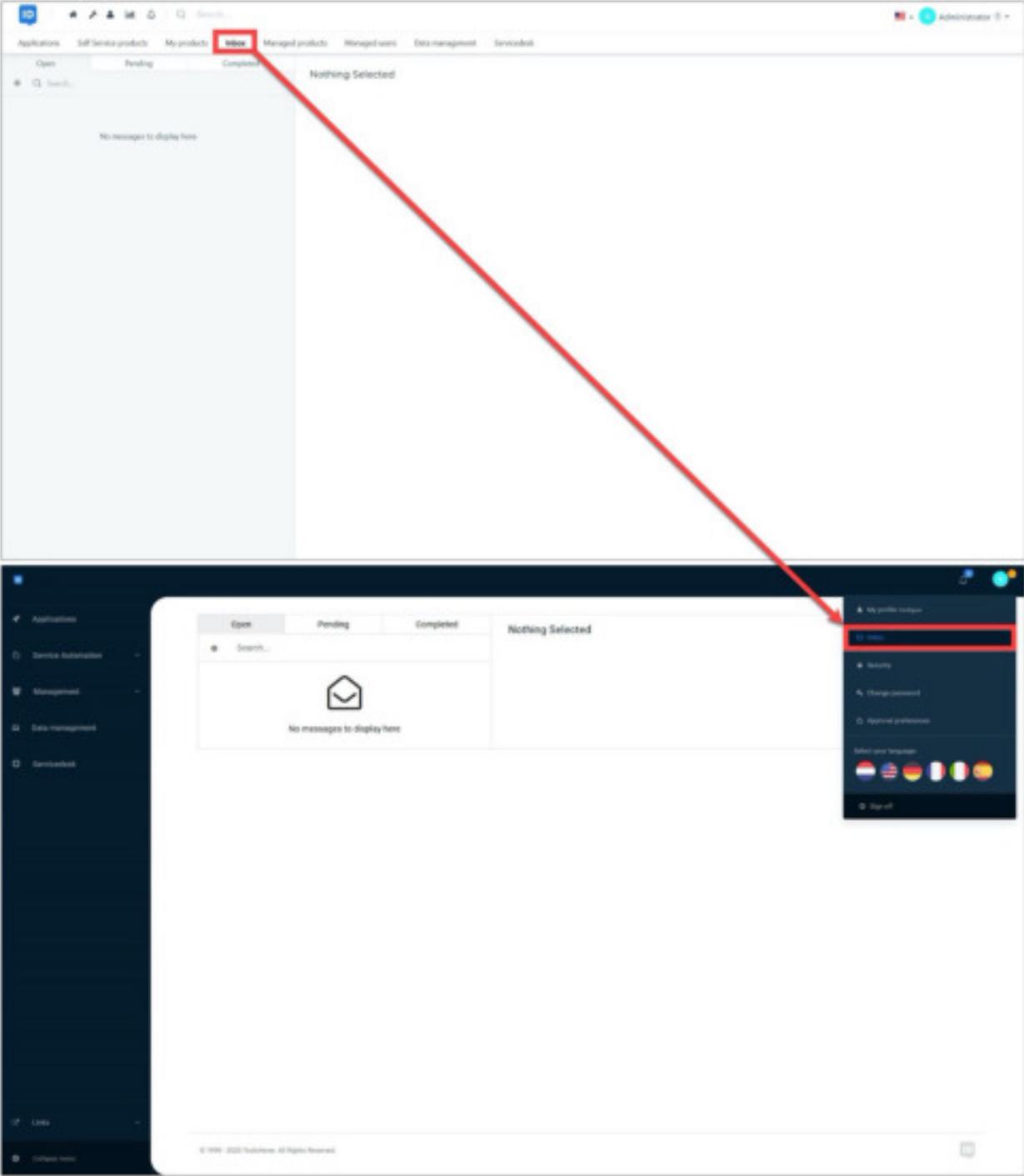
Managed Products / Managed Users Tabs



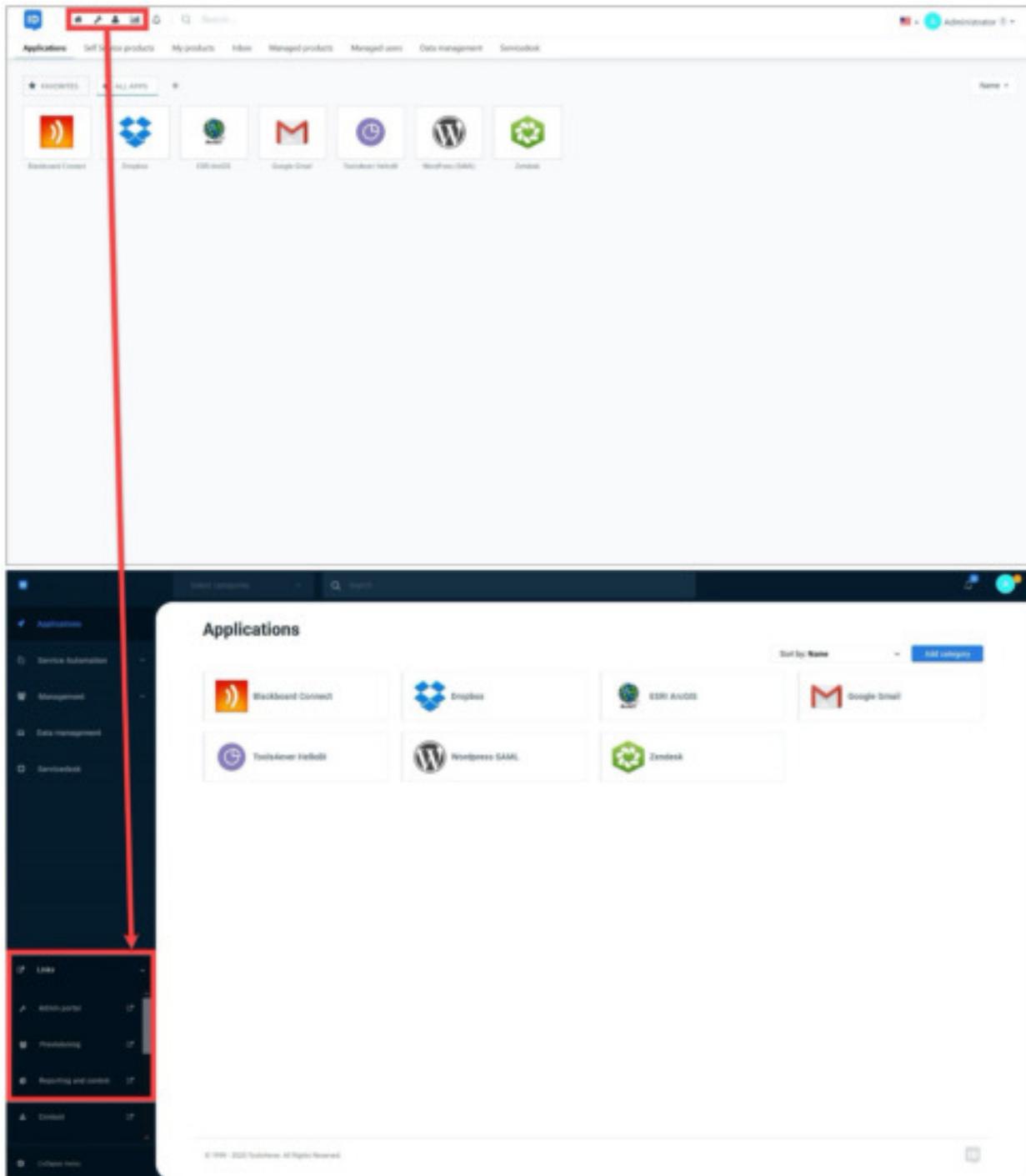
ServiceDesk Tab



Inbox



Admin Navigation

