

### SMIS Release Notes Version 4.1.4

The Shelter Management Information System (SMIS) is a web-based information management system used by programs across the city that provide services to individuals and families experiencing homelessness. SMIS is administered by the City's Toronto Shelter & Support Services (TSSS) division. SMIS is primarily used by City-funded shelters, 24-hour respites, and COVID-19 temporary shelter programs to conduct client intake, admission, case management, and discharge. It is also used by service programs (e.g., Streets to Homes, Central Intake).

This set of Release Notes describes the changes that are included in the March 2026 SMIS enhancement, release version 4.1.4. All changes included in this SMIS enhancement were prioritized by the City of Toronto SMIS Steering Committee and Director Group. Combined, these changes address the highest current priority change requests in SMIS.

Please note that this document will also be available online at [Shelter Management Information System \(SMIS\) – City of Toronto](#).

# SMIS Release Notes

Version 4.1.4- March 2026

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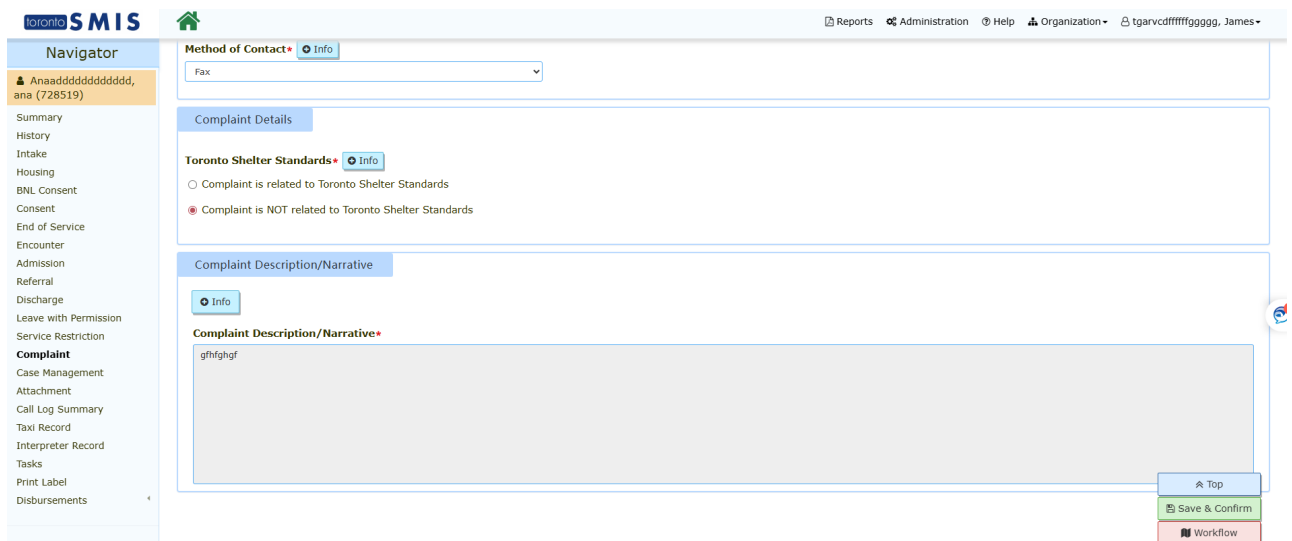
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## 1) New Changes to the Complaints Module

A series of updates have been implemented to improve usability and streamline workflow.

This module includes the following changes:

1. **Removal of C/E/R/A Section.** The CERA section has been removed from the Complaints page to prevent users from having to complete it during every update and to avoid saving unnecessary or irrelevant entries.

