

RELEASE 23.9

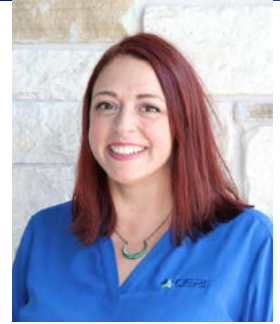
CE21™ UPDATES + RELEASE NOTES

New Features and Updates

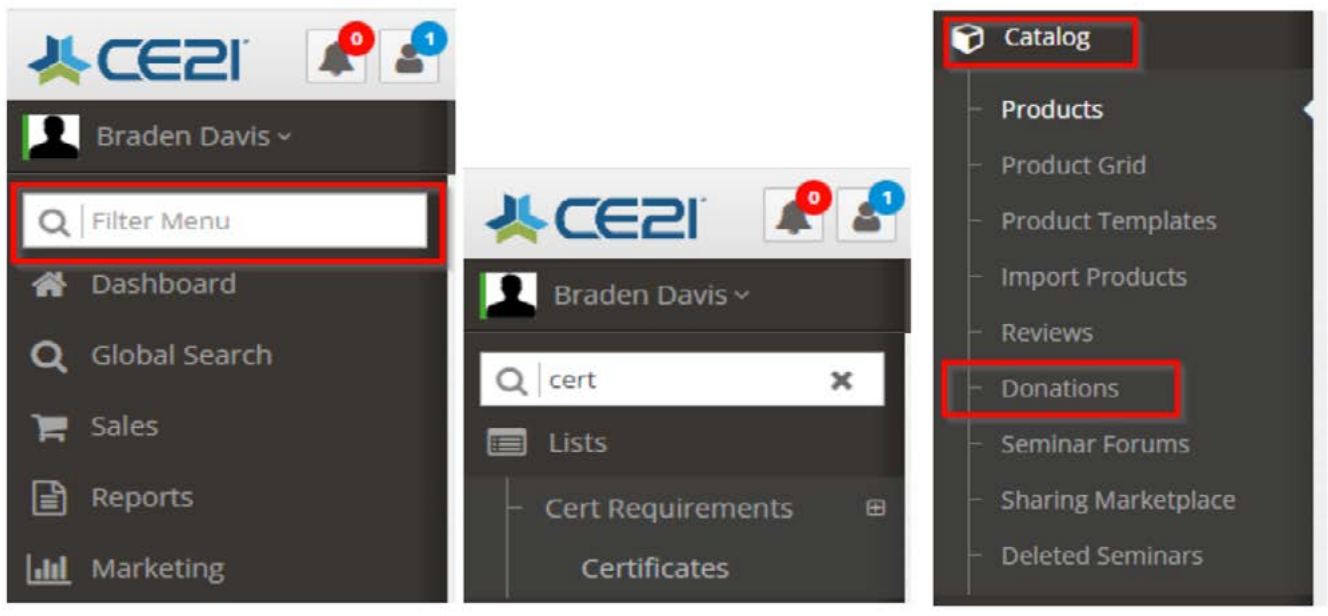
Please check page 5 for a list of ALL our new features and updates. Here are your highlights for Release 23.9.

Navigation/Menu Updates

We have added a new feature to the main navigation in Manager to make finding a module easier! There is now a filter tool where you can type in the page you are looking for, and it will display the matching pages.



