

# Product Release Notes

**Release Date:** March 26, 2026

## Important Notes for Affected Users

- 

## Impacted Products & Features

Click the link to those features with updates

### Quincy

- [Video Visits / QuincyCHAT](#)
- [Chatbots](#)
- [Chat Widgets](#)
- [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 26.1.2

## Video Visits / Quincy Chat

### Improvements

- **Resend Invite modal updated to match +CHAT interface** — The Resend Invite modal has been updated to align with the +CHAT interface for a more consistent, streamlined user experience.
- **Removed legacy translation interface in Patient Chat** — The legacy translation dropdown has been removed from the patient help screen. Real-time translation will replace this

functionality in upcoming releases and will be available only for chat widgets with real-time translation enabled.

- **Secure messaging milestones in Quincy** — Quincy now celebrates messaging milestones with in-app pop-ups at key message counts, recognizing highly engaged users and enhancing the overall messaging experience.

## Bug Fixes

- **File downloads no longer trigger server connection errors** — An issue where downloading a file caused a “Server connection error” and prevented new messages from appearing in the conversation has been resolved.

## Chatbots

### Bug Fixes

- 

## Chat Widgets

### What’s New

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### Improvements

- **Welcome message translation removed from Chat Widgets** — The Welcome Message translation settings have been removed from Chat Widgets customization, as translation is now handled on demand through +CHAT.

## Quick Sign

### What’s New

- **Assisted Signing for Quick Sign** — Quick Sign now supports a new two-step Assisted Signing flow that lets staff pre-fill forms before sending them to patients, helping streamline document completion while still allowing patients to review, edit, and complete required fields. ([21812](#))

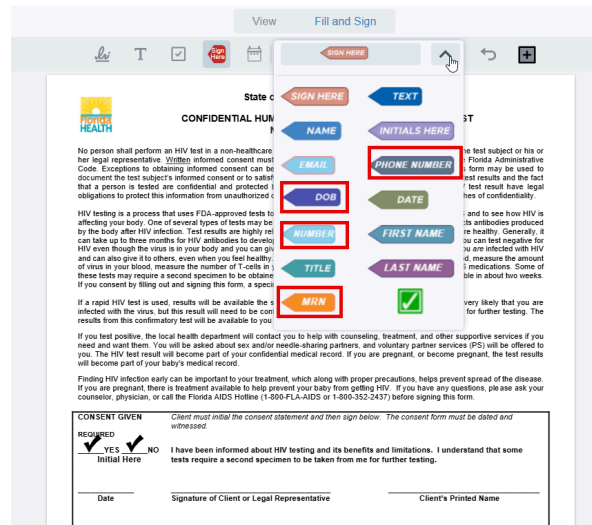
When the form is selected, the agent will be prompted to indicate whether the document is pre-filled and whether the recipient needs to review all optional fields.

Pick a Quick Sign Template

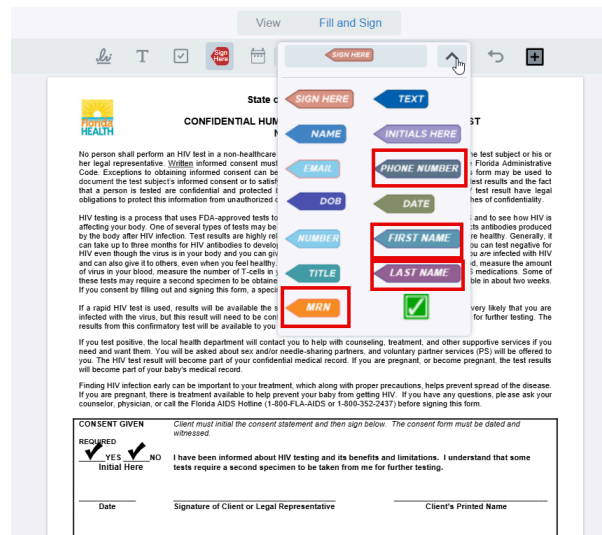
## Improvements

- **New “Only one” rule for Quick Sign field groups** — Field Groups now support an “Only one” rule that requires exactly one checkbox to be selected within a group, automatically enforcing a single choice and preventing submission when none are selected.

