



## **WorkSmart Homebuyer Report FAQ's**

### **What has happened?**

In order to reflect the changes made to the format of the new HomeBuyer report, we have updated Worksmart. Unfortunately we have experienced some problems with the deployment of the new version which has led to some users not being able to fully produce reports.

Whilst there are a few issues, the main problem faced by those affected is the production of images and graphics when publishing the report. This only affects reports with amounts of text over a certain quantity.

We would like to apologise for the problems that some people have faced and thank people for their patience as we have been trying to resolve the issues.

### **Why has this happened?**

WorkSmart is an RICS owned and developed product, however is built on 3<sup>rd</sup> party elements. Unfortunately we have had a problem with one of these elements that we have not been able to fully resolve.

### **Shouldn't this have been tested?**

Yes, the new release was tested, however unfortunately the issue was not picked up. We will be carrying out a review of our testing processes.

### **What are you doing about it?**

We are aware of the inconvenience that this causes and apologise for this. Since identifying the problem we have been working hard to fix the issue for users. A number of options have been considered and we have been making decisions based on market feedback to get to a stable position with the new report as soon as possible.

Having reviewed all of this, the best option in order for us to deliver the level of product that you expect is to roll the product back to before the latest update.

This effectively resets the product and database. Unfortunately, however, it presents some challenges which we have done everything we can to minimise. Primarily, reports and drafts created from the 25<sup>th</sup> October and stored on the system will be lost. We therefore would ask you to save any work off line. After the roll back, the system will have the full functionality for producing the old style HomeBuyer report as before the update.

We do appreciate that this will cause inconvenience, for which we apologise.

### **When will you roll-back the product?**

Subject to testing, both internally and with customers, we expect to roll-back at 18.00 on Thursday 10<sup>th</sup> November. The site will be unavailable for a period of up to 3 hours.

### **What should I do about it?**

Please publish and save all of the work created since the morning of the 25<sup>th</sup> October offline. This will ensure that you have a record, a copy of the report or draft that can be pasted into the working version to produce fully compliant reports. N.B. Draft reports cannot be copied and pasted from, so it is essential to publish any drafts that you wish to use for report creation in the rolled back system.

### **Will the new survey only product be available after roll-back?**

The new survey only HomeBuyer was one of the new features in this release, and will no longer be available once we roll back to the previous version. WorkSmart will not support the production of survey only Homebuyers until further notice.

### **I have had to spend credits on unusable reports, can I get a refund?**

Yes, we will refund the credits that have been used to create reports that do not work correctly. Please talk to customer services about this.

### **Will this happen again?**

This has highlighted a number of areas for us to improve our processes and we will be carrying out a full review to ensure that the same thing does not happen again.

### **Why can't I see any of the icons?**

The main problem some people are facing with the new release is that graphics, including the icons, are not showing on the final published report. This is a problem with one of the 3<sup>rd</sup> party software elements that we use in our solution and only happens when reports contain amounts of text over a certain limit.

### **I have lost my files, how do I find them?**

Whilst our product roll back will remove access via WorkSmart to any files created since the 25<sup>th</sup> October, we are working hard to reconfigure the database such that we may be able to retrieve

files manually. Please save any work you can, locally, to mitigate against data loss. Should you require assistance after the roll back, please contact RICS Customer Service.

**What do I do in the mean time? I have to get reports out.**

We understand the inconvenience that this has caused and we apologise. There are some work arounds that can be used in the interim for urgent reports that need to be sent out prior to Friday 11<sup>th</sup> November.

If you have produced a report, but it is not working, you can create a report in Proforms. This uses the old HBR report format and we understand that this does not have the full functionality of WorkSmart.

This also does not have the standard phrases. In this case, we would advise copying and pasting them where possible from the files created in WorkSmart.

**I am worried about what Regulation will do about this?**

Regulation are aware of the situation and will take this into account as appropriate, on the basis this technical error is not our members' fault.

**What about the new format of HBR report, when will this be mandatory?**

Professional Groups have confirmed that following the recent launch of the new HomeBuyer Report in the summer we proposed a transition period ending 30th November 2016 to help surveyors with the changeover. We have received requests to extend this period which we are going to do, to help with the change to the new forms.

Until further notice, both the new and old formats of HomeBuyer Reports are acceptable. We will communicate further about this in due course.

**Does this affect any other products?**

No, the only product affected by this is the HomeBuyer Report within WorkSmart.