

Product Release Notes

Release Date: February 5, 2026

Important Notes for Affected Users

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Impacted Products & Features

Click the link to those features with updates

Quincy

- [Video Visits / QuincyCHAT](#)
- [Chatbots](#)
- [Chat Widgets](#)[Video Visits / Quincy Chat](#)
- [Quick Sign](#)
- [Quick Forms](#)
- [Care Campaigns](#)
- FAQs
- User Profile

QliqCHAT

- [Desktop App](#)
- [Mobile App](#)
- OnCall Scheduling
- [Visit Path](#)
- Fill & Sign
- Qliq-Assisted Calling

Admin Features

- Integration & APIs
- [Reporting](#)
- [User Management](#)
- QliqSTOR
- QliqDIRECT

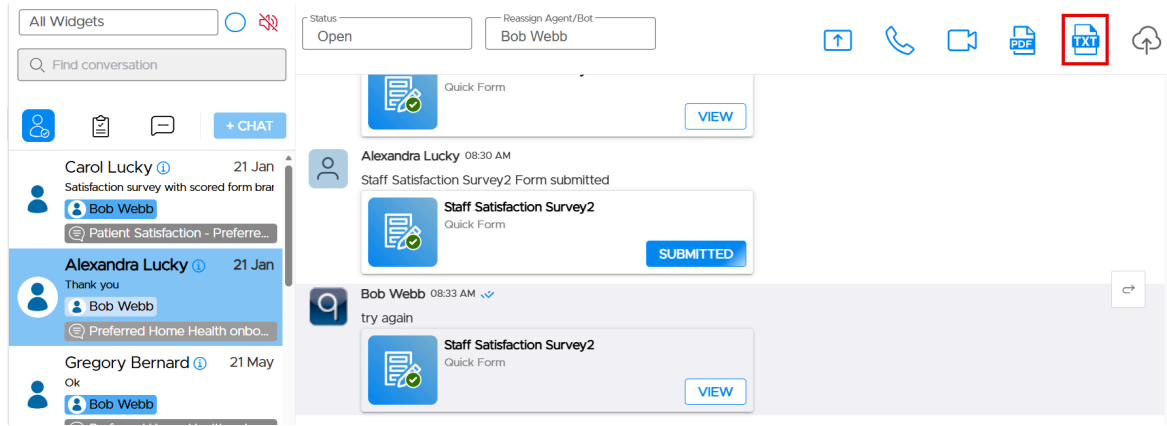
Quincy

Version 26.1.1

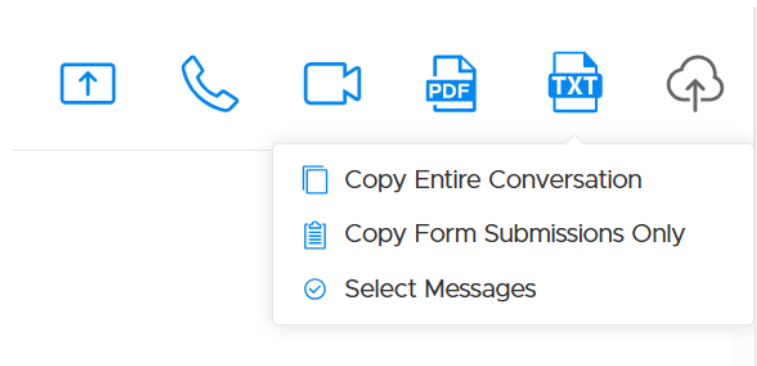
Video Visits / QuincyCHAT

What's New

- **Copy text from conversations and form submissions** — QuincyCHAT now supports manual copying of conversation content, including messages, form submissions, and attachments for pasting into external sources. To copy content, first select a conversation thread and click on the new text icon.



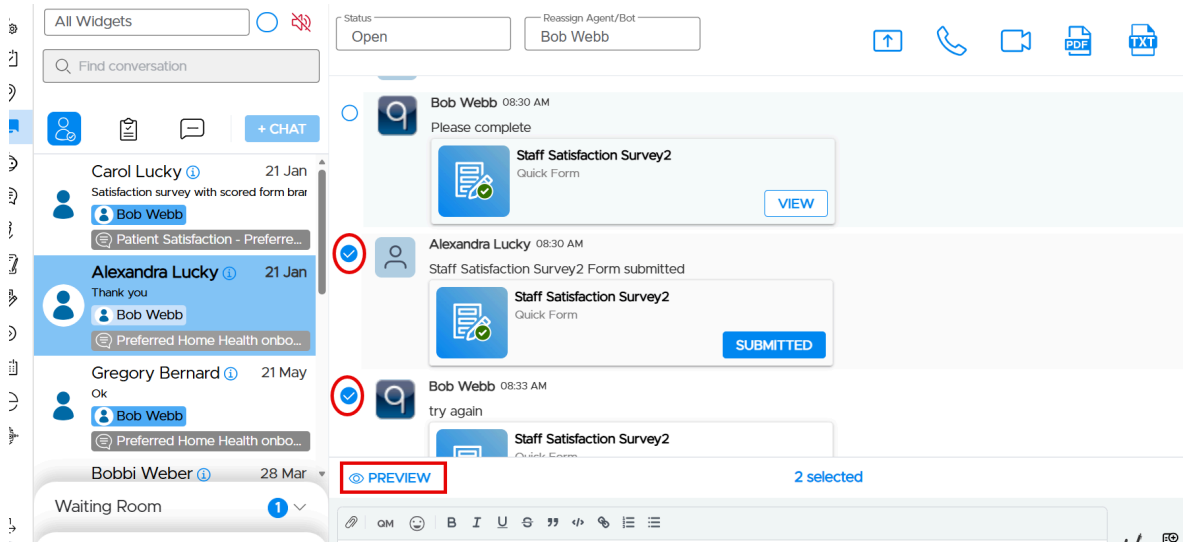
A window opens that lets the user select what to copy.