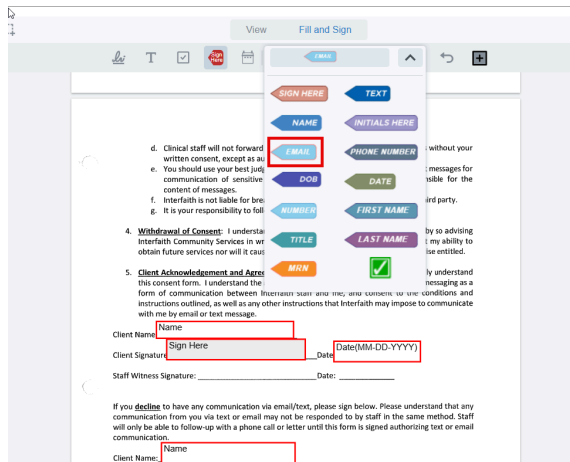
- **Manage existing Field Groups in Quick Sign builder** — Quick Sign builders can now view, edit, rename, and delete existing Field Groups directly from the builder, allowing rules and group configurations to be updated without recreating them from scratch.
- **Numeric-only label field in Quick Sign** — Quick Sign now supports a numeric-only label field that restricts input to numbers, with an optional Phone Number setting that enforces a 10-digit format and automatically formats entries as (xxx) xxx-xxxx.









- **Two-step field completion for Quick Sign forms** — Quick Sign now supports a two-phase navigation flow where the Next button first cycles through required fields only. Once all required fields are completed, users can proceed to optional fields, with progress indicators separating required and optional field completion.
- **New placeholders and updated autofill values in Quick Sign** — Quick Sign templates now include new placeholders for First Name, Last Name, MRN, and Mobile Number, with updated autofill options for Patient and Clinician values when orders are enabled.



- **Improved status filter box interactions** — Status filter boxes now provide clear visual feedback with hover and selected states, making it easier to see when filters are applied and to select or deselect them consistently across pages.
- **Email placeholder added to Quick Sign templates** — Quick Sign now includes an Email placeholder with autofill options for Patient email and Clinician email, along with standard email format validation for entered values.



- **Updated Name placeholder autofill values in Quick Sign** — The **Name** placeholder (full name) now includes autofill options for **Patient First Name, Last Name** and **Clinician First Name, Last Name**, providing more flexible template configuration.
- **Updated required rules for Quick Sign checkbox groups** — When a checkbox is assigned to a field group, the individual **Required** option is now hidden, ensuring validation is controlled by the group's rules rather than individual checkboxes.
- **Improved preview icon for Quick Sign templates** — The preview icon has been updated to more clearly represent its function, making it easier for users to recognize and open the template preview.

Template Name	Created By	Created At	Access Rights	Actions
HIV testing consent form	Adam Admin	Mar 19 2026, 15:58:02		  
Email-Text Consent Form	Adam Admin	Mar 17 2026, 18:34:14		  

## Bug Fixes

- **Quick Sign field alignment corrected in view and print outputs** — An issue where submitted field values appeared shifted, overlapped, or rendered in very small fonts has been resolved. Submitted documents now preserve the original layout and display fields clearly in both view and print formats.
- **Improved zoom behavior in Quick Sign documents** — Zooming in and out when viewing Quick Sign documents has been refined to provide smoother and more reliable document navigation.