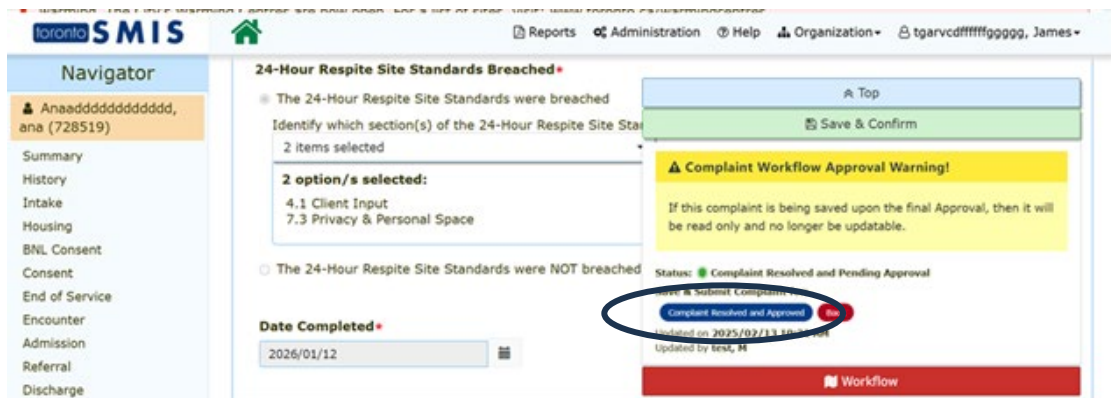


2. **User Confirmation Message Added.** A prompt confirmation message has been introduced to ensure users review all information before saving or updating a complaint record. When hovering over the Save & Confirm button, the system now displays a review-confirmation message. When users click Save & Confirm, it indicates that they acknowledge and accept the changes they have made to the complaint record.

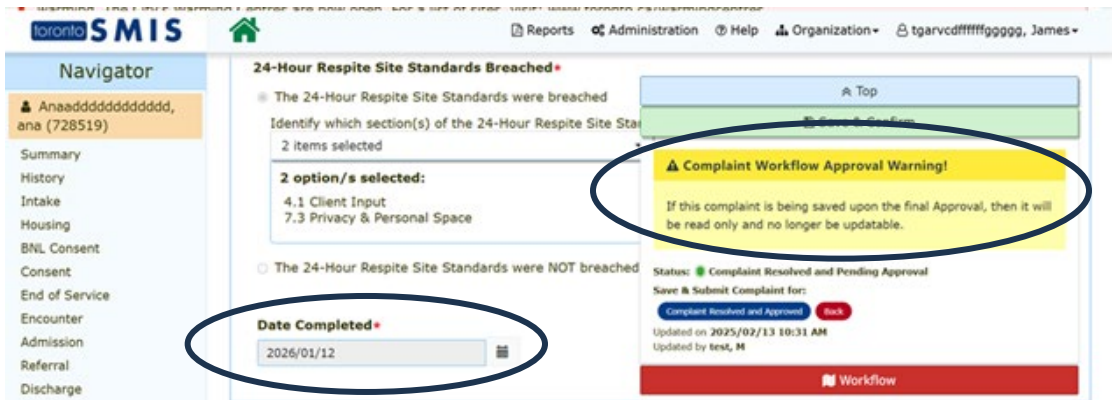




3. **Save Popup Logic for CW and IW users.** The existing save popup has been removed for CW and IW user roles, as these users no longer have access to the workflow button. For SUP and MGR roles, the save popup is retained to ensure they continue to receive confirmation prompts aligned with their workflow responsibilities.
4. **Addition of “Complaint Resolved and Approved Button in Workflow Floating Button.** A new **Complaint Resolved and Approved** button has been added to the workflow floating button. This allows users to mark a complaint as resolved and approved directly within the workflow. This enhancement removes the need for CERA entries and supports a more streamlined and efficient complaint-resolution process.



5. **Workflow Approval Warning Placement.** A new warning message is now displayed during the final approval save. The message informs users that the complaint is being saved as part of the final approval, after which the record will become read-only and can no longer be updatable. When hovering over the Complaint Resolved and Approved button, the system will display the Date Complete field, allowing users to see when complaint was finalized.



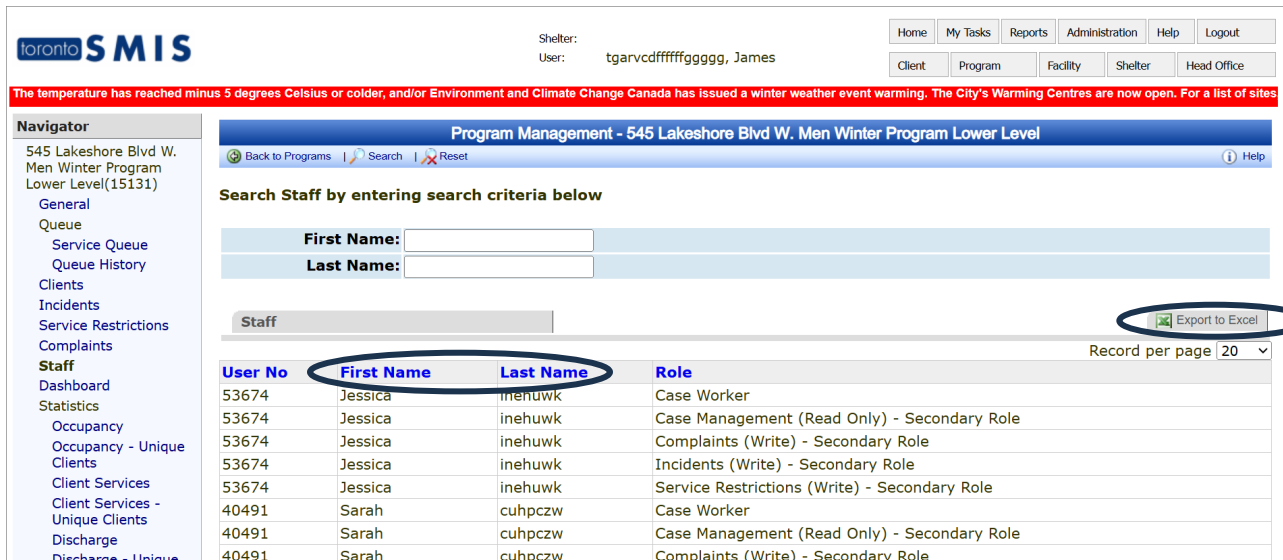
6. **Print Logic Updated.** The print functionality has been modified to exclude the C/E/R/A section from printed complaint records.
7. **TSS and TRS Breached Dropdown Locked.** When a complaint record is resolved and approved, the TSS and TRS breached dropdown fields are now locked. The entire page becomes read-only to maintain data integrity.