If the user selects **Copy Entire Conversation** or **Copy Form Submissions Only**, the conversation is converted to rich text that the user can copy to the clipboard and paste into another source.

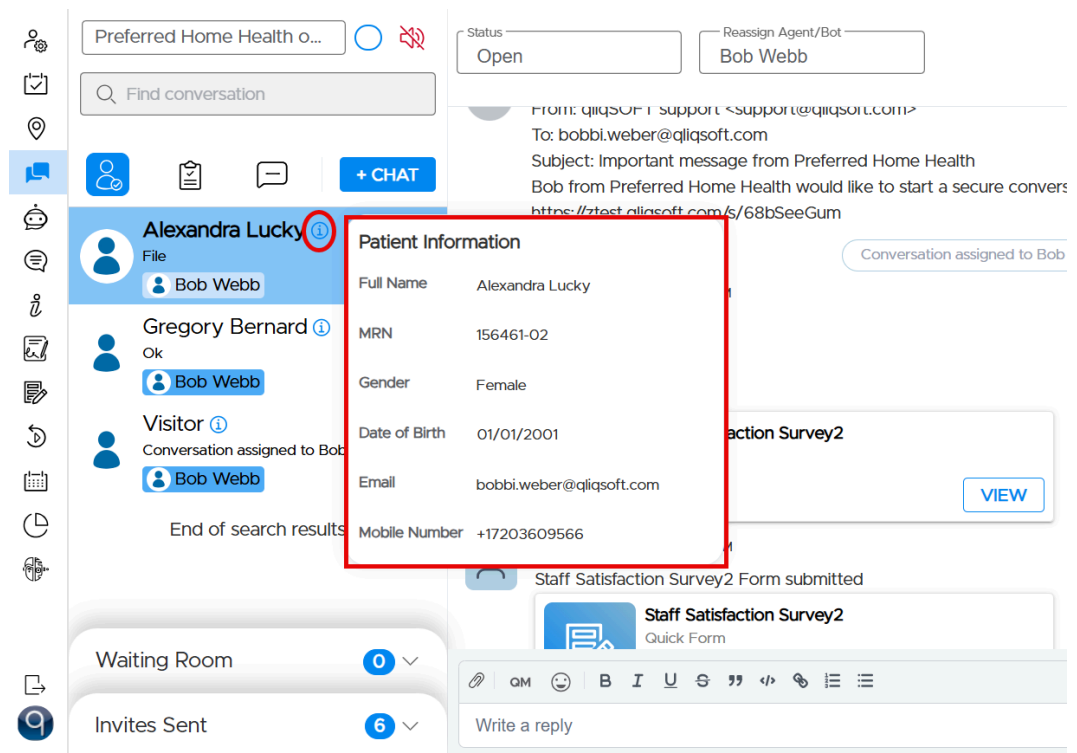


If the user selects **Select Messages**, they select the messages they want copied and then click on **Preview** where the preview pane will appear and the user can copy the content to their clipboard.



Improvements

- **Quick patient info modal in QuincyCHAT** — Agents can now view key patient details directly from within an active conversation by clicking on the information modal, without leaving QuincyCHAT. The information displayed adjusts to what is provided by the client.



Bug Fixes

- **TXT files can now be previewed before download in Virtual Conversations.**
- **Subgroup widgets are now discoverable for admins in QuincyCHAT** — Admins can see and access them on both the web and in QliqCHAT.

- **The widget field remains editable after invalid input** — Users entering an incorrect widget name can now re-enter a correct value and continue without interruption.
- **Agents are now blocked from messaging until Terms and Conditions are accepted** — Agent messaging is restricted until terms and conditions are accepted, enforcing the compliance workflow.
- **Secure Welcome Message now updates with selected language** — The secure **Welcome Message** is updated with the selected language when using real-time text translation.

Choose Patient 2 X

Patient Information

Full Name: Alexandra Lucky
 MRN: 156461-02 EDIT
 Gender: Female
 Date of Birth: 01/01/2001

Message language

English

Choose Communication Channels

SMS Valid On

+17203609566

* SMS Message

Bob Webb from Adam's Clinic4 would like to start a secure conversation with you. Please click the link to accept.

