Release 25.2

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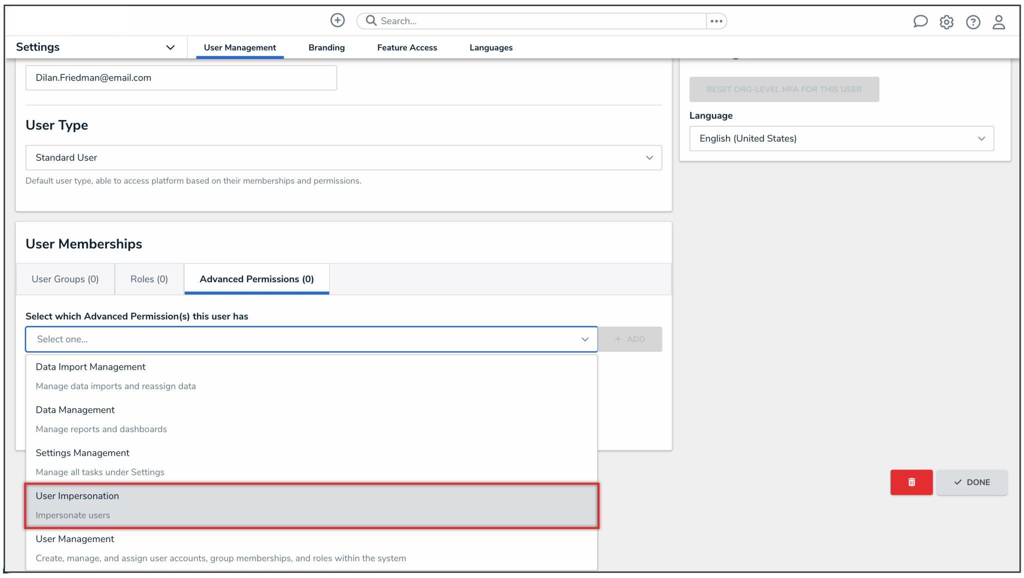
25.2 Features

New Advanced Permission: User Impersonation

We've added a new **User Impersonation** advanced permission that allows Administrators to grant Standard users limited access to impersonate other Standard users.

Users with the **User Impersonation** advanced permission can:

- View and access the ***User Management*** screen from the Administrator Settings menu.
- View users in the user list they have permission to impersonate.
  - Can see users in user groups and roles they have permission to impersonate.
  - If a user has the **Settings Management** or **User Management** advanced permission, along with the **User Impersonation** advanced permission, they will see both users they have permission to manage and impersonate. Users that only have permission to manage will have a deactivated **Impersonate** button.
- Impersonate active, Standard users with no advanced permissions from specified user groups and roles using the **Impersonate** button.
- View and use the user search and filter (active/inactive users and user groups) features.
- View user profiles in read-only for users they have permission to impersonate.
  - Can see the **First Name**, **Last Name**, **Email**, **User Type**, **Enabled User Access**, **Language** fields and the **User Groups** and **Roles** tabs.
- Turn off **Impersonation Mode**.
- Have any data changes made while impersonating another user captured in the Data Audit Trail.



API Changes

An optional association type parameter has been added to select APIs to differentiate between user groups and roles added to an **User Impersonation** advanced permission user and user groups and roles added to an **User Management** or **Settings Management** advanced permission user. The parameter options are:

- **User Impersonation**: `impersonate_users`
- **User Management**: `manage_users` (default parameter option)
- **Settings Management**: `manage_users` (default parameter option)

When using the following APIs, update the `associationType` parameter to `impersonate_users` if managing a user with the **User Impersonation** advanced permission:

- *POST /user/advancedPermissions/userGroups/multiple*
- *DELETE /user/advancedPermissions/userGroups/multiple*
- *POST /user/advancedPermissions/userRoles/multiple*
- *DELETE /user/advancedPermissions/userRoles/multiple*

Supporting Documentation

Please refer to the Advanced Permissions section for further information on the **User Impersonation** advanced permission.

Secure Access Portal

> ***Note:***
> *Please contact your Customer Success Manager if you're interested in enabling the **Secure Access Portal** on your Org.*

With our newly added **Secure Access Portal** feature, Portal URLs with the **Secure Access** toggle enabled will allow submitters to access their submissions at any time to add additional details to their reports, and communicate with the Resolver user reviewing their report.

After submitting a report, the submitter will be provided with a **Submission Key** and **Access Code** which can be later used to access their report, view updates to their report, and share more information or evidence. Submitters can remain anonymous while still having access to their reports.

Submitters can choose to communicate with the Resolver user reviewing their report (for example, a member of the E&C team or an Investigator). This allows investigators to request clarification or additional details, leading to more complete reports.

