



## **Worksmart Rollback FAQs**

### **What has happened?**

In order to ensure continuity of service for our WorkSmart customers we have had to roll-back the system to its position on 25<sup>th</sup> October to rectify a number of issues with our latest release.

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

### **What does that mean?**

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 have been lost. 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 was the product rolled back?**

18.00 on Thursday 10<sup>th</sup> November. All work done since the 25<sup>th</sup> October will no longer be visible in the system.

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

The new survey only HomeBuyer was one of the new features in the problematic release, and will no longer be available. WorkSmart will not support the production of survey only Homebuyers until further notice.

### **What will happen to my credits?**

The system roll back also rolls back your credit balance to its position on 25<sup>th</sup> October, so we expect any wasted on unusable reports to be restored. If you purchased credits in this period, they won't be showing on your "Credits & purchases" page. We are making arrangements to re-credit all purchases made during this period.

### **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. Further upgrade of the WorkSmart system will not be attempted until we can be certain of a successful release.

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

Whilst our product roll back has removed 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, and support you in reinstatement. Should you require assistance after the roll back, please contact RICS Customer Service.

### **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 30<sup>th</sup> 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?**

The roll back will mean that all products and files within the WorkSmart system produced between 25<sup>th</sup> October and 10<sup>th</sup> November are no longer available. If you were not able to save your files locally and require assistance in retrieving files, please contact RICS Customer Service.