



# Transition Guide from Blue 8 to 9



# Table of Contents

<b>What has changed? .....</b>	<b>4</b>
<b>What is the process of updating to Blue 9? .....</b>	<b>4</b>
<a href="#">Important things to know before upgrading: .....</a>	<a href="#">5</a>
User datasource example of valid and invalid data format.....	6
URL redirect option.....	7
<a href="#">Customers with custom domains .....</a>	<a href="#">7</a>
<a href="#">Upgrade FAQ's .....</a>	<a href="#">8</a>
Upgrade FAQ's: Navigating Blue 9 .....	8
Upgrade FAQ's: Datasources .....	9
Upgrade FAQ's: Live projects.....	10
Upgrade FAQ's: Technical.....	10
<a href="#">Upgrade summary checklist .....</a>	<a href="#">11</a>
<b>Where are admin settings located?.....</b>	<b>12</b>
<a href="#">Homepage .....</a>	<a href="#">14</a>
<a href="#">Tasks page .....</a>	<a href="#">15</a>
<a href="#">Reports page .....</a>	<a href="#">15</a>
<a href="#">Bookmarks page.....</a>	<a href="#">16</a>
<b>Where are participant features located?.....</b>	<b>16</b>
<b>How can I customize my account? .....</b>	<b>17</b>
<a href="#">Profile settings.....</a>	<a href="#">17</a>
<a href="#">Preferences .....</a>	<a href="#">18</a>
<b>How do I configure the homepage? .....</b>	<b>19</b>

Home administration .....	20
General settings .....	21
Widgets and layout .....	22
<b>How do I navigate the admin page? .....</b>	<b>23</b>
Security and access .....	24
Single Sign-On (SSO) .....	25
System settings .....	25
<b>Which features have been retired in Blue 9? .....</b>	<b>26</b>
XML configurations that are no longer supported: .....	26
Impersonate user (Log in as) .....	27
Login page background image .....	27
Homepage message (subject and default) .....	27

# What has changed?

Welcome to Explorance Blue 9, a culmination of more than three years of relentless effort by the dedicated teams at Explorance. Blue 9 is built on a brand-new technological infrastructure, which makes possible great advances we previously could only dare to dream of. With bold, foundational changes, it marks the dawn of our next generation feedback analytics platform.

If you are planning to upgrade from Blue 8 to Blue 9, this document intended for Blue administrators will guide you through the changes you can expect. In this document, we will cover important things you should know before upgrading and what has changed in Blue 9 such as:

- [What is the process of updating to Blue 9?](#)
- [Where have administrative settings been relocated in Blue 9?](#)
- [What is the look and feel of the new Blue 9 homepage?](#)
- [How do I configure the Blue homepage?](#)
- [How do I navigate the new system administration page?](#)
- [How do I navigate the Blue administration page?](#)
- [Which features have been retired in Blue 9?](#)

## NOTE

For an overview of what's new in Blue 9, see the [Blue 9 release notes](#).

# What is the process of updating to Blue 9?

Because Blue 9 is built on a brand-new technological infrastructure, there are important changes to be aware of before updating such as new URLs, data field requirements, SSO configurations, and more. Familiarize yourself with the changes in the list below before scheduling your update with the [Explorance Customer Support Team](#).

# Important things to know before upgrading:

- **Data validation** - The datasource requirements for users in Blue 9 may exceed your current data formatting. Thus, before upgrading we will analyze your datasources and identify any issues including missing fields, empty spaces in IDs, and other invalid data. See the [table below](#) for examples of valid and invalid data. Any problems with the data must be resolved before continuing the upgrade process.
- **Live projects** - Our general recommendation is to upgrade once all live projects have expired. However, if you decide to upgrade with live projects, it is important to note that the links to tasks will change from Blue 8 to 9, affecting all tasks launched in Blue 8.
- **Old Blue 8 links** - When moving from Blue 8 to 9, the links to access tasks, reports and other URLs will change. If your users have bookmarked older links in Blue 8, you will need to share with them the new URLs to access them. The Explorance Customer Support Team can redirect Blue 8 links to Blue 9 links for 3 months. If you are interested in learning more about the URL redirect option, see the [section below](#) for more details. If you are using a custom domain (AKA branded domain or vanity domain), see the [section below](#) for more details.
- **New Blue 9 spaces** - Blue 9 brings an exciting change as the traditional Blue 8 homepage and admin console have transformed into [four distinct spaces](#), each designed to streamline related options into one convenient place. As Blue 9 is a brand-new platform, it introduces entirely new links to access these distinct spaces, offering our customers a fresh and more intuitive experience. With these UI improvements, you gain not only enhanced navigation but also increased convenience, making your interactions with the platform more efficient. There are unique URLs for the following:
  - **Blue Home** - The main landing page that serves as a central homepage for all users to access Blue.
  - **Blue administration** - The old Blue 8 landing page has been renamed to Blue administration and will be exclusively for project managers and administrators to configure projects and report settings in Blue 9.
  - **System administration** - A new area where administrators are able to set up SSO profiles and modify system settings.
  - **Home administration** - A new page that administrators can use to modify what information is available on Blue home.
- **SSO configuration** - With a brand new platform for authenticating users, it's important to note that Single Sign-On (SSO) profiles will require reconfiguration. To ensure a smooth transition, please ensure that you have all the necessary information ready for the Explorance Customer Support Team before the upgrade.
- **Retired features in Blue 9** - Familiarize yourself with [features that have been retired in Blue 9](#).
- **Email SMTP configuration** - The email distribution system has been updated as well. This will require communicating SMTP credentials to Explorance, whitelisting several IP addresses, and potentially other items that may require the assistance of someone from IT. The following IP addresses should be whitelisted for Explorance authentication emails: 149.72.25.119 and 149.72.25.163.

## NOTE

When transitioning from Blue 8 to 9, there is no need to update settings like LMS configuration, APIs, and the Blue dashboard.

## User datasource example of valid and invalid data format

User ID	<u>First name</u>	<u>Last name</u>	<u>Email (only one)</u>	Language (ISO format)	<u>Error column (not part of datasource)</u>
breynolds	Benjamin	Reynolds	breynolds@explorance.com	en-US	None
esullivan	Emily	Sullivan	NULL	fr-FR	None
dmitchell	David	.	dmitchell@explorance.com	es-ES	None
a fong	Annette	Fong	afong@explorance.com	en-US	Space in user ID
""scotard	Sarah	Cotard	scotard@explorance.com	fr-FR	Illegal character in user ID
sabraham	(blank value)	Abraham	sabraham@explorance.com	es-ES	Empty first name
swong	Steven	(blank value)	swong@explorance.com	de-DE	Empty last name
pwitham	Pete	Witham	(blank value)	nl-NL	Empty email address
bbaker	Bernard	Baker	bbaker@explorance.com; bbaker@support.com	fr-FR	Multiple email addresses used
dsmock	Derek	Smock	dsmock@explorance.com	(blank value)	Empty language code
msicard	Marie	Sicard	msicard@explorance.com	fr	Incorrect language code
pholly	Phillip	Holly	pholly@explorance.com	english	Incorrect language code

# URL redirect option

For those interested in redirecting Blue 8 URLs to Blue 9, we recommend this option if you have live projects and still want to access older reports from Blue 8. Be aware that after three months, Blue 8 URLs will no longer work. Please contact your Explorance representative if you wish to extend the URL redirecting period for longer than 3 months. Here is a comprehensive list of the links that the [Explorance Customer Support Team](#) can redirect for you:

- **Task links** - The old Blue 8 homepage will be replaced by the new Blue 9 homepage for accessing centralized tasks and reports. New projects in Blue 9 will be unaffected. **Report links** - Our recommendation is to encourage users to bookmark the new Blue 9 homepage in order to access older reports from Blue 9.
- **LMS links** - For most customers, there should be no updates necessary for your LMS. However, in specific situations, adjustments may be required. If necessary, your Explorance Customer Support representative will notify you and collaborate with you to implement any changes needed.
- **QR codes** - QR codes printed in 8 can continue to be redirected to Blue 9 URLs for 3 months.
- **Subject management** - If your users bookmarked this page, inform them that the URL to access your evaluations in tile-view will be new in Blue 9.
- **Response Rate Monitor** - If your users have bookmarked this page, inform them that the URL to access the Response Rate Monitor will be new in Blue 9.
- **Data Sync Tool** - The Blue URL that connects to the Data Sync Tool will be new in Blue 9.