No PHI here - this will be sent over SMS 113 / 250

Email Valid On

bobbi.weber@qliqsoft.com

Subject: Bob Webb from Adam's Clinic4 would like to start a secure conversation with you. Please click the link to accept.
 Message: Bob Webb from Adam's Clinic4 would like to start a secure conversation with you. Please click the link to accept.

Secure Welcome Message Select

Someone will be with you momentarily. 37 / 250

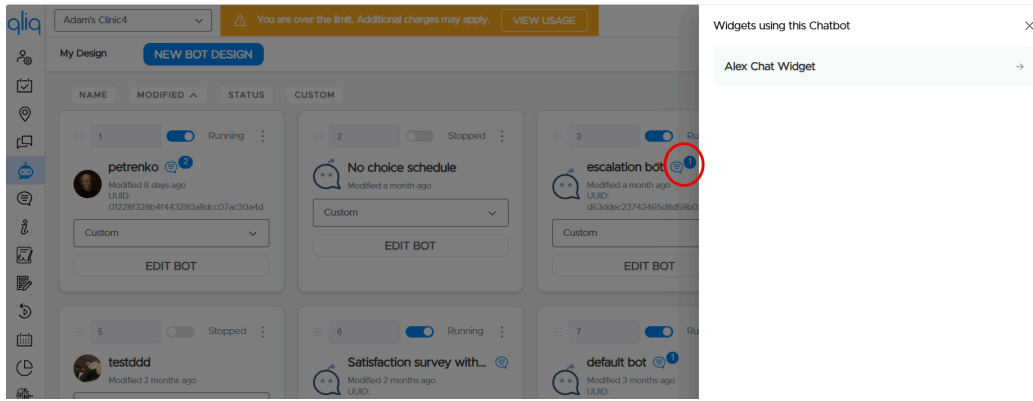
BACK CREATE CONVERSATION

Private Conversation ?

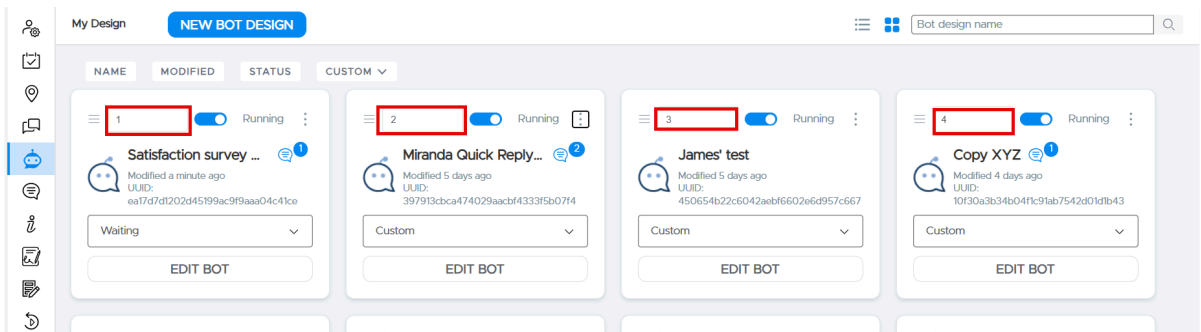
Chatbots

Improvements

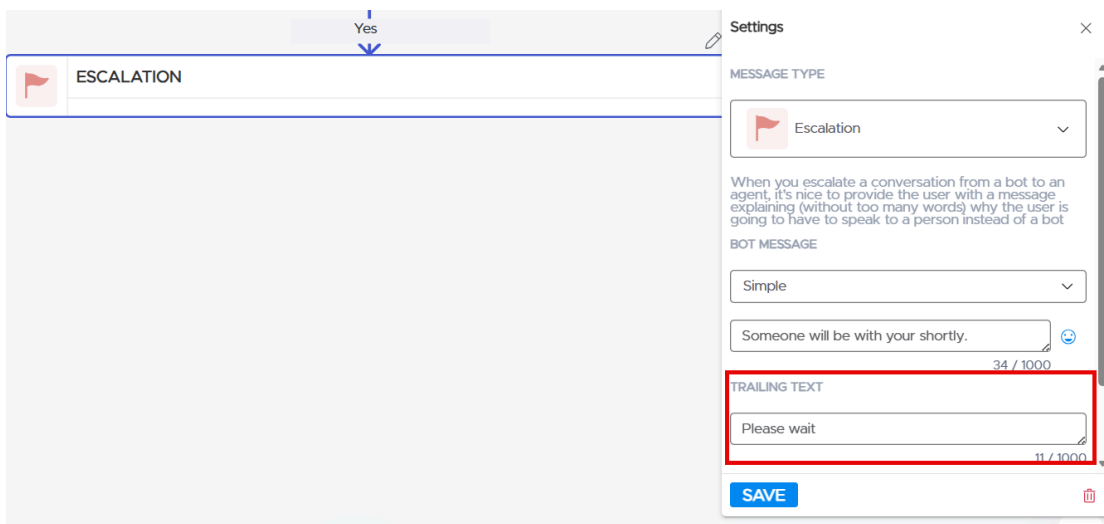
- **Chatbot widget associations are now visible** — **Chat Bots** now display a dialog bubble and a number to show a list of all widgets where they are in use. When an administrator clicks on the bubble the dialog box opens listing the name(s) of each widget that uses the chatbot.