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Version 4.1.4 – March 2026

## 2) Staff List Update Name Change in Program Management->Staff page

Staff names have been split into two separate fields: **First Name** and **Last Name**. An **Export to Excel** download icon has been added to allow users to export the staff list.

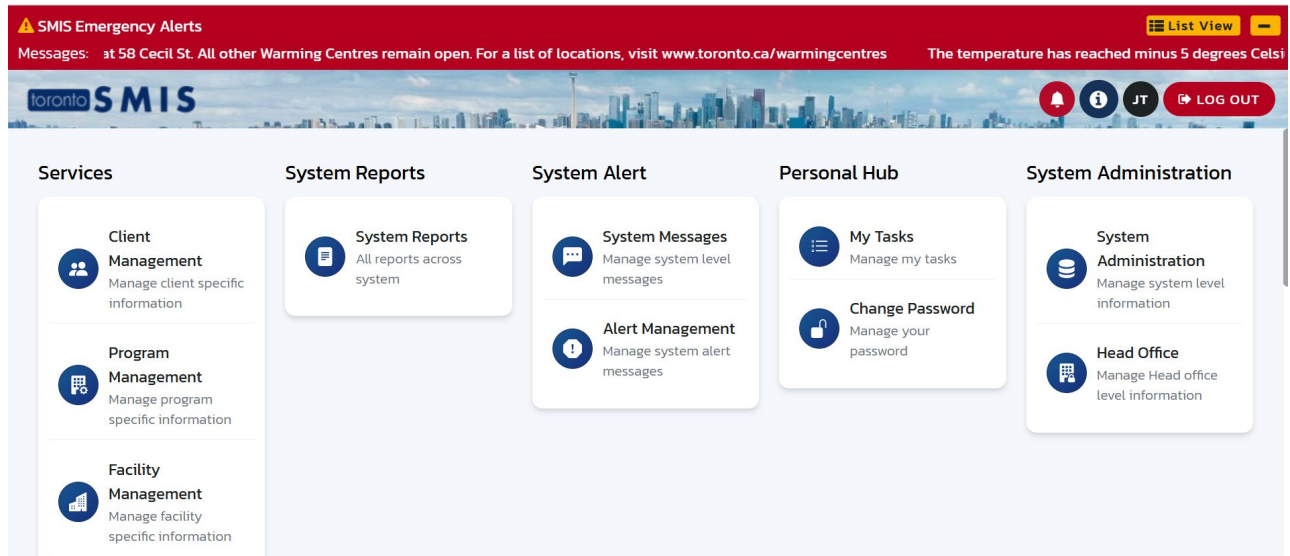


The screenshot shows the SMIS interface for the 'Program Management - 545 Lakeshore Blvd W. Men Winter Program Lower Level'. It includes a search section with 'First Name' and 'Last Name' input fields. Below is a table of staff members with columns for 'User No', 'First Name', 'Last Name', and 'Role'. The 'First Name' and 'Last Name' columns are circled in blue. An 'Export to Excel' button is also circled in blue.