## IMPORTANT

The old Blue 8 homepage, which used to allow access to tasks, reports, project creation, and system settings, is now exclusively for administrators and end users will no longer have access to it. **This means that end users cannot be redirected to their old Blue 8 homepage and will need to be provided the new Blue 9 homepage URL instead.** Administrators should be informed of this change and provided with the new homepage URL. We recommend bookmarking the new Blue 9 homepage (Blue Home), which allows administrators to access their homepage, system administration, home administration, and Blue administration pages.

## Customers with custom domains

If you have a custom domain (AKA branded domain or vanity domain), you do not need to use the temporary redirect service mentioned above. Instead, your custom domain, which currently points to your Blue 8 domain (general format: [yourcompanyname].bluera.com/[yourcompanyname]), will need to point to 2 different domains with Blue 9.

1. **Main domain** - For end-user links, such as task and report emails, point your original custom domain to the new site (format: [yourcompanyname]-bc.bluera.com).

2. **Secondary, optional domain** - If you intend to direct your users to the Blue Home page, you may point a second custom domain or subdomain to the new site (format: [yourcompanyname].bluera.com).

During the upgrade, your [Explorance Customer Support Team](#) representative will be able to confirm the domain names for the email and home domains above.

## NOTE

If you do not currently have a custom domain but are interested in learning more, please contact your Account Manager for pricing.

## Upgrade FAQ's

### Upgrade FAQ's: Navigating Blue 9

#### After upgrading to Blue 9, how do I log in for the first time?

From the Blue 9 login screen:

1. Click 'Forgot your password'.
2. Enter your regular username or the one assigned by your organization, along with your email.
3. Confirm your identity by completing the image verification to ensure you're not a robot.
4. Click **Submit**. Within a few minutes, a password reset link will be sent to your email.
5. Open the link from your email and enter a new password.
6. Click **Confirm**. If you see a green check mark, then your password has been successfully set.
7. Go back to the initial login screen and enter your username and new password to log into Blue 9.

#### If I'm a Blue 9 end user, will I have to select a datasource when accessing Blue Home?

No, you will not. Blue Home does not require you to choose a datasource since it centralizes tasks and reports from all projects in the system.

#### If I'm a Blue 9 administrator, will I have to select a datasource when accessing Blue Administration?

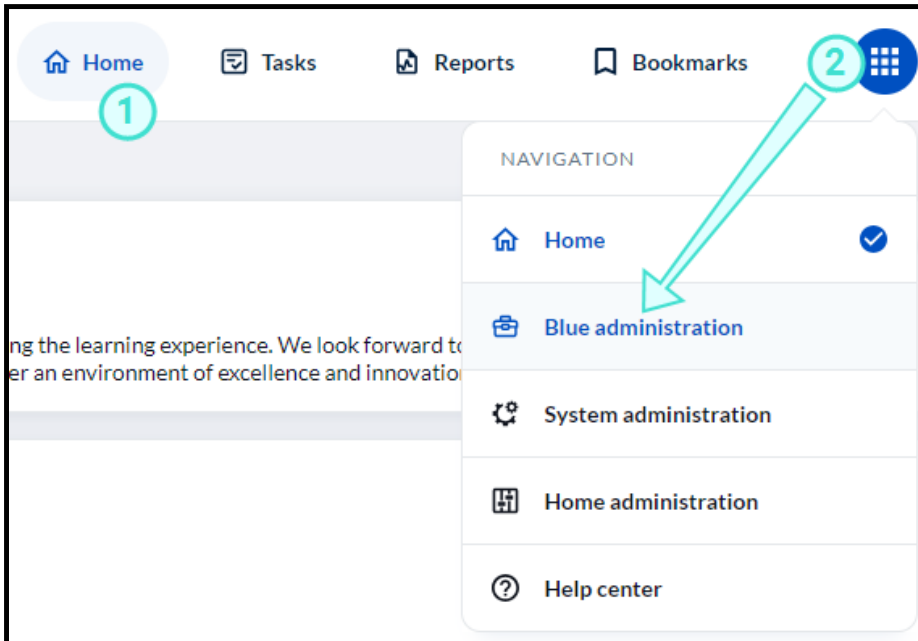
If your user ID is tied to multiple datasources, then you may have to select a datasource upon accessing Blue Administration.

#### How can I bookmark the Blue Administration URL?

1. Log into your Blue Home.



2. Navigate to the Blue Administration page from the app switcher.



*Figure 2: Blue administration*

3. Bookmark the URL to facilitate easier access to your Blue Administration in the future.

## Upgrade FAQ's: Datasources

**If I have three user datasources in Blue 8 for example, will I need to combine them all into one user datasource before upgrading to Blue 9?**

No, you don't need to. There is no requirement to reduce the number of datasources in Blue 9, as long as the data in all user datasources are valid. See the [table above](#) for examples of valid and invalid data.

**How can I convert blank email addresses into NULL values in a spreadsheet file (CSV, XLSX, etc.)?**

With your spreadsheet open:

1. Press **F5**.
2. Click **Special**.
3. Select 'Blanks'.
4. Click **OK**.
5. Type in 'NULL'.
6. Press CTRL + Enter. All of your blank values will be converted to NULL values.

**Can I ignore putting the language column in the user datasource?**

Yes, technically you can.

## What can I do if I have users that do not have a last name?

As a workaround, you may insert a period as a user's last name. As long as the value is not blank (or NULL), any other character is valid.

## Upgrade FAQ's: Live projects

### If I have no choice but to keep a project open when upgrading from Blue 8 to 9, is there a specific recommendation I should follow?

Technically, there are no required steps when upgrading with a live project. However, if you wish to manage the timing of email notifications, we recommend expiring the project just before upgrading. Expiring a project means to change the **PUBLISH > PROJECT END DATE** to a date in the past to ensure that no emails will be sent out. Once you have upgraded to Blue 9, revert the project back to its original project end date to turn the email schedule on. This approach allows you to manage the timing of notifications without affecting the project's data.

## Upgrade FAQ's: Technical

### What if Blue 8 is installed on-premises?

We are completing the analysis process so that customers can continue to use Blue on-premises with release 9. For questions and additional details, please reach out to your Explorance Account Manager.

### Is the upgrade from Blue 8 to 9 done on Explorance's side? What if Blue 8 is installed on-premises?

Yes, the Explorance Support team will take care of the upgrade process. However, they will need to reconfigure the SSO and SMTP settings together with your IT team.

### Do I need to make changes to my APIs?

Yes, the URL will be different (example format: my-[yourcompanyname]-bc.bluera.com).\*

### Do I need to make changes to the Data Sync Tool (DST)?

Yes, the URL will be different (example format: my-[yourcompanyname]-bc.bluera.com).\*

## NOTE

\*(example format: my-[yourcompanyname]-bc.bluera.com): Your Explorance Customer Support representative will provide you with the specific details for the format of your new URL.

# Upgrade summary checklist

## IMPORTANT ITEMS TO VERIFY BEFORE UPGRADING:

- I have corrected all the errors (if any) with data validation (user ID, first name, last name, email, language) for all of my Blue 8 user datasources.
- I have expired all of my live projects. (Best practice)
- I have prepared a plan to communicate to my users about new links for tasks (surveys, subject management, etc.), reports, and administration in Blue 9.
  - i. Task owners (new homepage URL)
  - ii. Report viewers (new homepage URL)
  - iii. Administrators (new Blue administration)
- I have prepared all necessary information to create the SSO profiles for the upgrade.
- I have communicated my SMTP credentials and settings to the Explorance Customer Support team.
  - i. I have whitelisted the designated Explorance IP addresses (149.72.25.119 and 149.72.25.163).
  - ii. *Optional:* I have shared my SMTP server credentials with the Explorance Customer Support team.

## ACTIONABLE STEPS DURING UPGRADE:

- I have reconfigured my SSO profiles to Blue 9 with the Explorance Customer Support team.