- Reorder Chat Bots with drag and drop — Chat Bots** can now be moved and repositioned to customize their listing order. Users can drag and drop bots using a visual handle in both grid and list views, or assign a custom order number to easily reorganize chatbots across multiple pages.



- Editable escalation message for Escalate nodes** — When a recipient chooses to escalate to an agent, there is a pause while the recipient is put in a queue before an agent picks up the conversation. This enhancement to the **Escalate** node supports an editable trailing message, allowing administrators to customize the expectations they include in the escalation or to suppress the message entirely. Adding new nodes default to “please wait,” while existing bots retain their current behavior unless updated.



Bug Fixes

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Chat Widgets

What's New

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Improvements

-

Quick Sign

Improvements

- **Quick Sign allows submission once required fields are completed** — Patients can now submit a document as soon as all required fields are filled, without needing to navigate through every optional field, reducing unnecessary clicks and streamlining the signing experience.

Bug Fixes

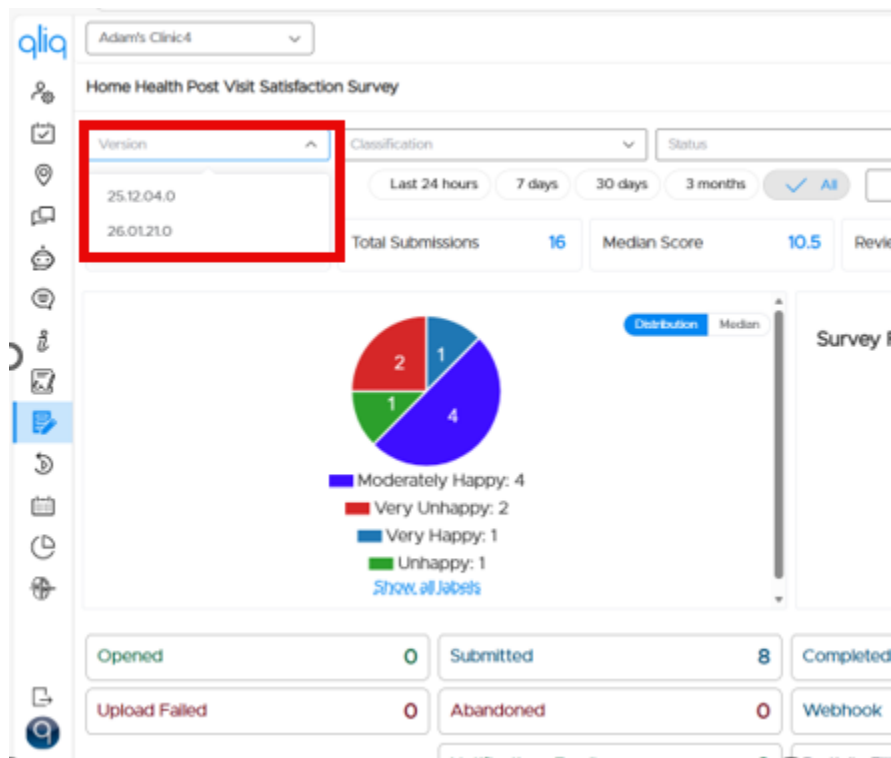
- **Quick Sign document uploads now display all information correctly** — All documents uploaded to **Quick Sign** now retain and display any added information as expected.

Quick Forms

What's New

- **Forms Versioning Support** — **Quick Forms** and **Scored Forms** now support versioning, allowing admins to view form versions in submission lists and filter scored form results by version, with the latest version selected by default and new versions created automatically when updated forms are submitted by patients.

