Release Notes: 09/19/2025

This release brings new functionality and enhancements across TempWorks products including:

- Our native, integrated generative AI tool, SystemIQ to Beyond.
- The enhanced grid experience in Beyond to allow for a more consistent and streamlined experience.
- Our brand-new Support Help Center to submit, manage, and track your support requests.
- Tax updates and additional fixes across TempWorks products.

The Highlights

Upcoming Buzz & On-Site Time Clock App Maintenance Update

Buzz and the On-Site Time Clock App will be receiving an upcoming maintenance update across both Apple and Android devices via a phased rollout from 9/22 to 10/1.

> *Note* Please keep in mind the following regarding the upcoming maintenance update:
>
> - Due to the update being released in a phased rollout, depending on your device and operating system, you may not receive the update immediately. Devices will receive the update within the rollout period of 9/22 to 10/1.
> - For users that **have** "Automatic Updates" enabled within the respective app store of your device, this update will be automatically applied once available on your device.
> - For users that **do not have** "Automatic Updates" enabled, you will need to manually apply the update within the respective app store of your device.

Beyond - SystemIQ

Our native, integrated generative AI tool, SystemIQ, is here! Designed with the needs of staffing agencies in mind, SystemIQ is the tool your teams need to work smarter.

Through the use of predefined and custom prompts, SystemIQ provides the tools you need to work smarter, putting your data to work securely, seamlessly in Beyond.

> *Note* For more information on SystemIQ, please see the following articles:
>
> - How to Setup SystemIQ
> - How to Utilize SystemIQ
> - Data Utilized by SystemIQ

Beyond - Enhanced Grid Experience

The enhanced grid experience in Beyond has arrived! With this update, you'll enjoy:

- Modern, streamlined design for easier navigation
- Improved filtering, sorting, and customization tools
- A more consistent experience wherever you work

> *Note* As part of this upgrade, current saved grid preferences (including pinned columns, column order, visibility, grouping, etc.) will reset to default.
>
> After the upgrade, you'll just need to set them once and your preferences will be saved for all future sessions.

> *Note* For an overview of what's new, along with tips to quickly setup your preferences, please see the article titled Beyond - Grid Navigation.

Introducing the Support Help Center

TempWorks is thrilled to announce the official launch of our new Support Help Center!

You can submit, manage, and track your support requests directly through the Support Help Center for a more streamlined and transparent experience.

Note With the introduction of the new Support Help Center, please keep in mind the following:

- Tickets that were created within Bridge prior to 9/12/2025 will still be viewed within Bridge.
- The creation and management of new tickets as of 9/12/2025 are located within the new Support Help Center and will **not** be accessible within Bridge.

Note For an overview of how to submit and manage requests within the new Support Portal, please see the article titled Support Help Center - Creating Requests.

Additional Updates

Beyond

- Fixed an error that would occur when attempting to run a saved search.
- Fixed an issue where the "Max Deduction" would switch from a percentage to a flat amount when editing an adjustment after it has been setup.

Enterprise

- Fixed a timeout error when attempting to load contact messages.

HRCenter

- Fixed an error that would be received when attempting to open the Colorado W-4.
- Fixed an issue preventing the service rep from being able to edit the "MT Withholding Account ID" field on the Montana Withholding 2025 form.

Reports

- Improved the readability and compliance for the default "Employee Hours Range IL" report:

- Includes Groups By Employee > Customer Assignment > Transactions that can be hidden/shown using the "Show Detail" parameter.
- Added the "State" Filter.
- Added the "Employee Status" Filter.
- Added the "Equal Pay" Message Action:
  - To track if the required action has been taken for hitting 720 hours and exclude Customer Assignments based on this.
  - The intended use for this is once the rates on the assignment have been updated, a message with the "Equal Pay" action will be logged to track this update on this report.
- Added highlighting for "Action Needed" records:
  - Employee Records that have a Customer Assignment with over 720 hours.
  - Customer Assignment Records that have over 720 hours worked.
  - Transaction Records that first exceeded 720 hours for a given Customer Assignment.

Tax Updates

- Kentucky
  - For Brandenburg, KY - Added an occupational tax with a rate of 0.333%, effective 7/1/2025.
  - For Powell, KY - Updated the tax rate to 1.75%, effective 7/1/2025.
- Ohio
  - Updated Ohio withholding tiers, effective 10/1/2025.
- Tennessee
  - For Davidson, TN - Updated the Sales Tax rate to 9.75%, effective 2/1/2025.

For Self-Hosted Clients

Note For all self-hosted clients, as always, ensure you install all updates to give your users the best experience and new features.

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