## ACTIONABLE STEPS AFTER UPGRADE:

- I have tested my email SMTP settings.
  - i. I can receive emails as a user.
  - ii. Emails go to my inbox and not junk.
- I have tested logging in with my SSO.
- I have tested to see whether old Blue 8 links are redirected (period of 3 months) to the new Blue 9 links.
  - i. Links from Blue 8 emails (tasks, surveys, reports) still work.
  - ii. LMS links for the old Blue 8 landing page get redirected to the new Blue 9 homepage.
  - iii. Emails go to my inbox and not junk.
- I have communicated to my users about new links for tasks (surveys, subject management, etc.), reports, and administration in Blue 9.
  - i. Task owners (new homepage URL)
  - ii. Report viewers (new homepage URL)
  - iii. Administrators (new Blue administration)
- Best practice: I have tested to see that the [homepage customization](#) is to my organization's needs.
  - i. I have reviewed the content of the advisory message for all users.
  - ii. I have reviewed the widget layout.
  - iii. I have tested that custom launchers are configured with the right links.
  - iv. I have reviewed the content of the custom launchers for specific user roles.

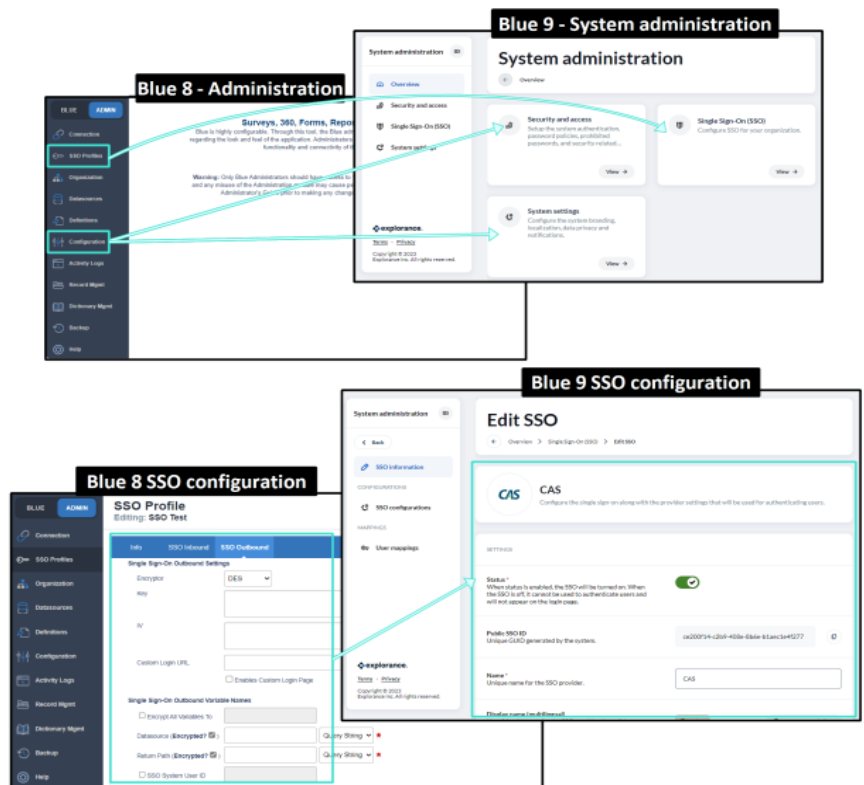
# Where are admin settings located?

The traditional Blue 8 homepage and admin console have undergone a significant transformation, resulting in the creation of four distinct spaces in Blue 9. From the homepage, you may use the app switcher to navigate between all the four spaces.

1. **Blue Home:** This space serves as the central hub for accessing tasks and reports in Blue 9.
2. **Blue administration:**
  - a. **Blue tab** - This area is for configuring and managing Blue-related projects and reports.
  - b. **Admin tab** - This area is for configuring and managing datasources and Blue-related system configurations.
3. **System administration:** This area is dedicated to system-level configurations like branding and SSO.
4. **Home administration:** This new space focuses on the management of the Blue Home layout and its associated features.



There are several items that have moved from the **BLUE 8 ADMIN CONSOLE** to the new Blue 9 **SYSTEM ADMINISTRATION**. These items include settings related to security, authentication, passwords, SSO profiles, branding, localization, and data privacy.

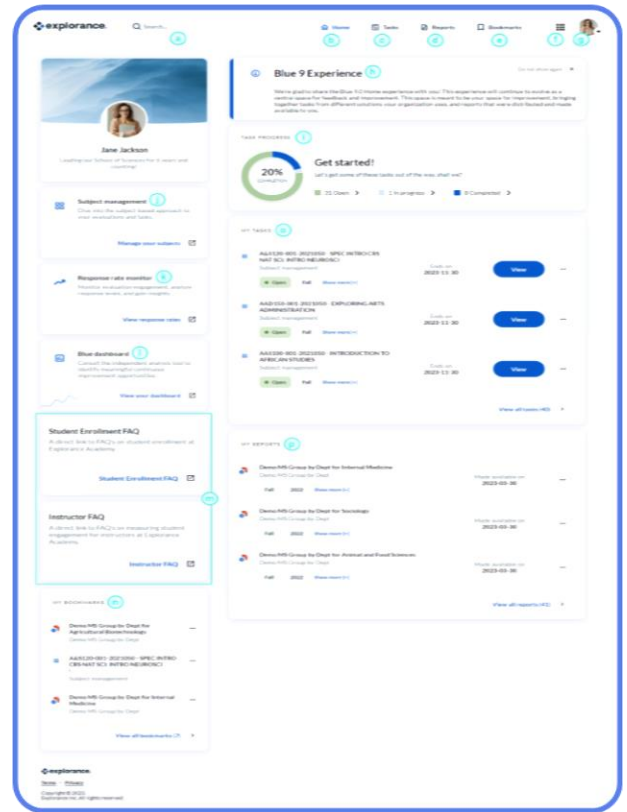


Several settings have been relocated to **SYSTEM ADMINISTRATION** and **BLUE ADMINISTRATION**. The table below describes the features that have moved and where they have moved to.

Setting	Location in Blue 8	Location in Blue 9
<b>SSO profile configuration</b>	Blue administration > SSO profiles	System administration > Single Sign-On (SSO)
<b>SSO profile selector</b>	Blue administration > SSO profiles	Blue administration > Datasources > Info
<b>Password management settings</b>	Blue administration > Configuration > Password Settings	System administration > Security and access > Password policies
<b>Site logo, favicon, and browser title</b>	Blue administration > Configuration > Site customization	System administration > System settings
<b>BPI transactions and user cache settings</b>	Blue administration > Connection > Web Services	Blue administration > Connection > Settings