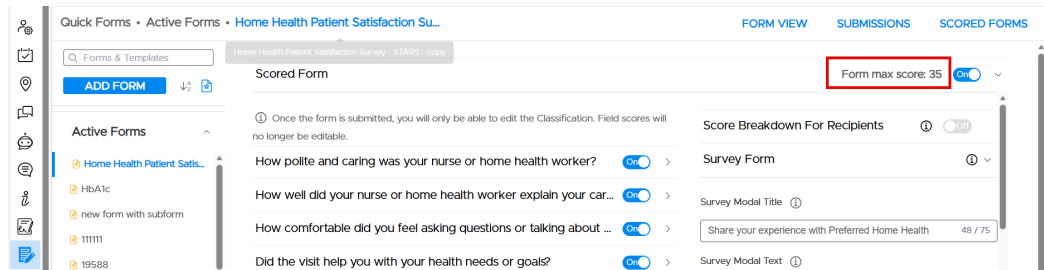
## Quick Forms

### What's New

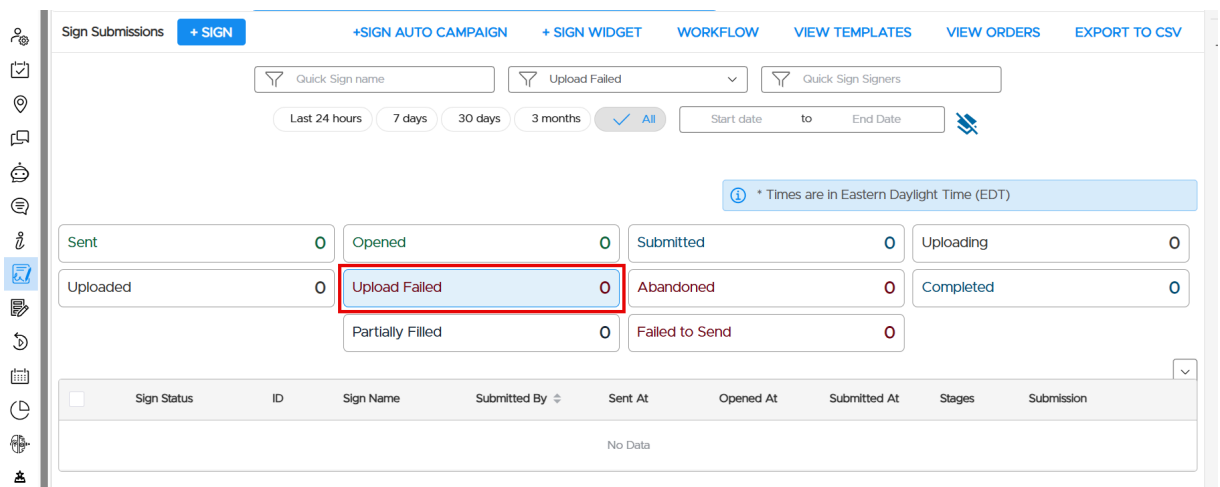
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## Improvements