Lisa Wise
VP Product



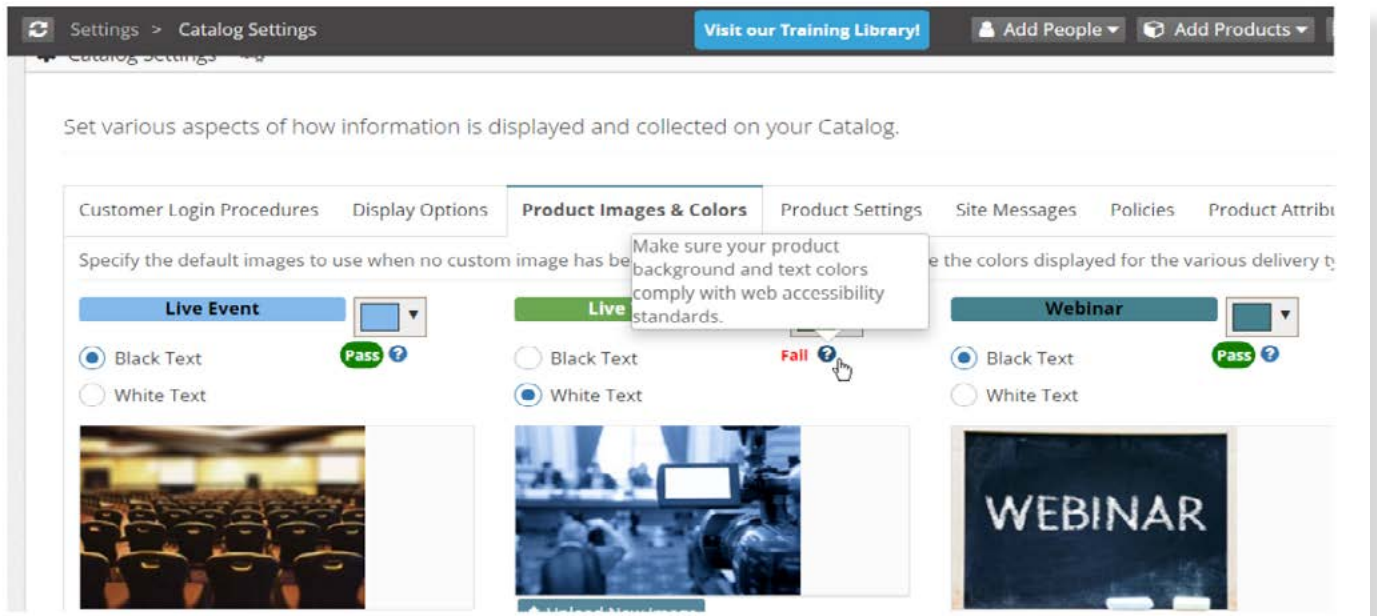
With this new feature, we will relocate some pages into locations that make more sense. For example, we have moved the Donations module from Sales to Catalog menu in this release.

Accessibility

Within the Development Priorities survey results, we saw that a top priority is improving the Catalog appearance. So we went through our roadmap and grabbed as many of those Catalog appearance updates and fixes as possible in this release, and we will continue to prioritize those sorts of features for the next several sprints.

Our first focus was to dig into the Accessibility features of our catalog. So this release has fixes for screen readers, deals with some contrast issues, and even gives you tools to ensure proper contrast. Many of these are behind-the-scenes fixes that we may not all see, but that means a great deal to many users.

One cool feature in this release that can help you make sure you're setting up your catalog to be as accessible as possible is this new contrast checker tool in the Settings > Catalog Settings > Product Images & Colors tab. If your color contrast does not pass muster, we will show you will see that with the **Fail** status. So please take this time to review your product colors to ensure that your selections pass the color contrast rules necessary for accessibility.

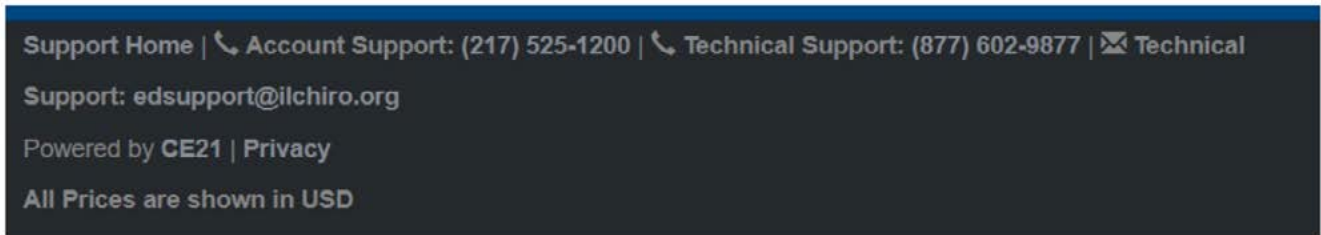


You can see our complete list of accessibility updates in the full release notes, and if you have any feedback specifically about accessibility issues in your catalog, please let us know.