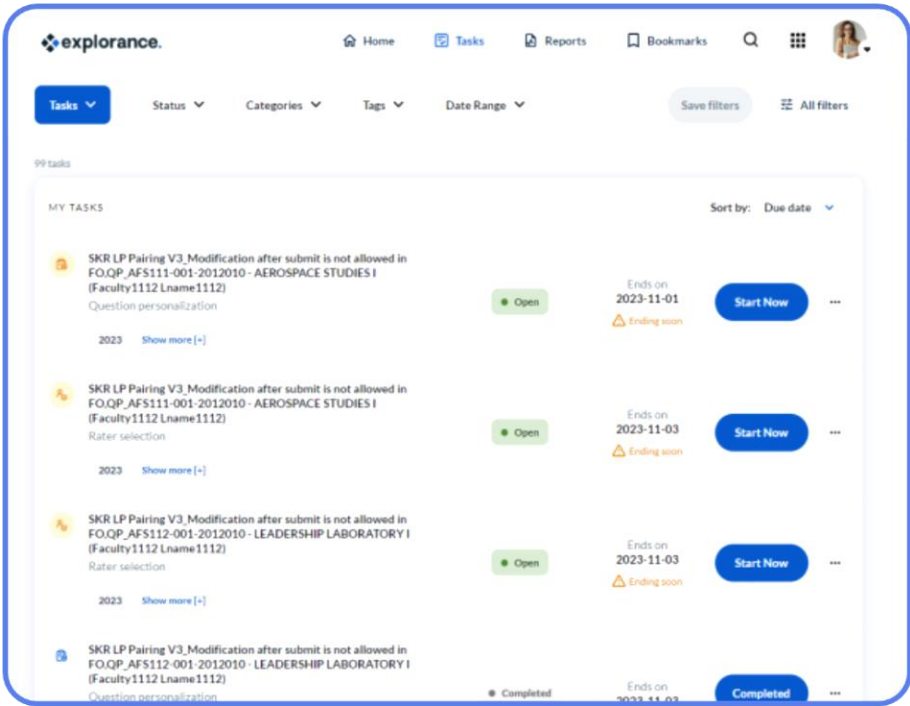
# Homepage

- a. **Search bar** - Allows you to perform a keyword search to locate a specific task or report.
- b. **Home** - Directs you to the Blue homepage.
- c. **Tasks** - Directs you to a new page displaying all of your tasks.
- d. **Reports** - Directs you to a new page displaying all of your reports.
- e. **Bookmarks** - Directs you to a separate page displaying all of your bookmarked tasks and reports.
- f. **Apps launcher** - Contains access to the homepage, the help center, and different administration pages (only for administrator).
  - i. **Home** - Directs you to the homepage to access all your tasks and reports.
  - ii. **Blue administration** - Directs you to the [Blue administration page](#) to configure projects and reports.
  - iii. **System administration** - Directs you to the [System administration page](#) to configure system settings.
  - iv. **Home administration** - Directs you to the [Home administration page](#) to customize the homepage.
  - v. **Help center** - Directs you to the Blue online help center.
- g. **My profile** - Displays your name and avatar used in Blue.
  - i. **My account** - Allows you to configure account settings such as display name and image, email address, and password.
  - ii. **Language** - Allows you to select a different language.
  - iii. **Help** - Directs you to the Blue Online Help Center homepage.
  - iv. **Sign out** - Ends your session.
- h. **Advisory message** - A customized message displayed to all users.
- i. **Task progress overview** - Displays the number of tasks that have been completed. The status can be Open (not yet started), In Progress (started but incomplete), or Completed (submitted and nothing left to do).
- j. **Subject management launcher** - Launches a new page for the user to access subject management in tile-view. To learn more, see [View the Subject Management page](#).
- k. **Response rate monitor launcher** - Launches a new page for the user to access the response rate monitor. To learn more, see [View the Response Rate Monitor](#).
- l. **Blue dashboard launcher** - Launches a new page for the user to access the Blue dashboard. To learn more, see [Blue Dashboard \(Overview\)](#).
- m. **Custom launchers** - Launches a new page for the user to access a custom link. This custom link is usually personalized for a specific role (Ex: student or instructor).
- n. **My bookmarks** - Displays a widget of all bookmarked tasks and reports.
- o. **My tasks** - Displays a widget of tasks.
- p. **My reports** - Displays a widget of reports.



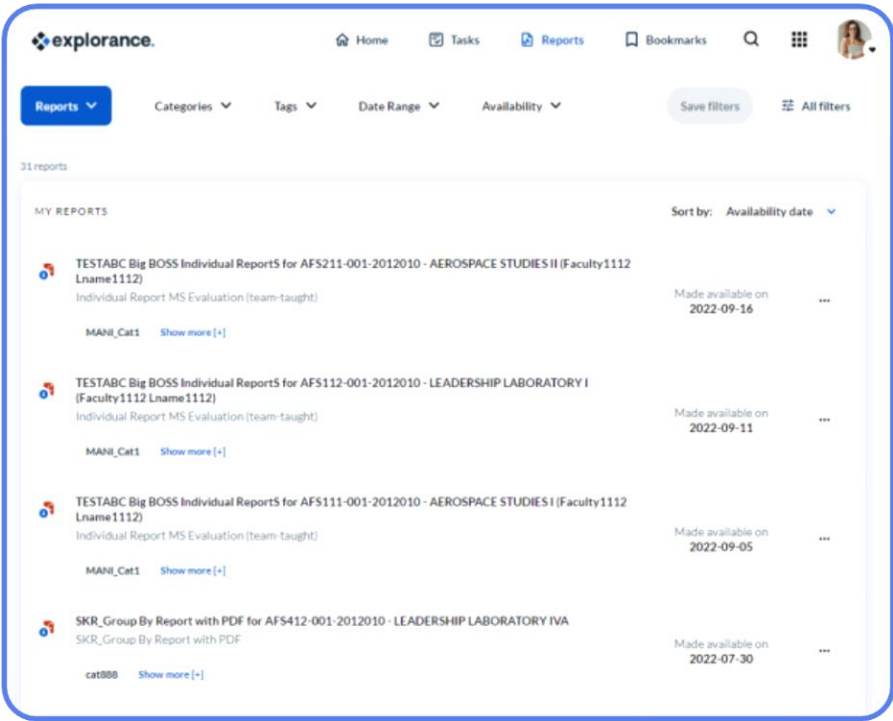
# Tasks page

Users will now have a dedicated page to view all of their tasks with different filter options such as status, categories, tags, and date range.



# Reports page

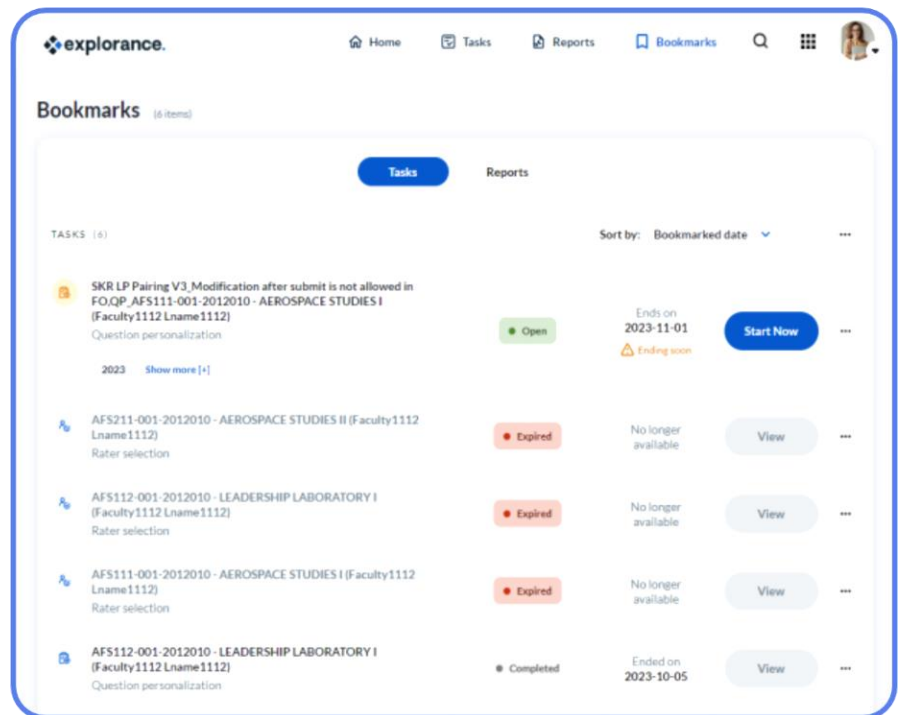
Users will now have a dedicated page to view all of their reports with different filter options such as categories, tags, date range, and availability (archived or not).