Supporting Documentation

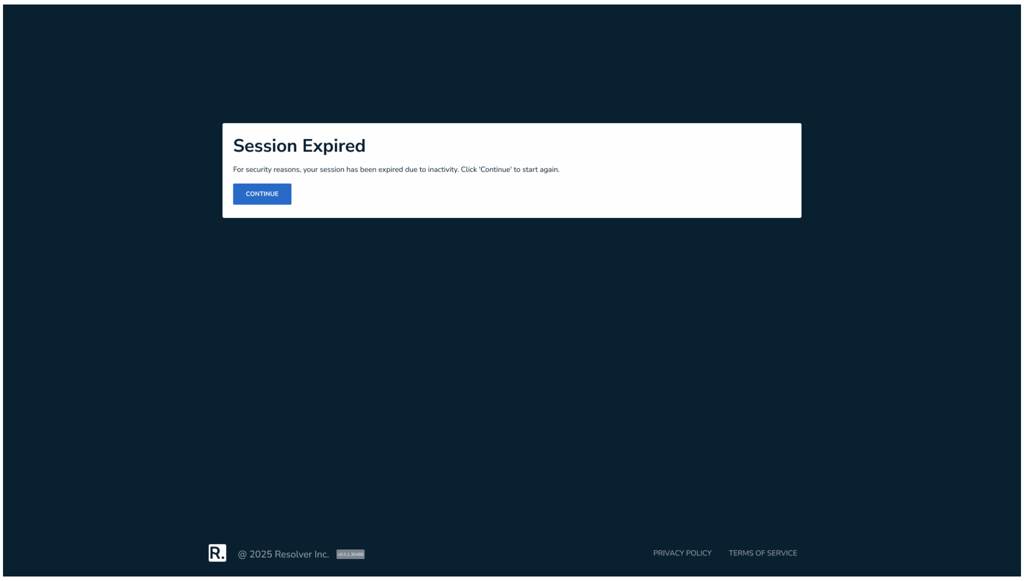
Please refer to the following articles for further information on the **Secure Access Portal:**

- Creating a Secure Access Portal
- Using the Secure Access Portal
- Accessing a Secure Access Portal Report
- Secure Access Portal Communications

Portal User Session Timeout

Currently, Portal users accessing are redirected to Resolver's login page when their session times out. With this update, users will now be redirected to a session timeout page with a **Session Expired** message.

Clicking the **Continue** button will reload the Portal and start a new session for the associated Portal user.



Confidentially Display When Submitters Opt In to Email Communication

For confidential submissions where the submitter has provided an email address, a 13-character asterisk placeholder will display, indicating that the submitter has opted in to receive email communication.

This update will reflect on forms, Relationship tables, Reference tables, tables on reports, and data grids.

Latitude-Longitude Coordinates on Templated Reports

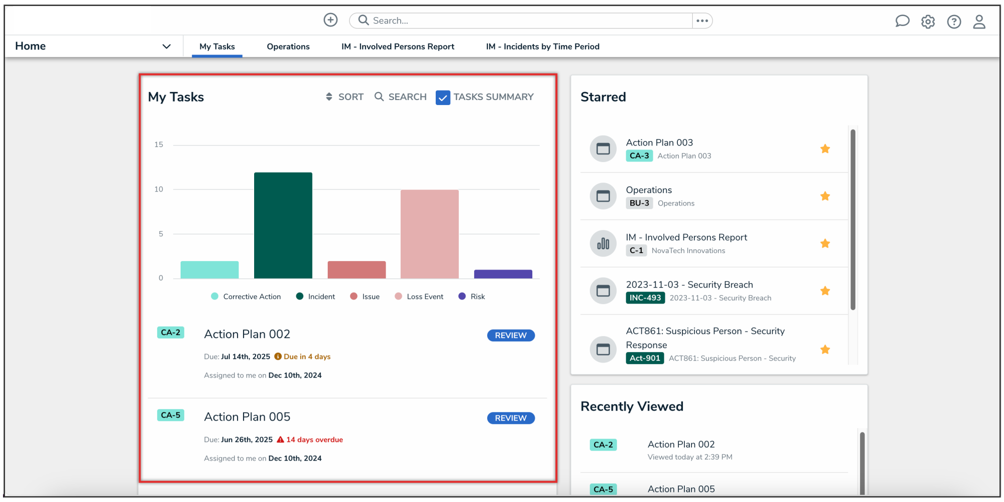
Users can now include latitude and longitude coordinates in Templated Report Word exports. This enhancement makes it easier to generate location-aware reports—useful for site assessments, incident mapping, property reviews, and more.

UX Improvements

Due Dates for Tasks

Due dates can now be added to object types and assessments so that that users can view and prioritize upcoming and overdue tasks in the **My Tasks** card, helping them stay on top of critical deadlines and manage their workload more efficiently. Overdue tasks are highlighted in red, whereas tasks due in the next 7 days are highlighted in yellow.