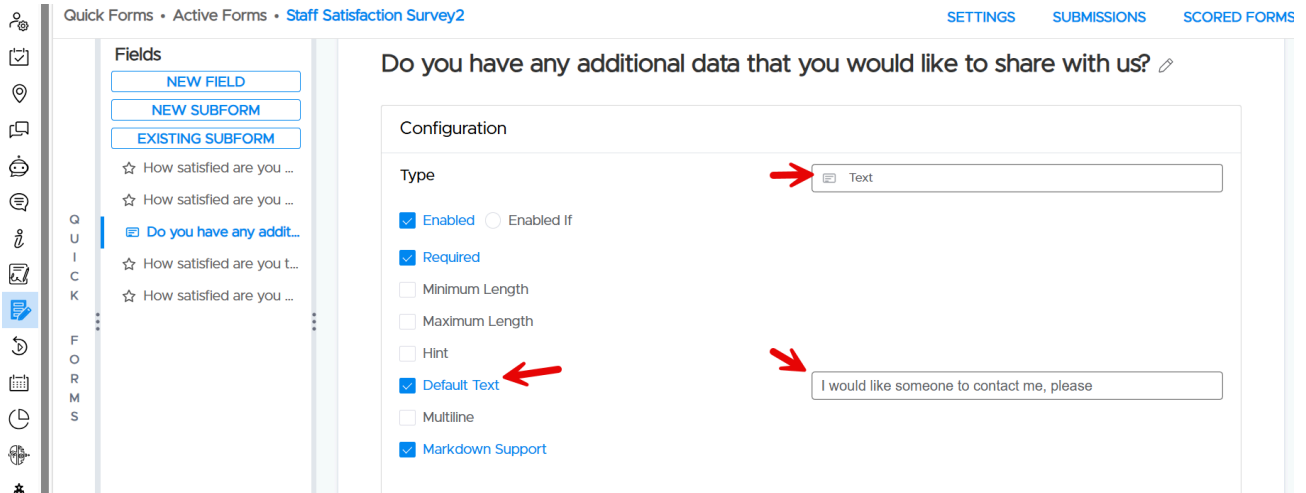
- **Drop-down and checklist fields are now supported in Quick Forms for use by conditional logic** — Conditional Logic in Quick Forms now allows Drop-down and Checklist fields to be used as triggers.
- **Maximum score indicator added for Scored Forms** — Quick Forms now display the calculated maximum possible score when creating or editing Scored Forms, helping admins accurately configure score ranges and classifications.



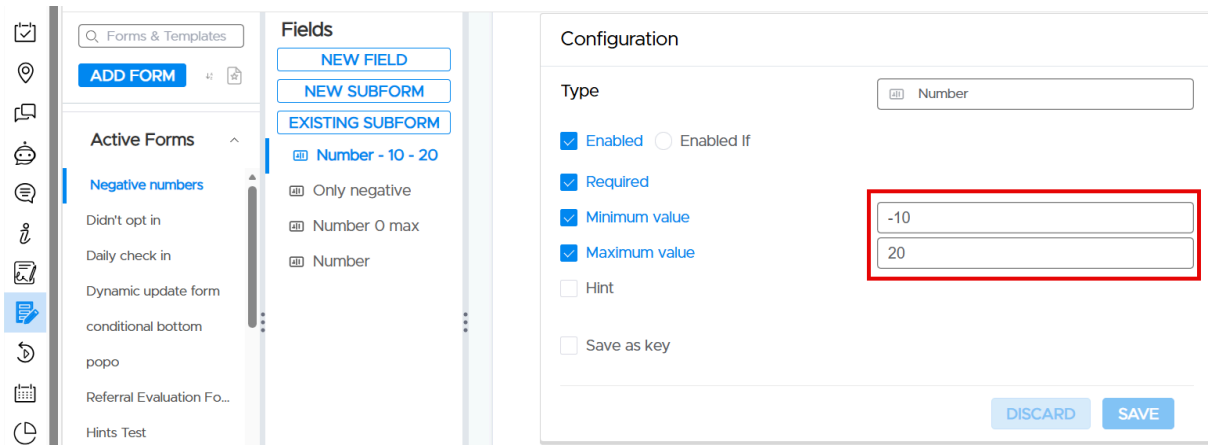
- **Improved status filter box interactions** — Status filter boxes now provide clear visual feedback with highlighting on hover and selected states, making it easier to see when filters are applied and to select or deselect them consistently across pages.



- **Default Text option added to Text fields in Quick Forms** — Text fields now include a **Default Text** checkbox, allowing agents to pre-fill standard responses so patients don't need to enter common information manually.



- Quick Forms number fields now support negative values** — Number fields in Quick Forms can now be configured with positive or negative minimum and maximum constraints, with updated input behavior that supports clearer entry of negative values.



## Bug Fixes

- Phone and email verification in Quick Forms now works correctly** — Verification codes are now sent, and the code entry screen appears as expected.