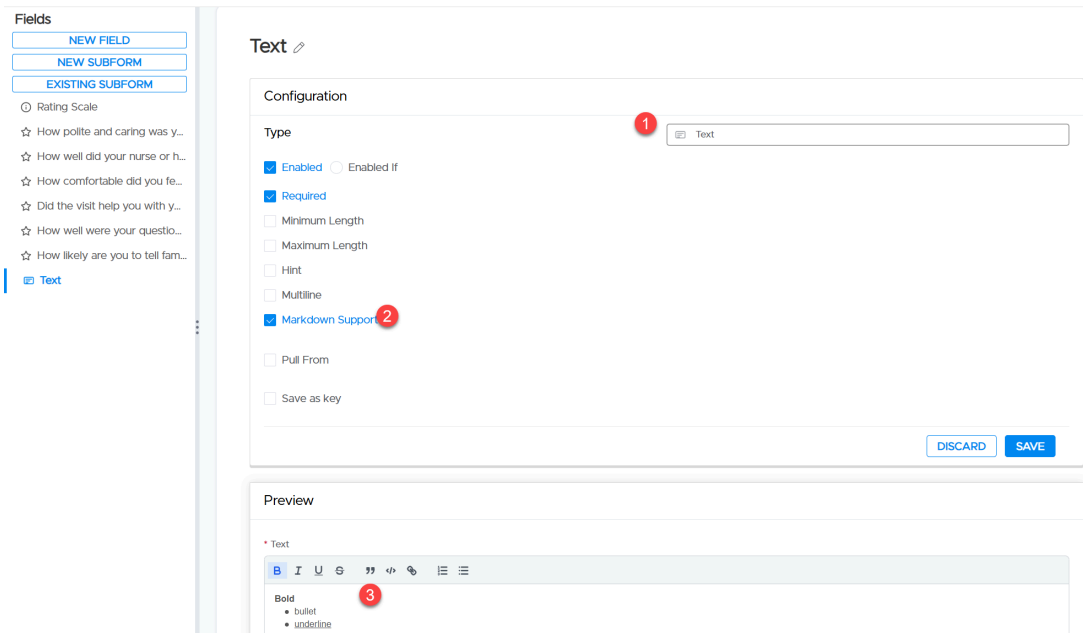
To access prior versions of **Scored Forms**, go to **Forms, Scored Forms**. Select the **Quick Form** that you want to view by clicking on the pie chart. To see prior versions, click on the version drop-down and select the version you want to view.



- **Forms – Advanced Report with Stages and Versions** – Two new **Advanced Form Reports** are now available, showing detailed document stages for each **Quick Form** and **Scored Form** submission and the version number of the completed form. To access the progress (stages) of the document, go to **Submissions**.

ID	Form Status	Form Name	Version	Submitted By	Sent At	Opened At	Submitted At	Source
11627	Submitted 00:00:09 36 minutes ago	Home Health Post Visit Satisfaction Survey	26.01.21.0	Carol Lucky	Jan 21 2026, 17:44:12	Jan 21 2026, 17:44:11	Jan 21 2026, 17:44:21	Self Requested
11626	Submitted 00:00:12 41 minutes ago	Home Health Post Visit Satisfaction Survey	25.12.04.0	Carol Lucky	Jan 21 2026, 17:38:29	Jan 21 2026, 17:38:29	Jan 21 2026, 17:38:41	Self Requested
11515	Sent	Home Health Post Visit Satisfaction Survey	-	Bobbi Weber	Dec 22 2025, 10:01:29	-	-	-
11504	Sent	Home Health Post Visit Satisfaction Survey	-	Anton Demo GSACC	Dec 19 2025, 05:14:08	-	-	-

- **Markdown-enabled comment box for Quick Forms text fields** — Text fields can now be configured for multi-line input with optional **Markdown Support**, allowing richer narrative responses while preserving backward compatibility, secure rendering, and proper behavior in reviews, exports, and prints. To access this, add a new field, select the **Text** field type, enable **Markdown Support**, and the markdown fields appear and can be used in the form.

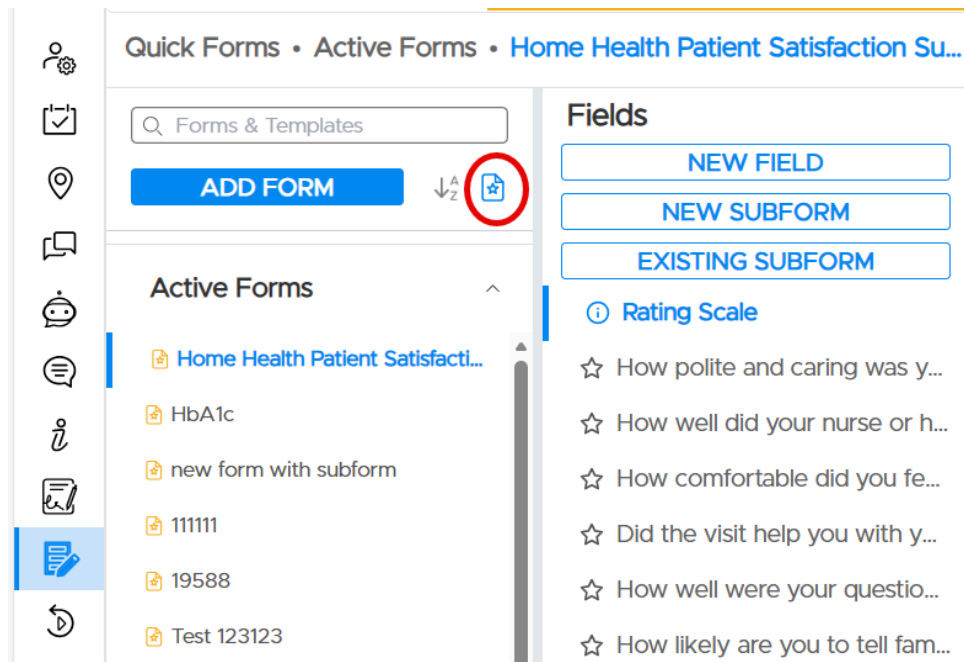


Improvements

- Extended +Forms Event Logs — Event Logs** now include detailed send, delivery, nudge, stall, and failure events for **+Forms** across SMS, email, and webhooks, with timestamps shown on both **Submissions** and **Scored Submissions** pages, including explicit tracking for email notifications and webhook delivery.