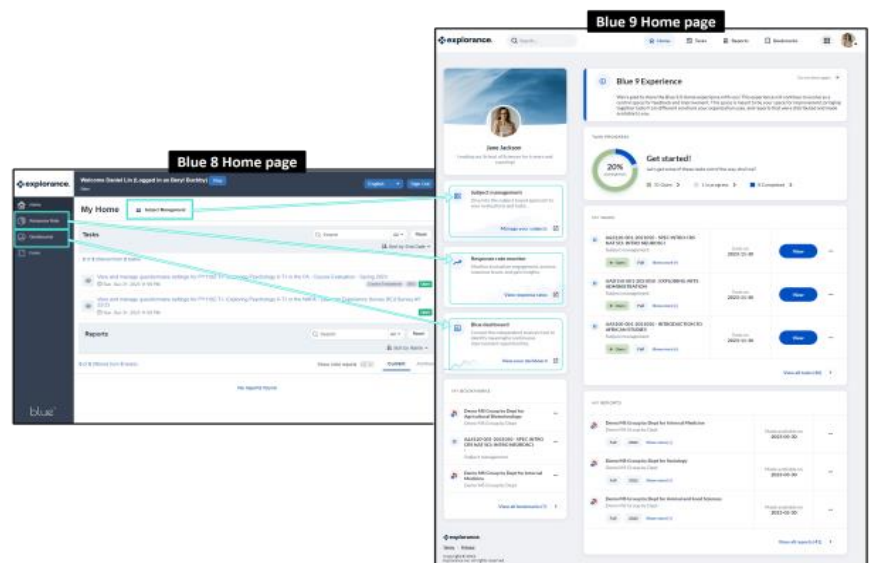
## Bookmarks page

Users will now have a dedicated page to view all of their bookmarked reports and tasks with different sorting options such as bookmarked date, due date, title, status, type, category, and subcategory.



## Where are participant features located?

The Dashboards, Response Rate Monitor, and Subject Management buttons have been redesigned as launchers on the new homepage. Also, the report and task lists have been redesigned as widgets with dedicated pages.

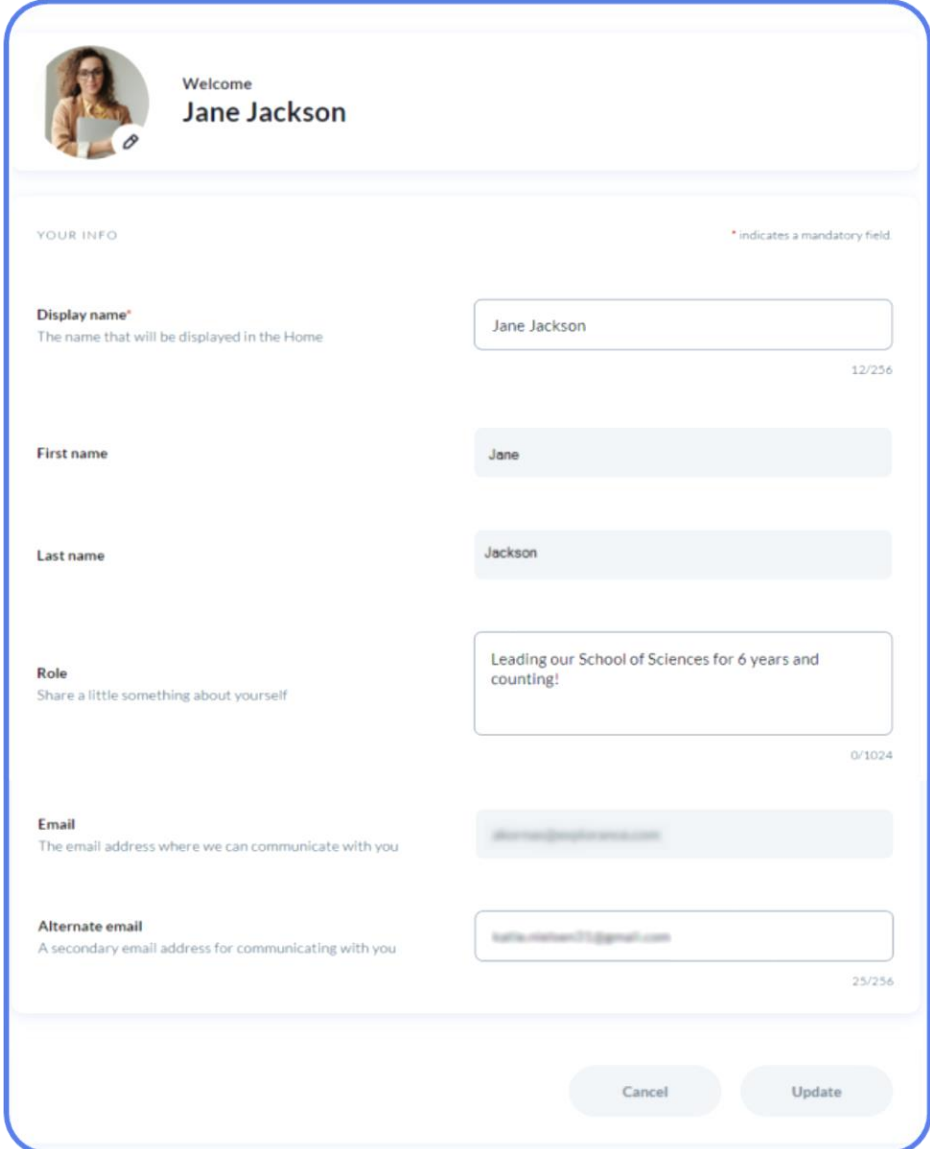




# How can I customize my account?

## Profile settings

Get started by navigating to your avatar in the top-right corner of the homepage and select **My account**. You will be directed to your **Profile** settings where you can upload a profile picture of your avatar and configure settings related to your name, role description, and alternate email.



The screenshot shows a user profile settings page for Jane Jackson. At the top, there is a circular profile picture of a woman and a welcome message. Below this, the page is titled "YOUR INFO" with a note that an asterisk indicates a mandatory field. The form contains several fields: "Display name\*" with the value "Jane Jackson" and a character count of 12/256; "First name" with the value "Jane"; "Last name" with the value "Jackson"; "Role" with the value "Leading our School of Sciences for 6 years and counting!" and a character count of 0/1024; "Email" with the value "jackson@explorance.com"; and "Alternate email" with the value "jackson@explorance.com" and a character count of 25/256. At the bottom right, there are "Cancel" and "Update" buttons.

Welcome  
**Jane Jackson**

YOUR INFO \* indicates a mandatory field

**Display name\***  
The name that will be displayed in the Home  
Jane Jackson 12/256

**First name**  
Jane

**Last name**  
Jackson

**Role**  
Share a little something about yourself  
Leading our School of Sciences for 6 years and counting! 0/1024

**Email**  
The email address where we can communicate with you  
jackson@explorance.com

**Alternate email**  
A secondary email address for communicating with you  
jackson@explorance.com 25/256

Cancel Update

# Preferences

Navigate to your **Preferences** settings.

LANGUAGE

Preferred language

Select your preferred interface and communication language.

English (US)

NOTIFICATIONS

Preferred Email

Notifications are sent to my primary email or both my primary and my alternate email address.

Primary only

ADMINISTRATION SETTINGS

Preferred admin language

Set your preferred admin interface and communication language

English (US)

Preferred date format

Set your preferred date format (Only shows in Home, this does not update the behaviour in Tasks)

yyyy-mm-dd

2023-01-21

Preferred date format

Set your preferred date format (Only shows in Home, this does not update the behaviour in Tasks)

yyyy-mm-dd

2023-01-21

Preferred time format

Set your preferred time format (Only shows in Home, this does not update the behaviour in Tasks)

24 hour

COOKIE PRIVACY SETTINGS

Analytic cookies

These cookies help us identify how to better improve your experience by collecting usage data.