User No	First Name	Last Name	Role
53674	Jessica	inehuwk	Case Worker
53674	Jessica	inehuwk	Case Management (Read Only) - Secondary Role
53674	Jessica	inehuwk	Complaints (Write) - Secondary Role
53674	Jessica	inehuwk	Incidents (Write) - Secondary Role
53674	Jessica	inehuwk	Service Restrictions (Write) - Secondary Role
40491	Sarah	cuhpczw	Case Worker
40491	Sarah	cuhpczw	Case Management (Read Only) - Secondary Role
40491	Sarah	cuhpczw	Complaints (Write) - Secondary Role

### 3) Redesign SMIS Home page with re-layout

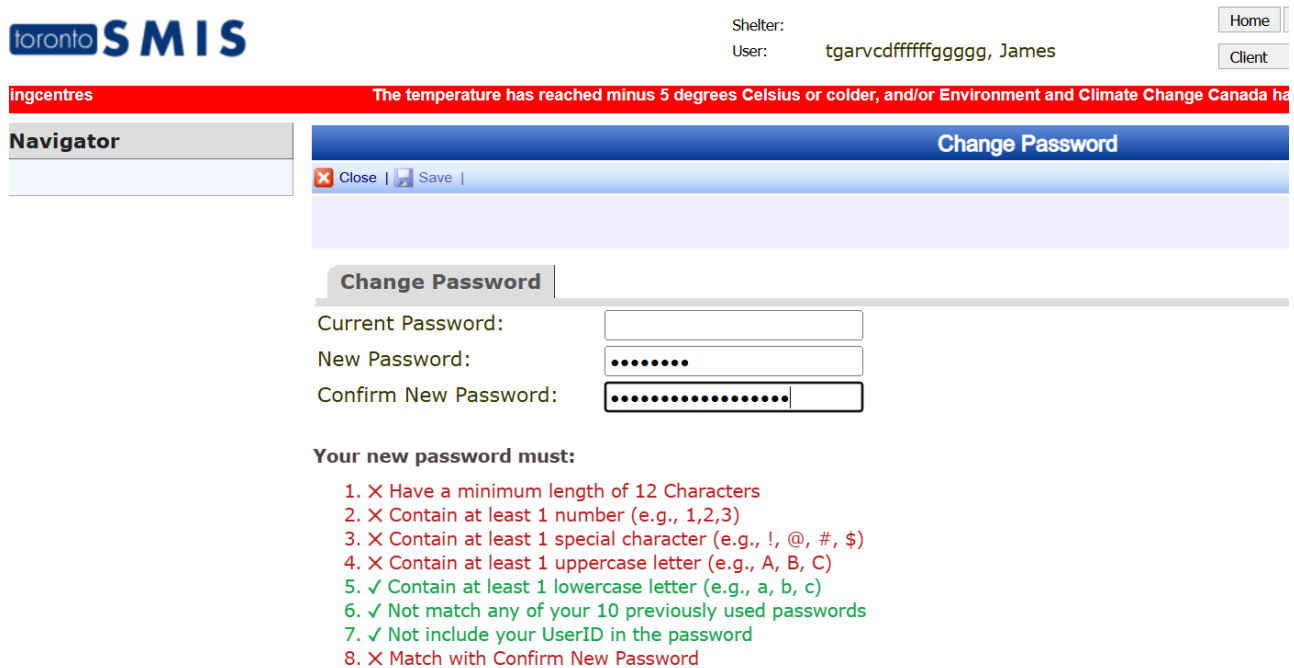
The home page has been redesigned with an updated layout to improve navigation, usability, and overall user experience.



## 4) Validate password dynamically from password changing pages in SMIS

Password validation is now performed in real-time. As users type each character, the system validates the password dynamically and displays the appropriate error messages. This dynamic validation applies across all password-related pages, including **New Password**, **Change Password**, and the **User Profile page**.

Below is a sample screenshot of dynamic password validation:



The screenshot shows the SMIS interface with the following elements:

- Header:** "toronto SMIS" logo on the left, "Shelter: tgarvcdfrrrrggggg, James" and "User: tgarvcdfrrrrggggg, James" in the center, and "Home" and "Client" buttons on the right.
- Alert Bar:** A red banner at the top reads "ingcentres The temperature has reached minus 5 degrees Celsius or colder, and/or Environment and Climate Change Canada ha".
- Navigator:** A sidebar on the left with the "Change Password" link selected.
- Form:** A "Change Password" form with three input fields: "Current Password:", "New Password:", and "Confirm New Password:". The "New Password" and "Confirm New Password" fields are masked with dots.
- Validation Rules:** A list of rules under the heading "Your new password must:":
  1. X Have a minimum length of 12 Characters
  2. X Contain at least 1 number (e.g., 1,2,3)
  3. X Contain at least 1 special character (e.g., !, @, #, \$)
  4. X Contain at least 1 uppercase letter (e.g., A, B, C)
  5. ✓ Contain at least 1 lowercase letter (e.g., a, b, c)
  6. ✓ Not match any of your 10 previously used passwords
  7. ✓ Not include your UserID in the password
  8. X Match with Confirm New Password