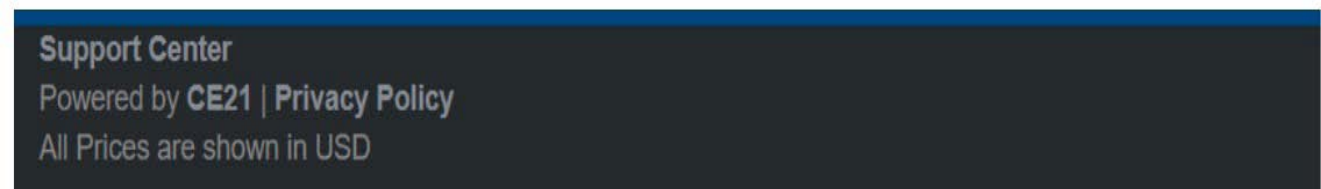
Support Center in the Catalog Footer

Your catalog footer has been updated to remove the numbers and emails in favor of a link to the “Support Center.” Previously, that area did not score well in accessibility and did not look great if you had a few emails and phone numbers.

This is the old view.



Here is how it will look going forward.



That link will take them directly to the support page, where they can find your support solutions, and will let them open a support ticket on the page.

ilchiro.ce21test.com/support/

ILLINOIS CHIROPRACTIC SOCIETY

FIND AN ICS DOCTOR ▾ ARTICLES CLASSIFIEDS ▾ MEMBER BENEFITS ▾ EDUCATION & EVENTS ▾ GOVERNMENTAL RELATIONS ▾

Education Types ▾ Event Types ▾ Topics ▾ Search for Seminars Education Search Sign In Cart 0

Account Support: (217) 525-1200
 Technical Support: (877) 602-9877
 Technical Support: edsupport@ilchiro.org

Create a Support Request

Solutions and FAQ

Search for a solution

Chiropractic Centered Questions

Support

Ease of Use updates for your users

In the Account Page, we've done a few updates that should make things easier on your users, like being more clear on Virtual Summits, which programs are airing, or being more evident on quiz results that the user can click to see their previous results.


Another of these updates is this new feature that shows the courses that the user has airing today, along with a Launch button, so they don't have to search in their list of products. Instead, they can launch immediately upon logging in:

Media Types - Global Search on Seminars, Faculty Search Patrick's Account 0 Cart 0 Compare 0

TODAY'S PROGRAMS

▶ Launch Live Webcast 8:00am-4:00pm CST | fullscreen test (Live Webcast) - Event in progress

▶ Launch Video Replay 11:00am-12:00pm CST | fullscreen test (Video Replay) - Event in progress

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Live Events: Updating Agenda items

We continue to update our live events, and this release has some exciting features related to updating agenda items.

When taking an order in Manager - Editing the price of an agenda item

Now, when you take an order for a live event with priced agenda items, you can edit their cost by clicking on the "Change Price" button as you add the item to the user's cart.

The screenshot shows a software interface for managing orders. At the top, there's a navigation bar with options like 'Sales > New Order'. Below that, a sidebar contains search and filter options. The main content area features a modal window titled 'Agenda' with a close button. Inside the modal, there are two questions: 'will you be here?' (unchecked) and 'Do you want to go golfing?' (checked). A red arrow points to a 'Change Price' button next to the second question, with the text 'Additional Fees: \$25.00' below it. At the bottom of the modal, there are 'Bypass this entirely' and 'Submit' buttons. Below the modal, a table lists items with columns for Item, Date, Original Program Date, Member Name, City, State, Type, Price, Qty, and Total. The first item is 'Jurisdictions and registrant type w/ QS + Agendas' with a price of \$65.00 and a total of \$90.00. A 'Change Price' button is next to the total. Below the table, there's a 'Discount Code' section with a search box and an 'Apply' button. On the right side, a summary shows 'Items (1): \$90.00', 'Total Discount: - (\$0.00)', 'Sub Total: \$90.00', and 'Total: \$90.00'.

After they have paid - editing their agenda selections

If your user calls you and needs to change their agenda selections, you can edit that by navigating to their order and clicking the “Edit Agenda Selections” button.

The screenshot shows a software interface for managing orders. At the top, there's a navigation bar with options like 'Products', 'Info', and 'Notes'. Below that, a section titled 'Purchased Product(s)' contains a table with columns for Product, Status, Shipping, Base - Adj, and Price. The first row shows 'Jurisdictions and registrant type w/ QS + Agendas (Live Event)' with a status of 'Paid (Active)', shipping of 'N/A', and a base price of '\$65.00'. An 'Edit Agenda Selections' button is highlighted over the product name. Below the table, there's a section with event details: 'Event Date: 07/04/2023 08:00 AM (CDT)', 'License Expires: 07/04/2023 - Change', 'Purchased for: Paul Calabrese ()', and 'Completion Status: Incomplete'.