Cancel

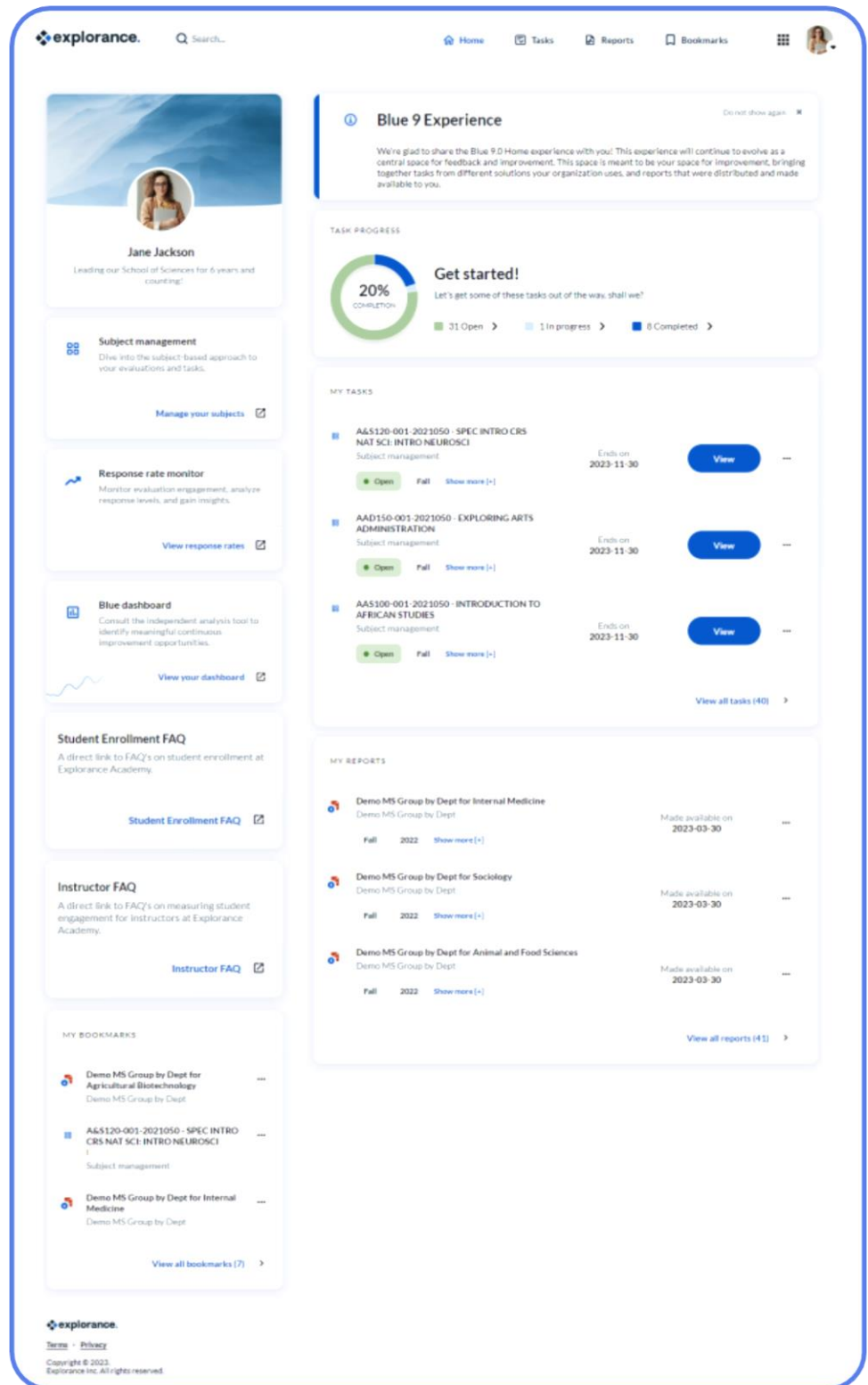
Update

# How do I configure the homepage?

Welcome to the new Blue Home! This new homepage will replace the old Blue 8 landing page.

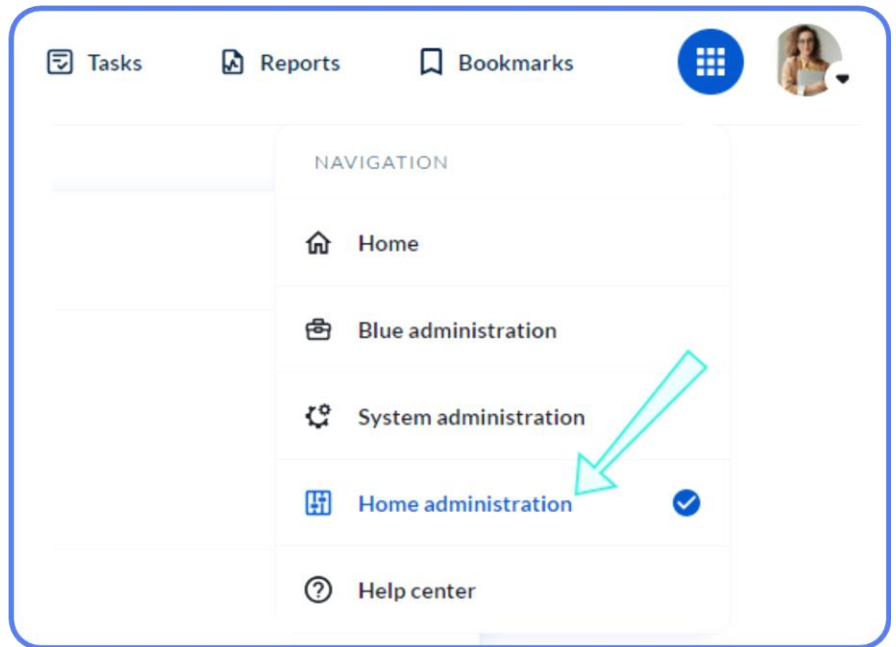
The administrator can now customize the widget layout and individual widget/launcher settings for the Blue homepage. These widgets include a profile background image, advisory message, task progress overview, task list, report list, bookmarks, and launchers (Blue Dashboard, Response Rate Monitor, Subject Management and Custom URLs).

**Example of customized instructor homepage:**



# Home administration

Navigate to the menu icon and select **Home administration** to customize the homepage for your users.



# General settings

This page allows you the option of highlighting expiring tasks within a certain time frame and whether to display tags, categories, and subcategories for projects and reports.

HomeTasksReportsBookmarks

GLOBAL TASK SETTINGS

DaysPercentage

Highlight expiring tasks

Set when a task should be highlighted based on its expiry date.

1

Days

Display categories

Shows the project category as part of the task description, and allows to filter by category.

✓

Display subcategories

Shows the project subcategory as part of the task description, and allows to filter by subcategory.

✓

Display tags

Shows the project tags as part of the task description, and allows to filter by tags.

✓

GLOBAL REPORTS SETTINGS

Display categories

Shows the parent report category as part of the child report description, and allows to filter by category.

✓

Display subcategories

Shows the parent report subcategory as part of the child report description, and allows to filter by subcategory.

✓

Display tags

Shows the parent report tags as part of the child report description, and allows to filter by tags.

