

## Changes to Identity Services - Monday September 1<sup>st</sup>, 2025

From Monday September 1<sup>st</sup> 2025 there will be changes to the way that Users log in to the HR Platform, and the way that Users and Security settings are managed. These changes are to enable HRWize's Identity Service and provide a seamless login experience across HRWize products.

The following pages describe:

- Changes to Login
- Changes to Validation
- Changes to User Management
- Changes to Security Settings
- Changes to Emails

These changes will apply to all customers except those using a custom domain name to access the platform.

### Changes to Login

- Following these changes, users will log in to the HR product using the HRWize Identity Service.
- There will be a new URL to access the login page – <https://login.hrwise.com/login>
- Visiting the current URL will redirect users to the new URL.
- You will notice some visual and functional changes to the login screen.
- In particular, the Username and Password being entered in two steps instead of one.
- There will be new options available to sign in using your Google, Apple or Microsoft account.
- If your organization enables you to log in using Single Sign On, you can continue to do so.
- If your organization requires you to log in using Two-Factor Authentication (2FA or MFA) codes generated in an app, you will be prompted to re-enroll using your Authenticator app.



## Changes to Validation of Email Addresses

- Following these changes there will be additional validation applied to email addresses in the HR platform to ensure that they are in a valid, acceptable format for use in the Identity Service.
- This applies to the “Work email” and “Personal email” fields on the Employee record.
- This also applies to the “Username” field on the User record.
- All Usernames must be valid email address.
- As part of this we have removed the Username column from the Table on the Company Users page.
- The username will still be displayed when Editing a user on the Company Users page.

A screenshot of the 'Edit Company User' form. At the top, there is a red error banner with a white 'x' icon and the text 'Please enter a valid email address'. Below this, the form is divided into a 'Login Details' section. It contains two fields: 'Employee name' with the value 'Aaron Jones' and 'Login name' with the value 'aaron.jones@invalidemail'.

## Changes to Validation of User Passwords

- Following these changes there will be additional validation applied to passwords in the HR platform to ensure that they are in a valid, acceptable format for use in the Identity Service.
- This occurs wherever the password is updated, e.g.:
  - By an Administrator or HR user using the Company user's page.
  - By an Employee logged in to Self service.
- In all places where a password is automatically generated for a user.
- The following are the requirements for a valid password:
  - Password length must be 9 characters or more.
  - Must have at least 1 upper case letter and at least 1 lower case letter.
  - Must have at least 1 numeric character and at least 1 special character.
  - The same character cannot be used more than 2 times consecutively.

A screenshot of the 'Change Password For Aaron Jones (1525)' form. At the top, there is a red banner with a white 'x' icon and the text 'Passwords must meet the following requirements:'. Below this, there is a list of requirements: 'Password length must be 9 or more', 'Must have at least 1 upper case letter', 'Must have at least 1 lower case letter', 'The same character cannot be used more than 2 times consecutively', 'Must have at least 1 numeric character', and 'Must have at least 1 special character'. Below the requirements, there are two input fields: 'New user password' and 'Confirm', both with masked characters (dots) and a copy icon.



## Changes to User Management

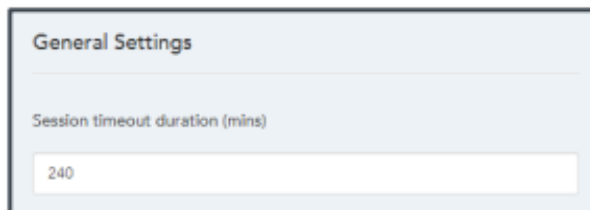
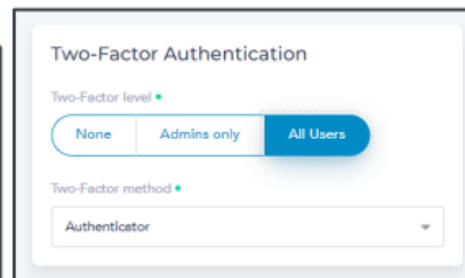
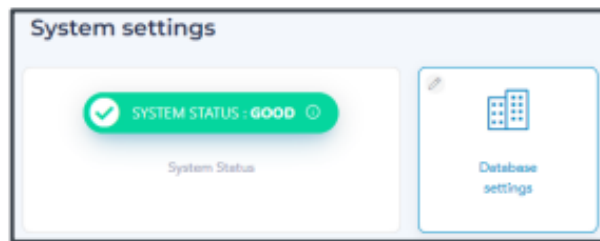
- Following these changes, any changes made to Users in the HR product will be sent to the Identity Service so that the user is able to log in without interruption.
- Most changes will be sent immediately, but some changes made to User accounts in Bulk (e.g., using a Bulk Upload tool or using the Bulk Actions functions) will be placed in a queue to be processed.
- To help you to manage this, we have introduced a new User Management Events page which can be accessed by Admin users using a button on the existing Company Users page.
- This page lists each change and its status. This could be that the change is queued to be processed, has been successfully processed or has failed.
- Admin users with access to this page are advised to check it frequently to review and resolve any errors that have occurred.

Name	Type Of Change	Date	Status
Kishor Patil's	CREATE USER	02/04/2024 - 13:40:12	SUCCESSFUL
Kishor Patil's	UPDATE USER	02/04/2024 - 13:40:12	FAILED



## Changes to Security Settings

- Following these changes, Administrator users will no longer be able to manage Security Settings in the HR product and will need to do this in the HRWize Identity Service portal.
- Your current security configuration will be migrated to the HRWize Identity Service and remain in place.
- Changes to Security Settings such as Single Sign On (SSO) configuration or Two-Factor Authentication (2FA/MFA) can be made in the HRWize Identity Service Portal.
- This can be accessed by Admin users by clicking on The User Management link on the Company Users or User Management Events pages in the HR product.
- Once logged in, click on Database Settings and then on your Company Name to make changes.
- The Session Timeout Duration setting can still be managed by Admin users in the HR product and has been moved to the Company Settings page.





## Changes to Emails

- Following these changes, you will notice changes to the format of some Emails received which relate to users.
- In a small number of scenarios, emails related to User Management will be sent by the Identity Service rather than from HRWize.
- These emails will be sent from the HRWize domain, will carry HRWize branding, and will differ in appearance from the emails sent from the HR product.
- If you have applied custom Branding settings in the HR product, these branding settings will not take effect on these emails