If their updated selections result in more money that needs to be paid, you will get a place to charge (or ignore) the remaining balance.

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If their updated selections result in less money than they initially paid, you can issue a refund either to their credit card or a gift card, depending on how they paid. We will add additional payment types to both the charge and refund pop-ups in an upcoming sprint.



UPDATES + RELEASE NOTES

New Features and Updates for the (23.9) Release

If you have any questions about any of the features or functionality this release please submit your comment or question via the Help Bucket in Manager and a CE21 Team Member will be in touch.

FULL SYSTEM

ACCESSIBILITY

- Fixed strikethrough text for screenreaders.
- Better accessibility - issues with skip nav.
- Accessibility Improvement so screen readers see alt text for social media links in the catalog footer.
- Accessibility tool for product images in the catalog.
- Accessibility improvement for color contrast on the catalog.
- Accessibility improvement for catalog attribute alignment.
- Better footer display and color contrast for accessibility and screenreaders.
- Accessibility Improvement - better iFrame handling with google recaptcha for screenreaders.

CATALOG APPEARANCE

- Fixed issue with Upload Document not working on a speakers' customer account pages. Speaker portal has always been fine.
- We have removed our old catalog footer that listed out the various contact numbers and emails and will be hyperlinked to the standard "Support Center" page with all of the contact information and FAQ articles that can be found.
- Fixed the product widgets on the Catalog if a program is still published after starting. If you're sorting by program date, any ongoing product you still have published will appear at the top of the list now.
- Fixed Catalog appearance issue where programs and dates appeared multiple times. This was corrected on 4/28/2023.
- We have modified how Credit that can be purchased separately (Purchase CE) shows in the shopping cart. It is now more apparent that they have successfully added this to the shopping cart. You can also now edit the color of this credit product in the Product Images and Colors found in Catalog Settings.
- In the Virtual Summit, we now have made it a bit more apparent which programs are in progress by making our AIRING alert stand out more.
- If you use the My List 2.0 for your users' account pages, their choice of sorting products is now "sticky" so that their preference is saved the next time they return. To enable My List 2.0 on your catalog, go to Catalog Settings and search for "list."
- Marketing: Banner Ad images can now be sorted in whatever order you prefer rather than just using randomize order.
- Inside your users' account pages on the catalog, above their profile, there is now a notification banner showing today's programs along with a Launch button so they can immediately find and access those programs as soon as hit their account page.
- The dates in the catalog calendar now show the hyperlink hand so people know they can click on that date to see the programs available on a specific date.
- Updated the Shopping Cart address fields so that when a user creates a new address, the fields are in a single column to match the way that they look for existing addresses.

EMAIL MARKETING

- **Fixed the issue where the number of emails sent matched the smart list even when it updated rather than reporting the number of emails sent at the time of the email campaign.**

- When you duplicate an email marketing campaign, the date will no longer duplicate, preventing potential issues.

MANAGER

- Fixed issue with the backlog of previously answered tickets that came in again.
- Search added within menu tab on manager to allow users to search for specific sub items by name.
- Fixed a couple of viewport issues for some scrolling windows in manager.

LMS (Trident)

CERTIFICATES/REQUIREMENTS

- Fixed an issue where certificates set to display in landscape mode were printing in portrait mode.
- Fixed issue where test accounts were having a hard time downloading certificates.
- When the user is reviewing their quiz results in their certificate pop-up window we have changed the layout a bit to make it more obvious to users that they can view their quiz results.

LIVE EVENTS

- For orders in manager, for Live Events with Agenda items that have a fee associated, you now have the ability to edit the price of those Agenda items as you are creating the order.
- We have created a way for you to go back into the order and edit the user's agenda selections they picked as they were registering.
- Updated the Price Adjustment modal in a Live Event's Badge area to include all of the same tools as the Price Adjustment in the product, making it much easier to set up Badge Groups.

PRODUCTS

- Fixed the Total Seats column to also include Base Price purchases and speaker registrations in the count. We've also updated that, when you click on the number, to give you more information about your sales.
- Within a product, in the registrant list, we fixed an issue with the columns sorting incorrectly.

AMS (Lighthouse)

GROUPS

- Fixed issue with searching by the join date.

SMART LISTS

- Fixed a Smart List query issue.
- Fixed an issue where column selections spanned all smart lists. Now each smart list will remember its own columns.