✓

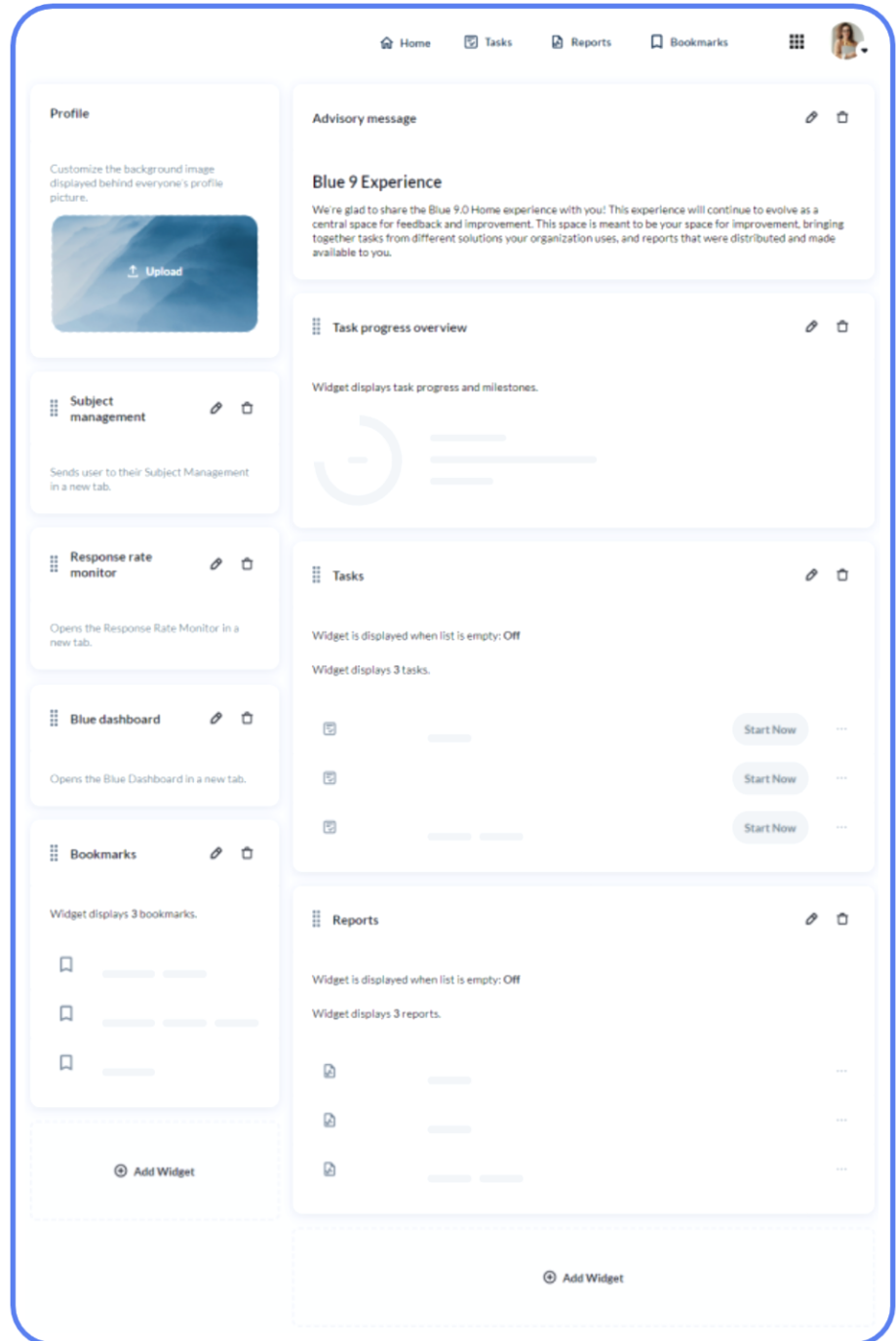
GENERAL SETTINGS

Show alternative email

Give users the opportunity to use an alternate email in addition to their primary email.

# Widgets and layout

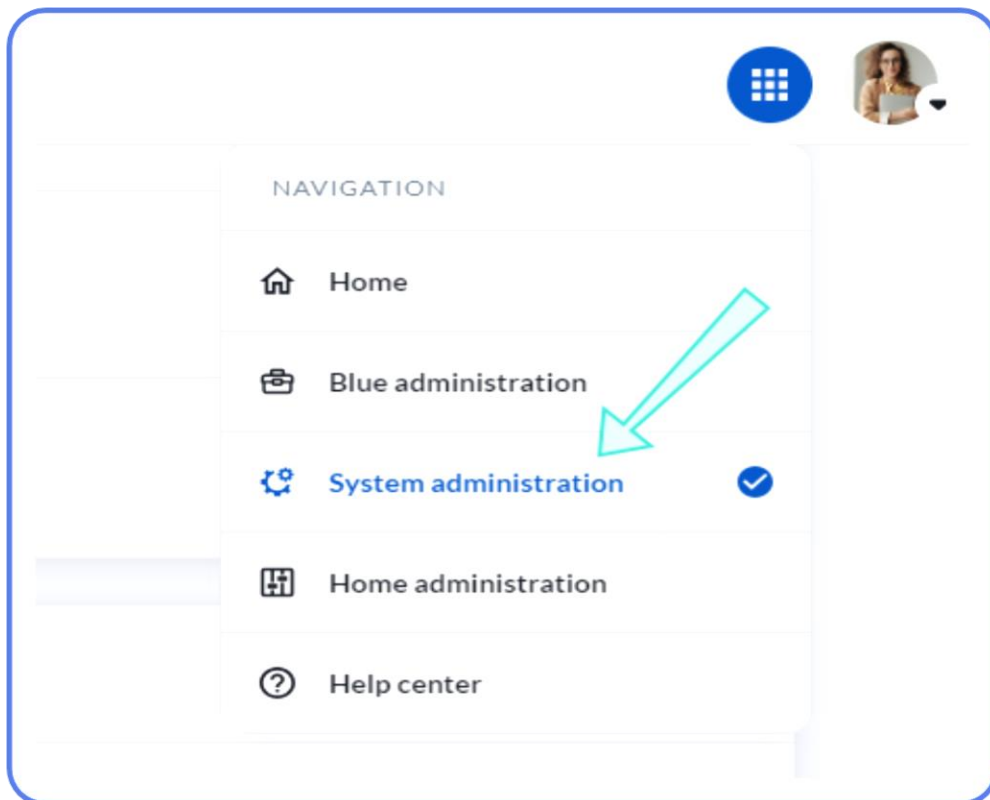
This page allows you to customize your users' individual widget/launcher settings on the homepage. You may drag and drop the widgets to your desired placement.



# How do I navigate the admin page?

There are several items that have moved from the **Blue administration** page to the new **System administration** page. These items include settings related to security, authentication, passwords, SSO profiles, branding, localization, and data privacy.

Navigate to the menu icon and select **System administration** to configure these settings for your users.

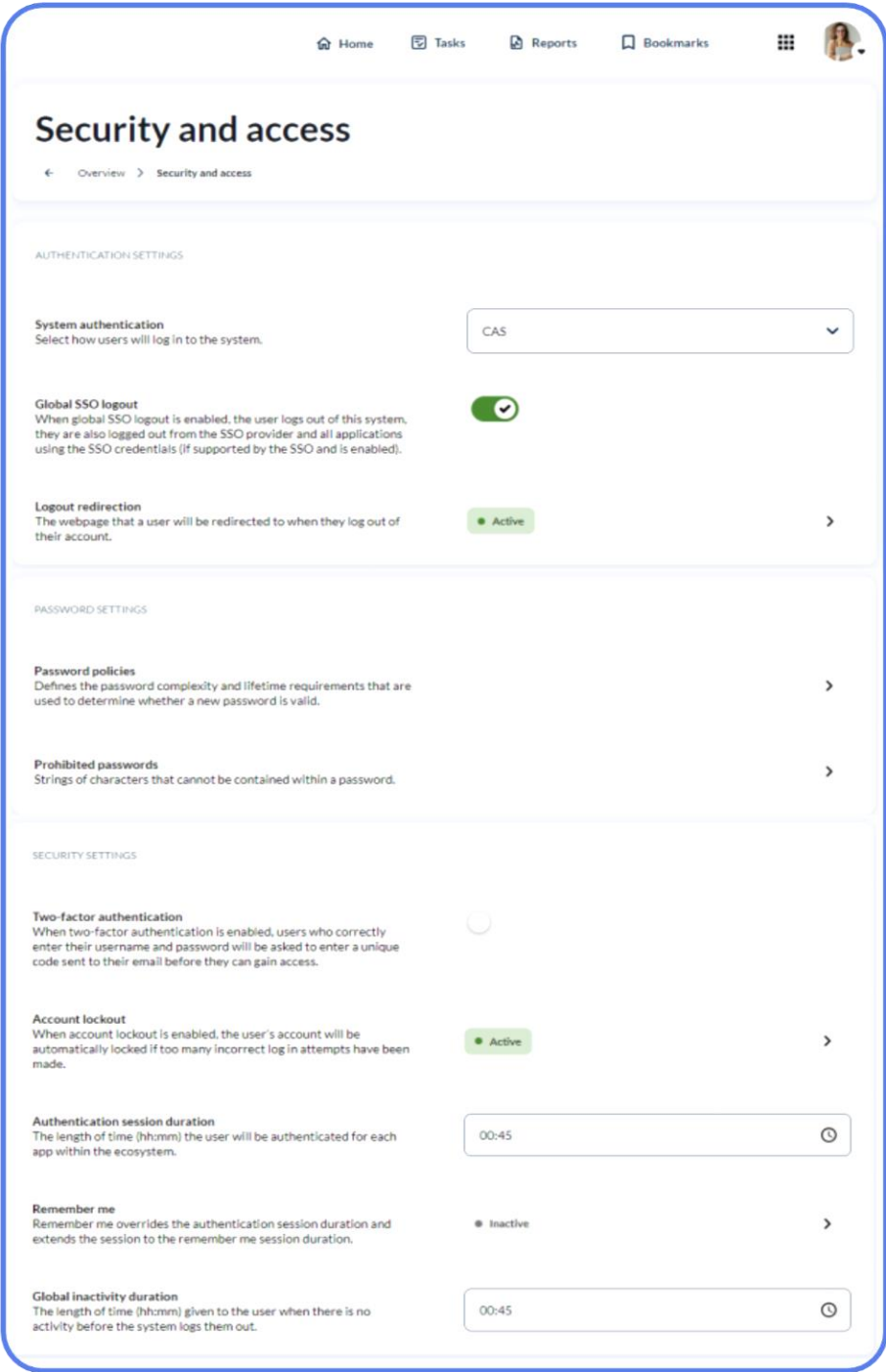


# Security and access

This page lists authentication, security, and password settings on a system level.