Due dates can be set from the newly added **Views Configuration** tab from the relevant object type and assessment.



Supporting Documentation

Please refer to the following articles for further information on adding and viewing due dates:

- My Tasks
- Adding a Due Date to an Object Type
- Adding a Due Date to an Assessment

Centralized Communications Alerts

Users can now stay on top of important conversations with a centralized view of new and relevant communications with the new **Communications** alerts pop-up, ensuring that nothing gets missed.

A new **Communications** icon has been added to the **Top bar**. A red badge on the **Communications** icon displays the number of unread communications. The count decreases in real-time as users click and open alerts.

From the **Communications** pop-up, users can see a list of new and relevant communications. Unread comments and messages are marked with a red dot for quick scanning.

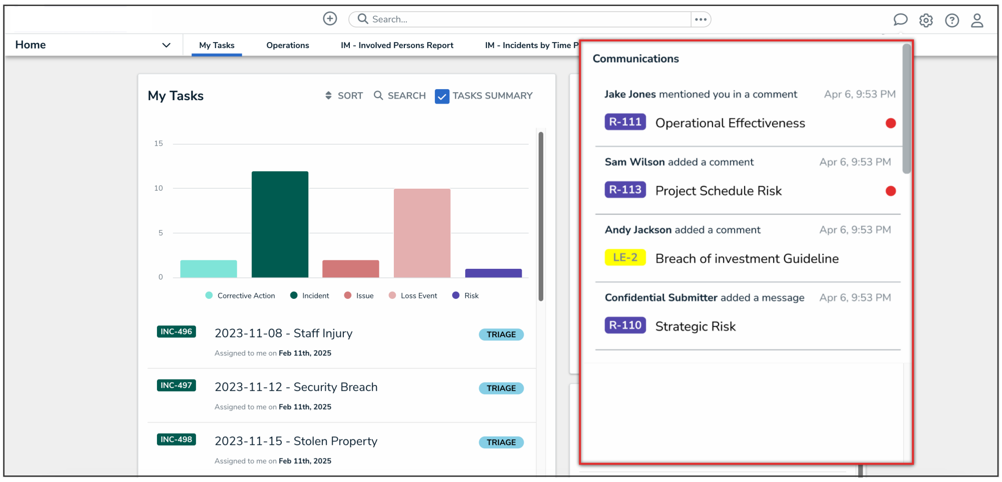
The types of communications shown in the **Communications** pop-up are:

- New comments on objects where the user is assigned via the **Assign** button at the object type level (while the object is in the relevant workflow state) and at the object level via roles
- @ mentions, even on objects the user isn't assigned to
- Two-way emails sent on assigned objects (when the role is assigned at the workflow level via the **Assign** button)

Each communication preview in the **Communications** pop-up includes:

- Commenter's name
- Date and time
- Object name and ID

Clicking a communication preview takes the user to the the Communications tab on the object page.



Important Notes:

- The communications alert feature is not available when impersonating users.
- The communications alert feature is not available in the Portal.

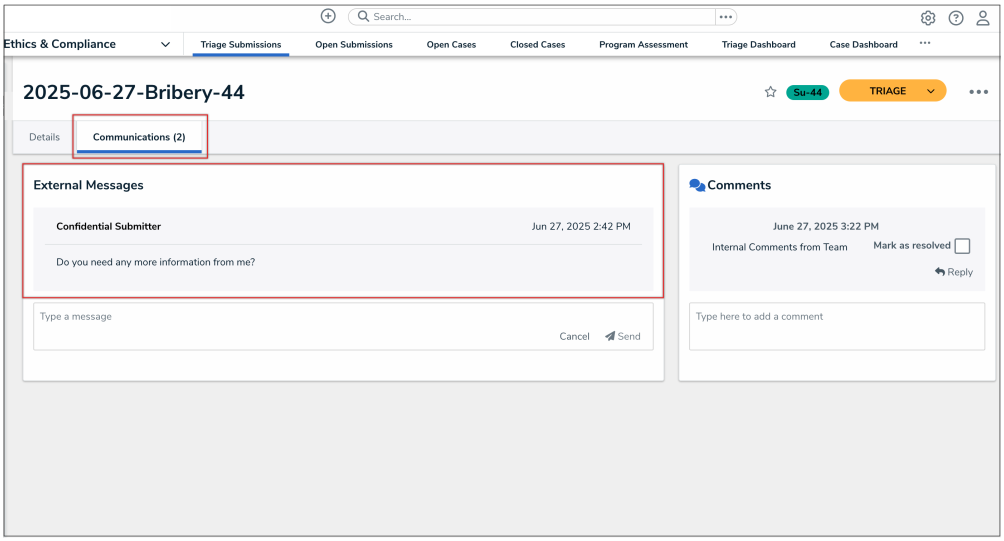
Supporting Documentation

Please refer to the Communications pop-up article for further information on the communications alert feature.