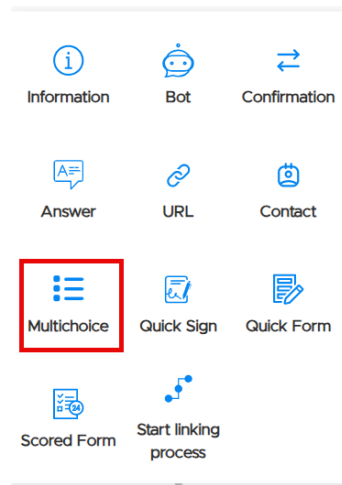
## Care Campaigns

### What's New

- Multiple-Choice message node for Auto Campaigns** — Message sequences now support a Multiple-Choice node that allows admins to present up to five selectable responses (A–E), route recipients through dynamic follow-up paths based on their selection, and track responses in campaign reports, stages, and CSV exports.

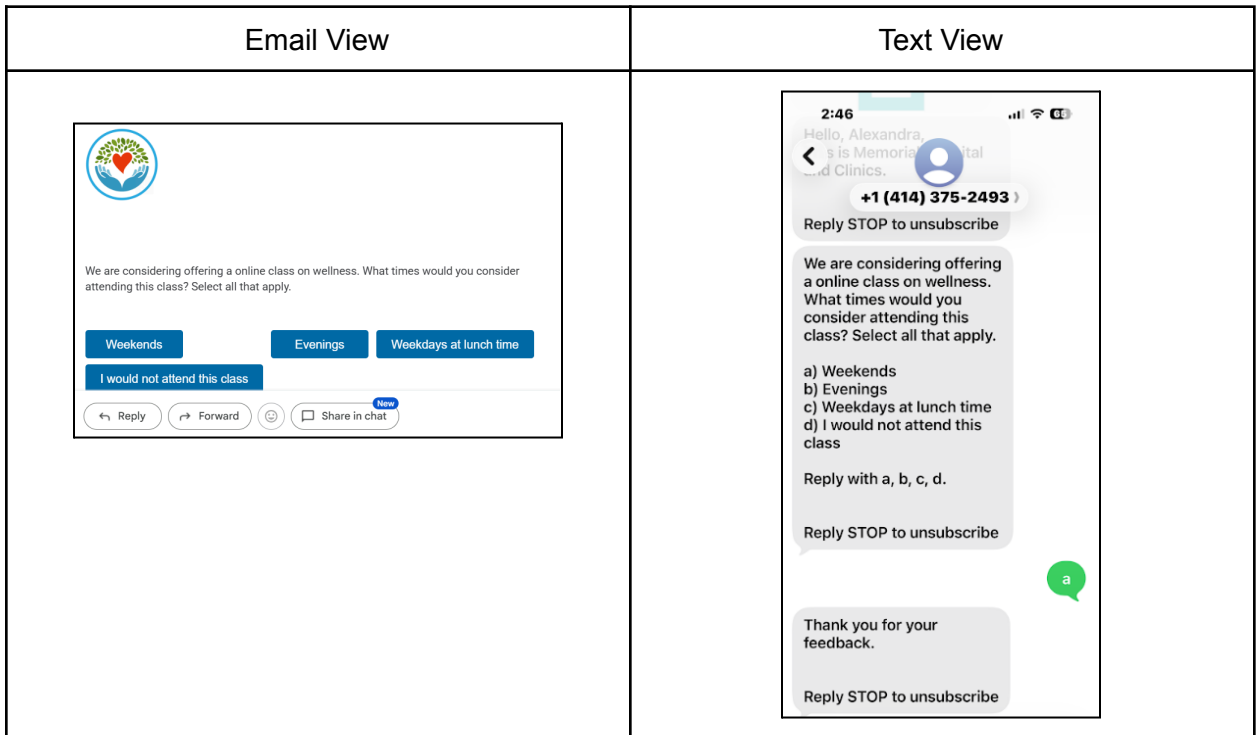
User set up is in Campaign Sequences

1. Select the Multichoice node

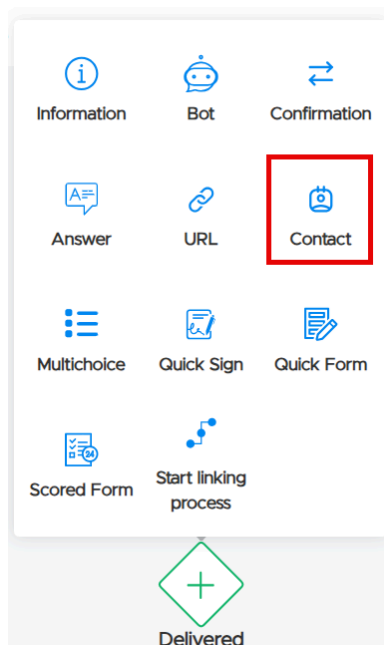