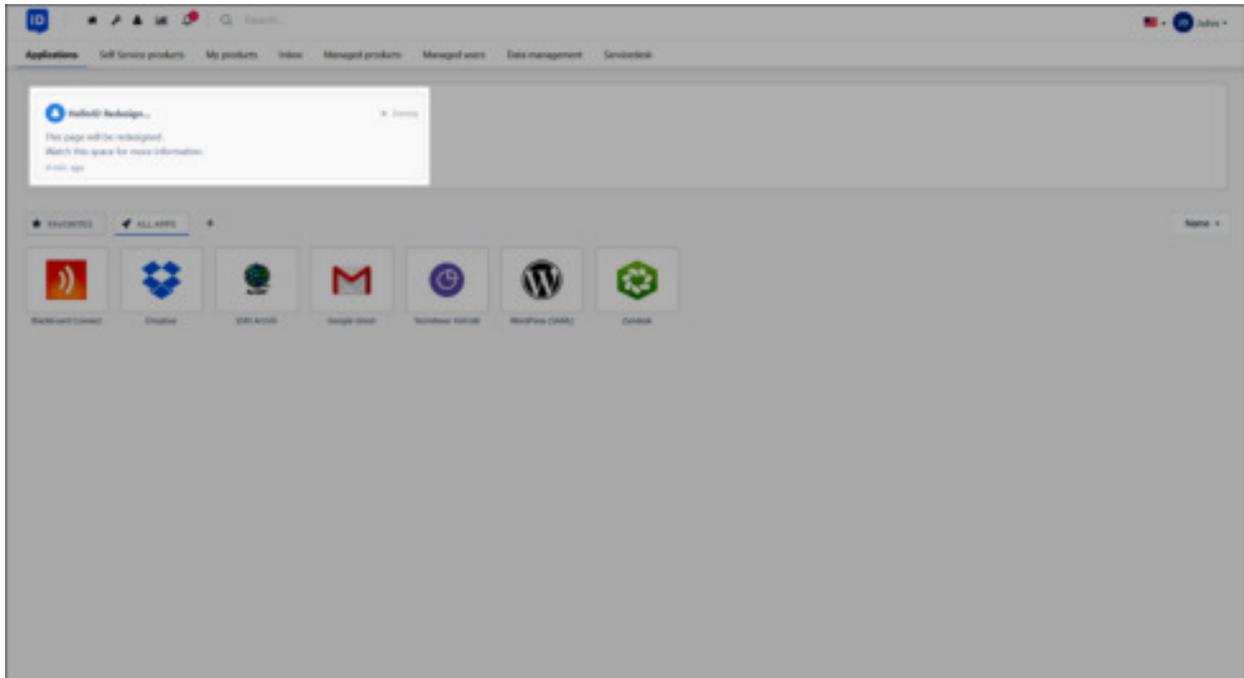


Setting Notification

In order to notify your end users about the upcoming changes, we recommend setting up a notification now.

The instructions for setting up a notification are in the link below:

<https://docs.helloid.com/hc/en-us/articles/115004525093-Notifications>.