Communications Tab Improvements

The **Communications** tab on an object's page will now show a count of the total number of messages and comments for that object.

The header for emails on the **Communications tab** has been updated to say **External Messages**. Email cards have been updated to remove the appearance of email threads for a more seamless experience.



Supporting Documentation

Please refer to the Communications tab section for further information on the **Communications** tab.

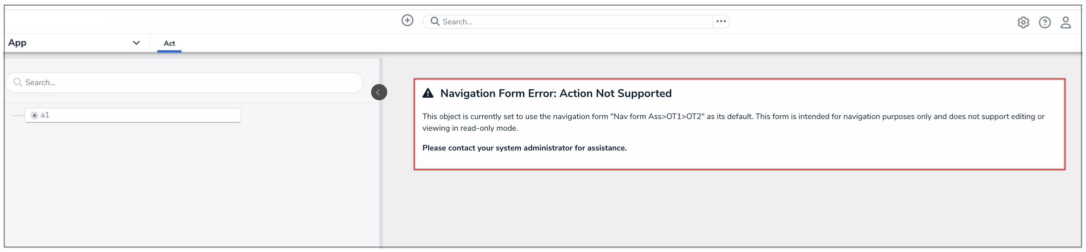
Improved UX and Guidance on Navigation Forms

To help provide better in-app guidance when using Navigation forms, users will now see the following message explaining that Navigation forms are intended for structure only, and do not support editing or read-only viewing:

Navigation Form Error: Action Not Supported

This object is currently set to use the navigation form (name) as its default. This form is intended for navigation purposes only and does not support editing or viewing in read-only mode.

Please contact your system Administrator for assistance.



Improvements

- Improved Org import logic to make custom assessment dimension configurations additive, ensuring data integrity and uninterrupted access to Production Orgs during App Deploy activities from Sandbox. Previously, removing or modifying legacy custom assessment dimensions during Org import—often part of App Deployment activities from a Sandbox environment—could result in blank pages and inaccessible assessment objects on

Production Orgs. With this improvement, existing dimensions are preserved, preventing disruptions and maintaining access to launched assessments in Production, even when dimension configurations are updated in Sandbox.
- Improved email handling to ensure no system emails are sent to disabled users in any SSO activation scenarios. We've strengthened platform guardrails to prevent **Activate Profile** emails from being sent to disabled users when SSO access is toggled off by the Administrator. This aligns with our broader access control standards where disabled user accounts do not receive any emails from Resolver, and helps maintain secure, consistent communication practices across all user states.

Bug Fixes

- Fixed an issue where the navigation tree would flicker and newly added child objects would temporarily disappear when adding them to a parent object in a Navigation form tree (for e.g. when adding risks to a risk assessment). The tree now updates smoothly and reliably displays all related objects.
- Fixed an issue where cloned objects were missing from the Relationship table during multiple assessments, ensuring accurate visibility from Recent Assessment Launch History.
- Fixed a DWH sync issue that prevented formulas and fields from appearing in Dashboard charts.
- Object creation endpoint now verifies whether an email address is provided when the submitter has chosen to opt in for communication.
- Data analytics report can now be downloaded successfully.
- Report can now be downloaded successfully as an Excel file.
- Fixed an issue where the Heatmap export to Word displayed a different number of objects compared to what was shown in Resolver when using point-in-time filters.
- Fixed an issue where the API failed to update external ref IDs on data definitions (often performed during App Deploy tasks on Sandbox)—the API now correctly updates the ref ID and returns appropriate response codes.
- Fixed an issue where configuring default sorting on report tables by the object name property caused table pages to disappear.
- Fixed an issue where filtering out All States hid the Our Tasks summary drilldown.
- Fixed an issue where tooltip overflow caused horizontal scroll on the page.
- Fixed an issue where required fields indicators on configurable forms in full-screen were not appearing as intended.
- Buttons in pop-overs now have different alignment with and without subtext.
- Resolved an issue where the Relationship graph failed to display for users with large datasets at Level 3. The previous limit of 50 objects has been reintroduced to support

performance, and the chart's reliability and availability when displaying large result-sets.

New Content Translations

Please review the file below for all new content translations added to the system.

Release 25.2 Translations Update List.xlsx

If your organization is utilizing the Language Translation feature, please download a new Language template (for your required language) and filter the **Language** column (last column) by empty cells, indicating new content. Any empty cells in the **Language** column must be translated, and the Language Template file must be uploaded to the system for changes. For further information, please refer to the Add a Language article.