

Whitespace Platform Version 1.5.0

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1 Release Details

This release of the Whitespace Platform introduces video calling and chat with the Network feature, as well as support for a single user to login to multiple branches of their organisation. Other resolved issues are included in this release to improve the Whitespace Platform experience.

New Functionality

Video Calls with the Whitespace Network

- The Whitespace Network allows users on browser to video call or send chat messages to brokers and underwriters with whom they place business. Users can also contact members of their own organisation.
- Click the Network button in the top right corner of the home screen to open the Network tab. The Network tab displays online users and offline users with whom you've previously held a chat conversation whilst they were online. It also displays their status as available or busy.
- Click the call icon to start a video call. Your first video call will prompt you to enable Whitespace to access your camera and microphone. In case of any issues, ensure that Whitespace has access to your camera and microphone in your browser settings:
 1. On Chrome, select Settings in the menu in the top right-hand corner of the browser. Select Privacy & Security and then Site Settings. Enable camera and microphone permissions for the Whitespace Platform.
 2. On Edge, select Settings in the menu in the top right-hand corner of the browser. Select Site Permissions. Enable camera and microphone permissions for the Whitespace Platform.
 3. On Firefox, select Options in the menu in the top right-hand corner of the browser. Select Privacy & Security. Enable camera and microphone permissions for the Whitespace Platform.

Single User in Multiple Organisations

- Users can be added to multiple organisations on Whitespace to place or write business via multiple branches of their organisation.
- When added to multiple organisations, users are prompted to select to login to an organisation when they sign in. Signing out and in again allows the user to choose their login organisation again.
- To enable a user to login to multiple organisations, the user's login email must be added to two organisations via the admin portal. To add a user to an organisation:
 1. Access the Admin Portal
 2. Access the Users tab
 3. Select the Add New User button.
 4. Enter the user's login email, name, teams, and status.

Resolved Issues

- Fix to display attachments added by another user without needing to refresh the browser.
- Fix to General Underwriter Agreement template sizing in endorsements on iOS.
- Fix to preview the user's signature immediately when changed on iOS.

Known Issues

- iOS App users may be required to log out and log back into the App if their session has been left idle for more than 3 hours. This will be addressed in a patch release at the earliest opportunity.
- Users who are both an Admin user and who are present in multiple organisations are not able to set up or add to the Approved Carrier list for either organisation. The Approved Carrier list must be administered by an Admin user who exists in only one organisation. This will be addressed in a subsequent patch release.

2 Production Installation and Access Guide

iOS App Users

iOS users will need to upgrade their Whitespace Platform iOS app to the latest version, which is available on the Apple App Store.

If you experience any difficulty signing in after the upgrade, it may be necessary to delete and reinstall the iOS app.

Browser Users

The Whitespace Platform on Browser will update automatically. If you are already logged in at the time of the update, you will see a notice requiring you to refresh the page.