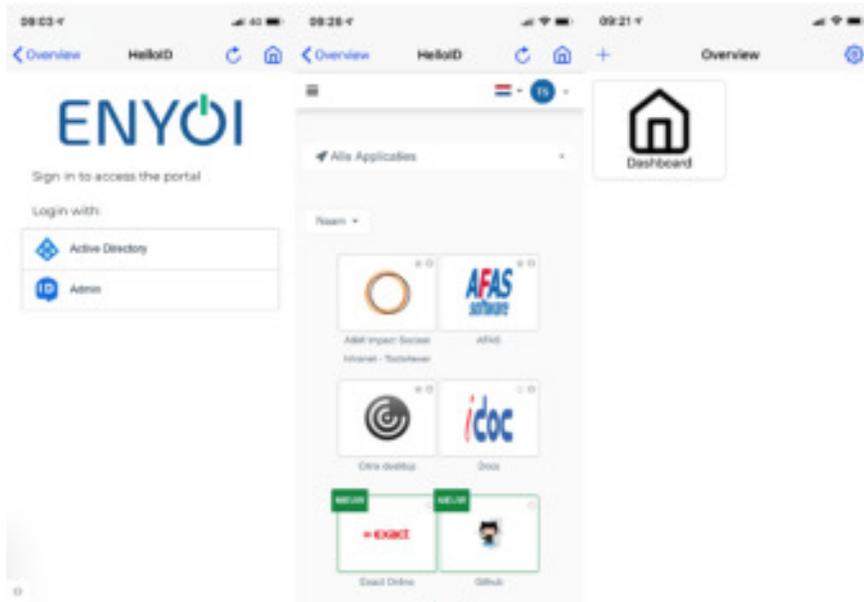
Android & iOS Apps

We have several apps available for HelloID. With that said, the portal's upcoming redesign will not affect the following apps: HelloID Authenticator, HelloID for Android, and the Single-User app for iOS.

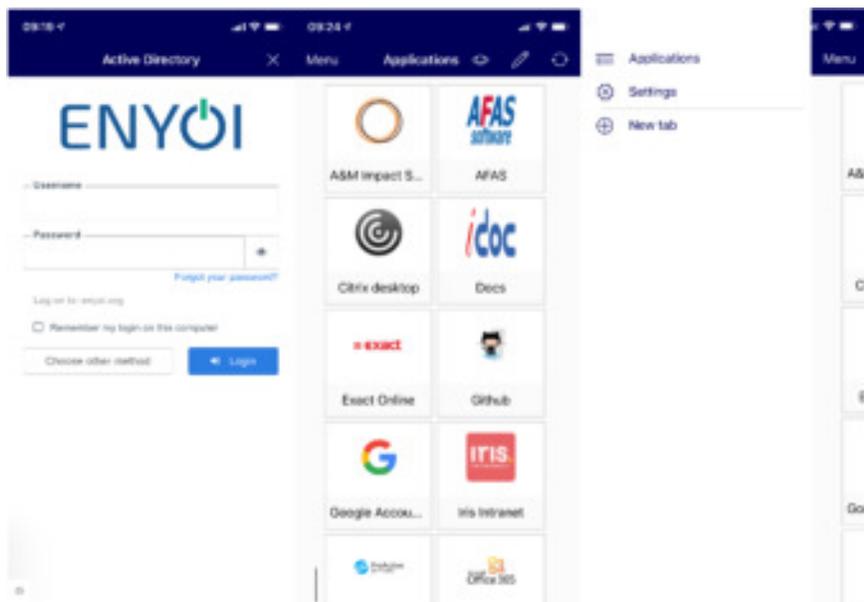
However, the Multi-User app for iOS will be affected by the update. The adjustment will be implemented automatically by the release, so there are no manual steps for the end-users to make this change for the Multi-User app.

The single-user and multi-user apps have the same name, which can make it difficult to identify them. The screenshots below show the differences.

Multi-user app



Single-user app



Contact us

For 20 years, Tools4ever has helped organizations of all industries and sizes by optimizing our partners' processes, user account management, and security. From automatically creating new user accounts to ensuring employees securely log into resources, Tools4ever is committed to leveraging your IT resources into impactful, reliable solutions.

For more information regarding Tools4ever's Identity Governance and Administration solutions, please contact our team at nwsales@tools4ever.com or nainfo@tools4ever.com.

For more reading on Tools4ever's IGA solutions and consultative expertise, please visit tools4ever.com/videos or tools4ever.com/references.

Tools4ever's complete range of IDM solutions includes:

- ✓ HelloID (Cloud-Based IDaaS & SSO)
- ✓ Identity and Access Manager (IAM)
- ✓ Self-Service Reset Password Manager (SSRPM)
- ✓ Enterprise Resource Authorization Manager (ERAM)



TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

NEW YORK

Address 300 Merrick Road, Suite 310
Lynbrook NY 11563
USA

Phone 1-866-482-4414

Website tools4ever.com

Info nainfo@tools4ever.com

Sales nasales@tools4ever.com

WASHINGTON

Address 11515 Canyon Road E
Puyallup WA 98373
USA

Phone 1-888-770-4242

Website tools4ever.com

Info nwsales@tools4ever.com

Sales nwsales@tools4ever.com