Sign Status	ID	Sign Name	Submitted By	Sent At	Opened At	Submitted At	Stages	Submission
Abandoned	2831	BRR.pdf	uniadmin rvp2admin	Jan 21 2026, 07:17:31	Jan 21 2026, 07:17:32	-	👍👎🔄	
Sent	2803	axf-annotation-1.pdf		Jan 19 2026, 06:40:16	-	-	👍👎🔄	
Abandoned	2762	faileed PDF.pdf		Jan 16 2026, 07:34:05	Jan 16 2026, 07:34:05	-	👍👎🔄	
Submitted	2761	axf-annotation-1.pdf	RAMI MALEK	Jan 16 2026, 05:19:59	Jan 16 2026, 05:20:00	Jan 16 2026, 05:20:31	👍👎🔄	📄📄📄
Sent	2760	faileed PDF.pdf		Jan 16 2026, 04:11:56	-	-	👍👎🔄	
Abandoned	2755	PDF CONSENTD.pdf		Jan 15 2026,	Jan 15 2026,	-	👍👎🔄	

- Scored Forms filter added to the Quick Form Builder** — The **Quick Form Builder** now includes a **Scored Forms** filter to clearly distinguish scored forms in the list view. To filter and view only **Scored Form**, click on the highlighted icon.



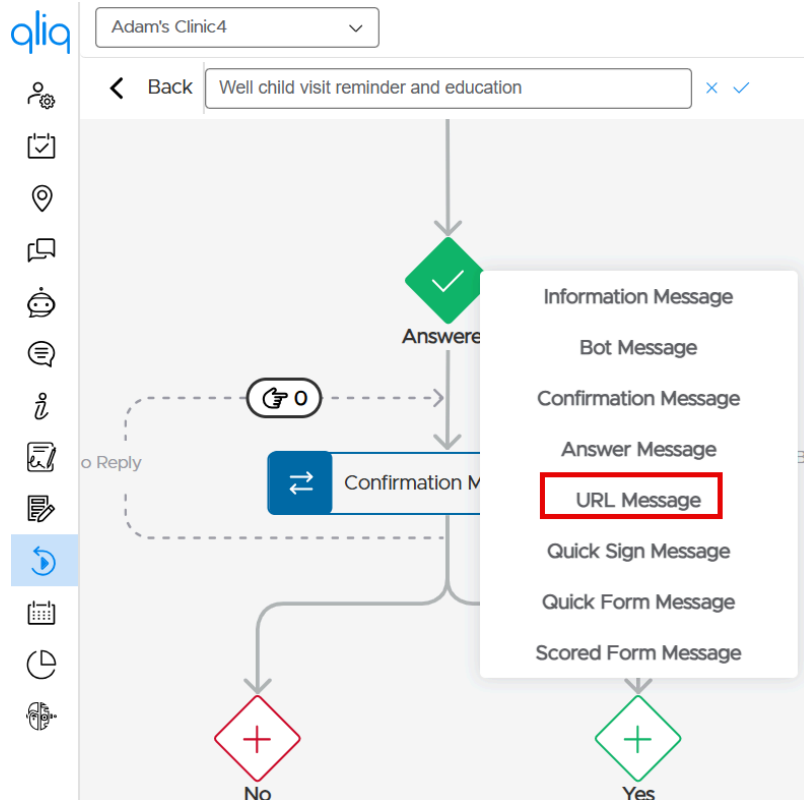
Bug Fixes

- **Quick Forms preview now respects hidden categories for HBA1C fields** — An issue where categories appeared in preview despite “Show Category to Patient” being unchecked has been resolved, ensuring the preview matches the patient-facing form behavior.
- **Export CSV is now disabled when no data is available** — The **Export CSV** button is now automatically disabled when filters result in zero **Scored Form** submissions, preventing empty exports.