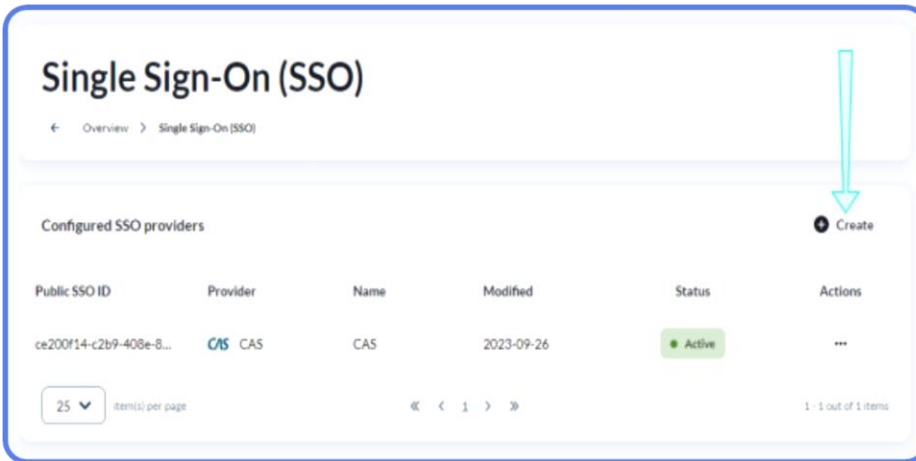
## BEST PRACTICE

We recommend keeping the **Global SSO logout** option enabled once an SSO profile has been created in order to enhance the user experience.





# Single Sign-On (SSO)



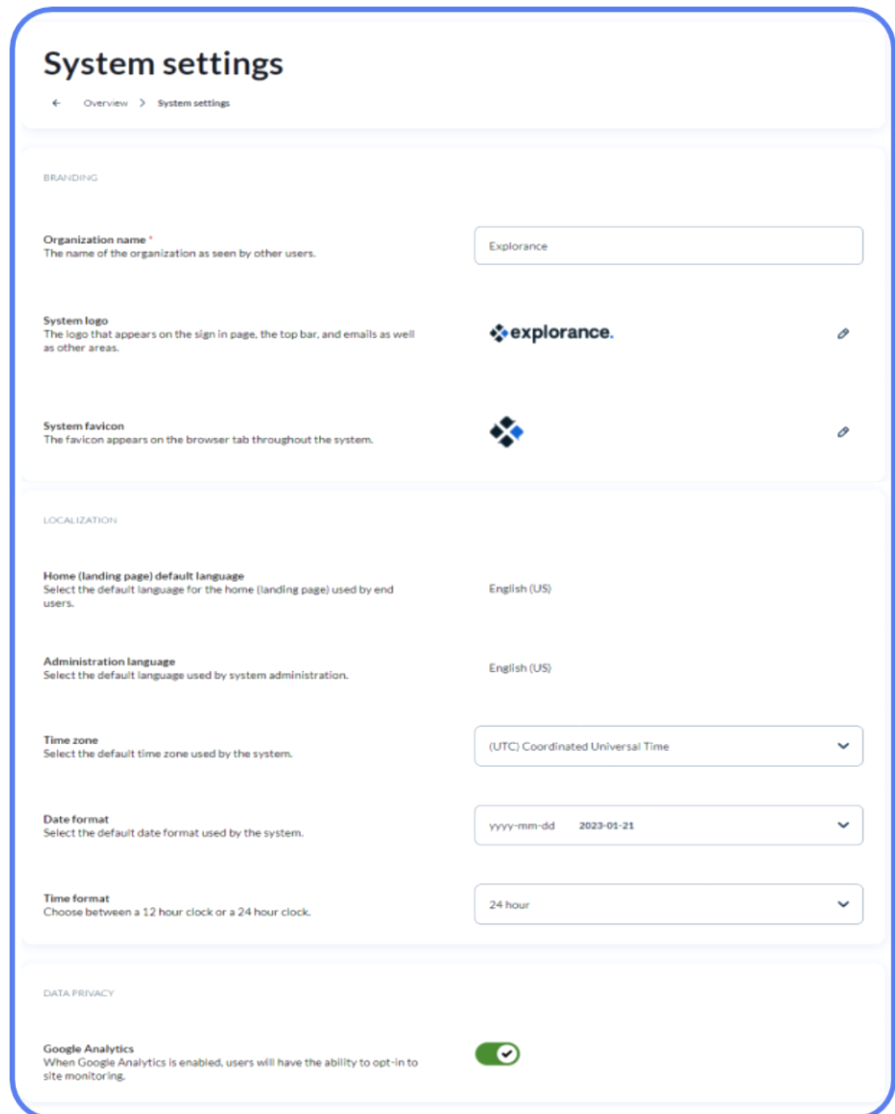
This page allows you to create SSO profiles from a number of providers and configure their settings.

## System settings

This page allows you to configure homepage settings such as organization name, logo, favicon, language, and time zone.

### IMPORTANT

Changing the homepage language will not affect your users' tasks or reports.



# Which features have been retired in Blue 9?

The following features are no longer supported as of Blue 9. As part of the enhanced security, authentication and compliance updates included in this upgrade, certain features have either been retired or have been transferred to the Explorance Customer Support team.

The following administrative features have been retired:

- Password recovery configuration
- Password notifications including piping
- Option to include sign out link
- Impersonate user (Log in as) - [see the description below](#)
- Various XML configurations - [see the list below](#)

## XML configurations that are no longer supported:

- <BypassUserProfilesOnPages>
- <InitialChildReportState>
- <LandingPageReportListingSortingOption>
- <LandingPageReportListingSortOrder>
- <LandingPageTaskListingSortingOption>
- <LandingPageTaskListingSortOrder>
- <AuthPluginID>
- <AuthIV>
- <AuthTimeZone>
- <AuthTolerance>
- <LOGO\_DESTINATION>
- <BlueBrowserTitle>
- <AllowSpecialChars>
- <UsesRandomPassword>
- <HideDataSourceInLogin>
- <GatewayTimeout>
- <MinPasswordChars>
- <MaxPasswordChars>
- <NumAttemptsAllowed>
- <NumAttemptsAllowed>
- <DefaultPassword>
- <BlueAdminHelpLinkTarget>

The following features will now be managed by the Explorance Customer Support team:

- Grant Blueadmin access
- Email SMTP settings for SMTP server, SMTP Server Port, username, and password
- DKIM configuration
- XML settings

## Impersonate user (Log in as)

The retirement of the Log in as (AKA impersonation) feature is driven by our commitment to enhancing security and ensuring strict compliance with data protection regulations. We believe that this change is essential to protect your data, your privacy, and the integrity of our services. While we recognize that some customers have relied on this feature, this change is designed to offer an even more secure environment and provide administrators with an upgraded and robust experience in Blue 9. While this feature is no longer being offered at this point in time, we are actively working at providing alternative methods and features that can help you achieve similar goals. In the interim, Task Management and Report Management may offer some of the functionality to preview what your users see, and the Explorance Customer Support team is here to assist you in making a smooth transition.

## Login page background image

Blue 9's new foundation offers improved security and a simplified login process for users. If users are part of multiple datasources, they no longer need to select one of these datasources upon logging in. Instead, a pop-up window will replace the full-screen login process. The login background image has been retired, however, clients can customize the pop-up window by adding their logo.

## Homepage message (subject and default)

The option to display a homepage message to users with a subject or default role has been retired. In return, you can now showcase an advisory message to all users on the new Blue 9 homepage which can still convey important information to your users. In Blue 9, you also gain the capability to display [designated custom launchers](#) on the new homepage.