



Employee Recognition & Reward

Scheduled recognition
 Now you can schedule awards to go out to large employee groups to recognize key milestones that are meaningful to employees and the business, such as long service, special events, public holidays and birthdays! Clients can use this feature for both monetary and non-monetary recognition, and can utilize the segmentation tool to send to specific employee groups.

Nomination approvers can edit nominator's reason for award text
 Approvers can now edit award reasons before approving a nomination, for example, to correct typos before sharing.

Customized Social Recognition Wall filters
 New filter options for employees

- Create their custom searches using Wall filters, save them and reuse them whenever they like.
- Subscribe to a weekly email digest of public recognition within their saved filters.
- Filter the groups they belong to (e.g. department, location, etc.) through the My Groups filters.
- Filter recognition written or received by their direct reports (if they are Line Managers)
- Copy a link to any public recognition post, so they can share it with colleagues (e.g. via email, Slack, etc).

For clients this advancement will allow them to:

- Pre-determine their employees' default view of the Wall when they log in (i.e. "Company filter"). For example, they can set it to each employee's own department.
- Subscribe all registered users to a weekly email digest of all recognition on the Wall, or within their Company filter Read this Success Article to learn all about them.

Core Platform

Real-time notifications through Yapster integration
 Clients using Yapster can now integrate their Reward Gateway platform into their Yapster instance to receive real-time notifications about platform activity.

Employee Communications

Improved Instagram tile with integration
 We have rebuilt the Instagram tile on SmartHub®. Clients can now authorize their Instagram account to integrate with SmartHub® which will allow the tile to properly display all Instagram posts, which also allows employees to click through to the Instagram post.

Improvements to blog announcement alerts and emails
 We've made significant improvements to the speed at which blog announcements - in the form of alerts and emails - get sent out. Now, as soon as an author hits the Publish button, the alert will be sent. Plus, the platform will check every 2 minutes for new content. The new release also ensures that the blog author also receives announcement alerts so that they can see and check that the announcement has sent and delivered successfully.

In order to help keep track of alerts even further, there is a new status popup that the author can review by navigating back to the published post. This will indicate when the post was published, and the status of announcement emails/alerts getting sent, mention alerts, and any integrations being triggered.

New and improved "Image+Text" tile
 Following feedback from clients asking for SmartHub® tiles to reflect their branding but also to look good on mobile phones, we have given the "Image+text" tile an upgrade, providing the following new features:

- Background color option
- Ability to flip image and text position
- Bring title and description together on vertical tiles
- More text formatting and color options

Employee Surveys

Recipients now editable for file upload surveys
 You can now add, edit or remove survey recipients for an employee survey after it has gone live. After launch, an admin will now have the ability to upload a file that will allow them to add new recipients, update the existing recipients, or remove recipients. (Note: this applies to file upload surveys only, not surveys based on all members or a segment of members.)

Open Answer character limit increased to 2,000
 To enable employees to leave longer answers when required, we have increased the character limit on 'open answer' questions to 2,000.

Employee Discounts

Easier browsing on the SmartSpending™ app
 To further improve navigation and ease of use we have added a new "Weekly Offers" tab on the app homepage, within which additional browsing options include:

- 'This week is all about'
- 'Our Picks'
- 'Featured Retailers'

Employee Wellbeing

ClassPass "Move" videos now available in the Wellbeing Centre
 Reward Gateway has partnered with ClassPass, a leading fitness and wellness membership service, to further enhance the content available to our clients' employees via the Wellbeing Centre. We've added approximately 200 hours of video content from ClassPass and is available for employees to access from the "Move" section of the Wellbeing Centre. The videos cover the categories Yoga, Barre & Pilates, Abs & Core, Cardio & HIIT, ad Strength & Toning.

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Scheduled recognition for unregistered users
 We know that not all clients are able to provide email addresses for their employees upfront in order to send out a mass recognition communication or award. So, we've enhanced our Scheduled Recognition tool to make sure unregistered users can receive awards, too.

Here's what clients can expect:

- Scheduled recognition will go out to unregistered users, based on the timezone of the program they belong to
- They will be notified of their award through an onsite alert, which they will see on their first login
- All awards will be available in the users' R&R balance on their first login

New Global Hotel Card (powered by Expedia) now available (UK, Australia, Ireland)
 The Global Hotel Card provides great savings at over 350,000 hotels and accommodation rentals worldwide. SmartSpending™ users can now save an additional 10% on their booking by purchasing Instant Vouchers / eGift Cards to the nearest pound or dollar that they require.

Added option for assigning blog contributors
 We've added a third option in the list of default permissions that can be assigned to everyone on a blog. Now, blogs have three options: everyone can blog, only those specified can blog, or everyone can blog but posts need approval.

This will allow clients to give everyone in their organization the ability to participate in writing blog content whilst retaining control of when the content gets published. Admins can still keep a schedule of when they have content going live, but they do not need to do all of the blog authoring on their own.

Blog counter pop-up improvement
 We have made a small but important improvement to the status popup by adding a tooltip with further explanation for email alerts as well as a link to a Success Portal article on the bottom to direct a client to information about allowing emails through with IP and Domain settings.

New, enhanced data export security settings
 We have introduced the capability for clients to be able to choose how they want their data exports to be available. There will now be 3 options available and these can be customised through the Security Dashboard for each programme:

- Allow all data exports (available to all Report Viewers)
- Allow data exports only within Safe Listed IPs (Available to all Reports Viewers but only when in Safe Listed IPs)
- Do not allow any data exports (Not available to anyone)

Employee Communications

Making Blog segmentation easier for Authors and Admins
 We have redesigned the segmentation experience so that Authors and Admins can be confident the correct population is seeing the proper content. Not only have we made the language around segmentation more user friendly, but we have also included more tooltip information. This improved interface will help guide authors in any questions they may have while creating versions.

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Email wording improvement
 We know that many of our clients use our Reward & Recognition system to issue monetary gifts or allowances as well as for recognition awards, and therefore may not want the word "award" to be mentioned in the notification email or the on-site alert. For example, they might want to send a Christmas Bonus or a COVID-19 WFH Allowance.

We also know that not all recognition clients send out is monetary, and so, clients may not always want award values to be displayed in the communications.

To account for all of these scenarios, we have removed the system-generated word "award" from the recipient notification emails and onsite alerts for AwardFilePlus and Scheduled Recognition. Clients now have more flexibility to name their recognition moments the way they want. The word "Award" will not show in these emails and alerts, unless their chosen award name includes it.

Lastly, we are changing the "See your award" email call to action to "Take a look now". While this is still fixed across all clients, it applies to a wider range of initiatives.

For more details, visit the Success Portal or contact your Client Success Manager.

www.rg.co/successportal