Care Campaigns

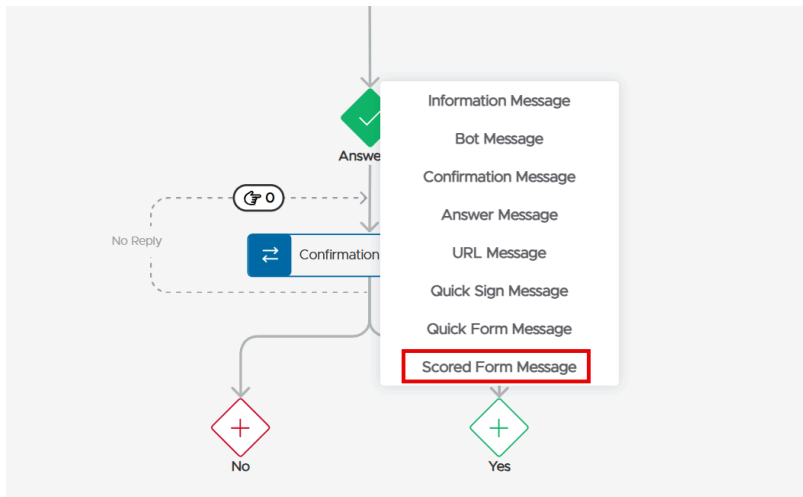
What's New

- **New URL Message Node in Auto Campaigns** — A new **URL Message** node has been added to message sequences, allowing admins to send short, trackable links via SMS and Email, customize messages, trigger follow-up nudges if links aren't clicked, and use link-click status for reporting and conditional campaign branching. To configure the **URL Message**, click to add a new node.



Configure the supporting SMS and email message and paste the URL into the field. Press **Save**.

- Scored Form message node with branching** — A new **Scored Form** message type has been added to the message sequence builder, supporting branching logic and previews while allowing selection of **Scored Forms** only and using Scored Form-specific labels and behavior. To use a scored form in a **Care Message Sequence**, open the sequence, click on the node, select **Scored Form Message**, and configure the message as normal, selecting the **Scored Form** to be used.



Improvements

- **Improved patient search in Care Campaigns** — Users can now search for patients by entering as few as two letters, making it faster and easier to find patients in **Care Campaigns**.
- **Clear invalid patients in Care Campaigns** — When a patient list is loaded, patients are grouped, placing valid patients in the **Patient** list and invalid patients in the **Invalid Patients** list. Users can now clear the entire list or a subset of the list of invalid patients at once, making it easier to manage and clean up patient lists in **Care Campaigns**. To remove invalid patients, click on **Invalid Patients**, select the patients to be merged or removed, and then click on **Merge Selected**, **Remove Selected**, or **Clear All** as appropriate. The system will prompt you to confirm that the selected patients should be removed. Click **OK**.

✓	Patient Name	Mobile Number	Email Address	Patient group	Reason
✓	TEST TOREADOR	Hidden	Hidden		Duplicate
✓	tel num	Hidden	Hidden		Duplicate

- **Appointment selections are now cleared after status updates in Care Campaigns** — After manually updating an appointment's status, all selected appointments are now automatically deselected, simplifying the user workflow.

FAQs

User Profile

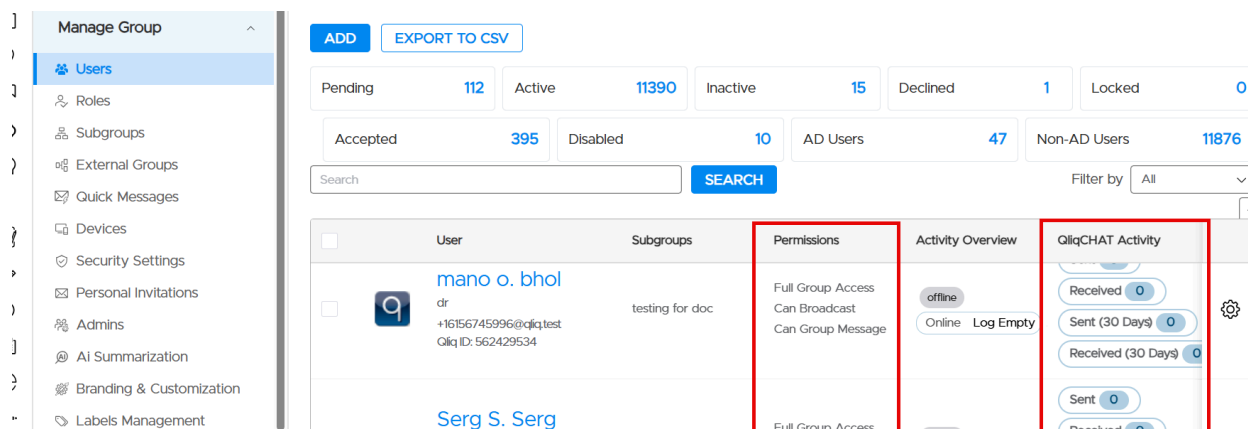
User Management

What's New

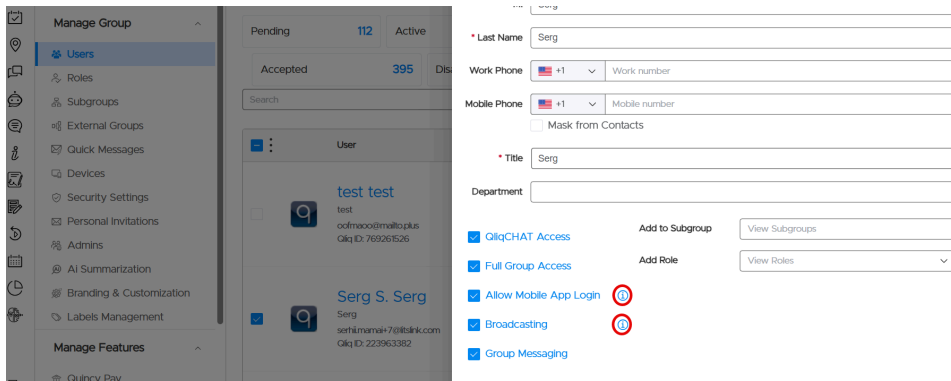
- **Phone number support for login and password recovery** — Users can now log in and reset their passwords via phone number, in addition to email, improving flexibility and accessibility in authentication flows.

