



# ARCOS Application Changes - Production 26.14

April 9, 2026

Changes will be deployed to QA on Tuesday, March 17, 2026, and Production on Thursday, April 9, 2026

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# Platform Enhancements

## VRU ID and Web ID Columns Added to Daily OT Entry Page

### *What is changing:*

We've enhanced the Daily OT Entry page to help you quickly and accurately identify employees—even when they share the same name. Two new columns, VRU ID and Web ID, now appear next to each employee's name. These columns display unique identifiers for each employee and are sortable, just like other columns on the page.

Visibility of these columns is based on the user's permissions: if they have access to View VRU ID and/or View Web ID, the user will see the relevant columns. If the user does not have the required permissions, the new columns will be hidden.

### *Who is involved:*

All customers will receive this update.

### *What you need to do:*

No action is required. The new columns will be available automatically after deployment.

## VRU ID and Web ID Columns Added to Schedule Record Detail Report

### *What is changing:*

We've updated the Schedule Record Detail report (found under Reports > Schedule) to include two new sortable columns: VRU ID and Web ID. These columns appear before the employee's name, making it easier to distinguish between employees with similar names. Access to these columns is permission-based—users will only see the columns if they have the appropriate permissions "View VRU ID" and "View Web ID".

### *Who is involved:*

All customers will receive this update.

### *What you need to do:*

No action is required. The new columns will be available automatically after deployment.

## Mobile Push Notification Activity Now Visible in Callout Detail Report

### *What is changing:*

The Callout Detail Report has been enhanced to display when mobile push notifications are sent to employees. Previously, MPN activity was only recorded for certain callout types or configurations. With this update, every time a mobile push notification is sent—regardless of whether the callout type has mobile attributes set, MPN Delay is enabled, or the callout is configured for mobile push notifications only—a record will appear in the report. This gives you a complete view of all mobile notification activities related to your callouts.

Note: This change only applies to callouts after the deployment.

### *Who is involved:*

This change affects all users who review or audit callout activity using the Callout Detail Report, especially those responsible for tracking employee notifications and responses.

### *What you need to do:*

No action is required for most users. The new mobile push notification records will appear automatically in the Callout Detail Report. If you have questions about how to interpret these new records or need help with report access, please contact your system administrator.

## Crew Admin: Improved Handling of Disabled Rosters

### *What is changing?*

We've enhanced the Crew Admin experience to make it clearer when rosters are disabled. Now, when viewing a crew in Crew Admin, any disabled rosters will be shown with the label "- this roster is disabled" next to their names; the quantity and roster will also be displayed with a red background. Additionally, when modifying a crew, disabled rosters will no longer appear in the configuration and will be removed if the crew is updated. This update helps prevent confusion around missing or hidden crews and ensures that only active rosters are managed within crews.

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### *Who is involved?*

This change impacts any user who manages callout crews and rosters in the Crew Admin section, especially those responsible for creating, editing, or maintaining crew templates.

### *What does the customer need to do?*

No action is required to enable these changes.

# Crew Manager Enhancements

## Crew Manager: New Configuration to Maintain Lodging Assignments When Moving Crew Members

### *What is changing:*

A new configuration option has been added to Crew Manager that allows lodging assignments to be maintained when moving a member from one crew to another. When this setting is on, moving a person between crews will no longer automatically remove their lodging assignment or prompt for removal—making it easier to manage lodging during crew changes. If a member is removed from their crew, the user will receive a pop-up confirming if their lodging should be deleted.

### *Who is involved:*

This update affects users who manage crews and lodging assignments in Crew Manager, especially those responsible for reassigning members during events or storms.

### *What you need to do:*

No action is required, if you want to keep current functionality (where lodging assignments are removed when a member moves to another crew). If you have questions or want this setting changed, please contact ARCOS Support.

## 2 Way SMS: Pending Status Indicator for Outgoing Messages

### *What is changing:*

We've added a new "Pending" status indicator to outgoing SMS messages in the ARCOS Platform. Now, when you send a message and the system is still waiting for confirmation from our SMS provider, you'll see a "Pending" label next to the date and time of the message. This makes it clear when a message hasn't yet been confirmed as sent or failed, helping you avoid confusion and reducing uncertainty about message status.

### *Who is involved:*

This update affects all users who send and monitor SMS messages through the ARCOS Platform, especially those who rely on timely delivery confirmations for critical communications.

### *What you need to do:*

No action is required.

## Enhanced SMS Opt-In Controls: Location-Based and Two-Way Messaging Updates

### *What is changing:*

We've made significant improvements to how SMS opt-in requirements are managed in the ARCOS Platform:

SMS opt-in rules can now be configured separately for each location. This means some locations can require users to manually opt-in to receive SMS messages, while others can allow SMS without opt-in. If a phone number is linked to contacts in multiple locations, the strictest rule will apply—requiring opt-in if any location requires it.

The opt-in requirement now also applies to 2 Way SMS. If a location requires opt-in, users must complete the opt-in process before they can receive to 2 Way SMS messages. If a user is not opted-in, web users will see a clear message and a link to the SMS opt-in page.

These changes help ensure your organization meets compliance needs and can tailor SMS communication rules to specific locations and use cases.

### *Who is involved:*

All users who receive SMS notifications or use two-way SMS features, especially in organizations with multiple locations or varying compliance requirements.

### *What you need to do:*

If you have questions about configuring these settings or would like your opt-in settings changed, please contact ARCOS support.

## Easily View 2 Way SMS Opt-In Status for Employee Devices

### What is changing:

We've made it easier for administrators and employees to see the opt-in status for 2 Way SMS messaging directly within the ARCOS Platform. You'll now find a new "2 Way SMS" status field on the following pages:

- Employee Add/Modify page (web)
- My Account Admin > Devices page (web)
- My Account Admin > Devices page (mobile)

This field displays the current opt-in status for the phone number that would be used for 2 Way SMS. Statuses include "Verified," "STOPPED," "Company Controlled," or "Unknown," depending on the phone number's opt-in/out state and your organization's SMS configuration.

uty	Trusted	Type	SMS	2 Way SMS	Pause(sec)	Touch Tone	Pause(sec)	Touch Tone
	<input type="checkbox"/>	Cell Phone	<input checked="" type="checkbox"/> Company Controlled	Company Controlled	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
			By checking the "SMS" box, you enable SMS alerts and callouts from ARCOS. Message and data rates may apply. Message frequency varies depending on activity. <a href="#">SMS Terms of Service</a> and <a href="#">Privacy Policy</a> Reply HELP for help, or STOP to cancel at any time.					

### Who is involved:

- Back-office administrators who manage employee contact information and SMS communication.
- Employees who want to confirm their device's eligibility for 2 Way SMS messaging.

### What you need to do:

No action is required.