Improvements

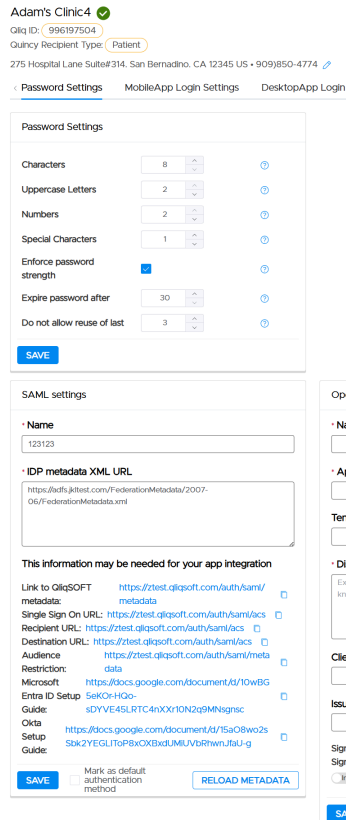
- **Updated authentication screens with OTP verification** — Login, registration, forgot password, and reset password screens have been refreshed with a new design and now include OTP verification codes for improved security.
- **Group Settings now adapt to active subscriptions** — The Users view in Group Settings now displays the QliqCHAT-specific columns, **Permissions**, and **QliqCHAT Activity** only when QliqCHAT is enabled for the group.



- **Dynamic welcome emails by role and access** — Welcome emails now use a new design and are dynamically tailored to the user's role and access level, providing clearer, more relevant onboarding communication.
- **New tooltips added in Group Admin user settings** — QliqSOFT continues to expand the use of in-app tooltips. Tooltips have been added to clarify **Allow Mobile App Login** (default app login is desktop only) and **Broadcasting** (recipients of broadcasting replies) when creating or editing users in Group Admin Settings. To access the tooltips, select **Users**, select a specific individual, click on the gear icon associated with the user, select **Edit**.



- **Secure API key display for Cloud APIs** — API keys are now shown in full only once at creation and then obfuscated on subsequent views, with a clear save-now warning and copy option on generation, aligning Cloud API pages with security best practices and reducing credential exposure.
- **Embedded SAML and OIDC setup documentation in Security Settings** — Security settings now include direct links to provider-specific Google documentation for Microsoft Entra ID and Okta, opening in a new tab and clearly labeled to simplify configuration. To access the documentation on webprod, select **Security Settings**, then **Password Settings**.



- **QlikCHAT access option added to user management and CSV import/export** — Organizations can now choose whether Quincy users should also receive a welcome message to download QlikCHAT. Group Admins can now enable or disable QlikCHAT welcome messages when adding or editing users, with the option enabled by default, included in user

CSV import and export, and triggering the appropriate QliqCHAT welcome and onboarding email when access is granted.

To manually add a user select **Users**, add the user's email and phone numbers, and press add. Select user permissions using the screen below.

For an existing user, select the user, click on the gear icon, and select **Edit** to get to this screen.

Add new member to Adam's Clinic4

bobbl.weber-sae@qliqsoft.com

Save and return to Group Management.

First name

MI

Last Name

Title

QliqCHAT Access

Full Group Access

Allow Mobile App Login ⓘ

Broadcasting ⓘ

Group Messaging

Cloud API User

Generate Password

Add to Subgroup

- **Updated Add New Users UI** — The Add Member/Non-Member dialog has been refreshed with clearer, channel-agnostic messaging, updated labels, and a new Email/Mobile selector with country code support for mobile numbers, improving clarity and usability for both email and mobile users.

Bug Fixes

- **Subgroup membership status is now protected** — An issue that allowed changing a user's member or non-member status within a subgroup has been resolved. Subgroup membership states can no longer be modified unintentionally.

Desktop App

What's New

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Mobile App

What's New

-

Improvements

-

Limitation

-

OnCall Scheduling

Visit Path

What's New

- **Vi**

Improvements

Bug Fixes

- **SOS alert sound now plays fully on first activation** — The SOS alert now plays in full on initial activation, ensuring admins clearly hear the SOS notification.

Fill & Sign

Bug Fixes

-

Qliq-Assisted Calling

Admin Features

Bug Fixes

-

Integration & APIs

Reporting

What's New

-

Improvements

-
-

Bug Fixes

-

Bug Fixes

-

QliqSTOR

QliqDIRECT