2. Configure the Multichoice node with up to five options. Each option has its own workflow.

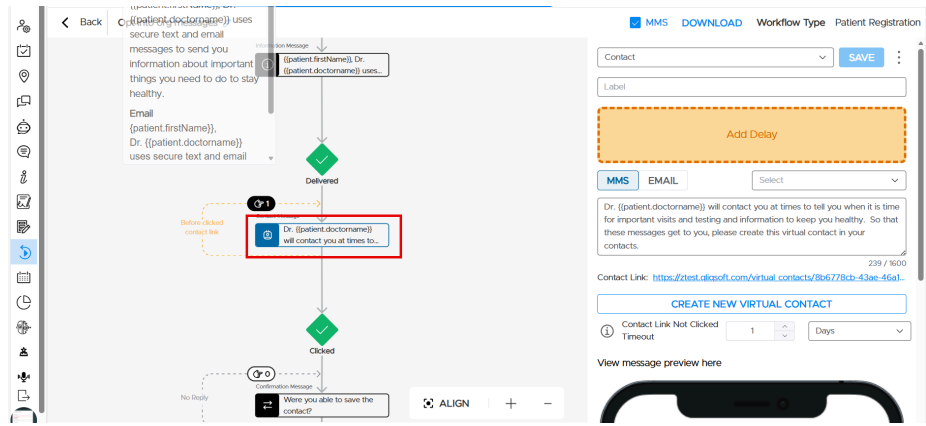
The recipient's view looks like this. They can select one option.



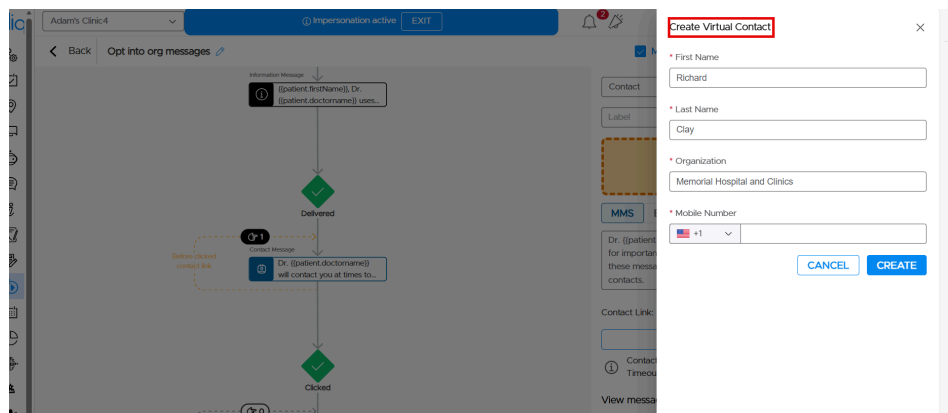
- Contacts node for Auto Campaigns** — A new node type allows campaigns to send a trackable contact link via SMS or Email so recipients can easily save contact information, with click tracking, optional nudges, and reporting support. To set this up
  1. Create the **Widget**. Note the phone number you selected.
  2. In the **Care Sequence**, select the **Contact** node



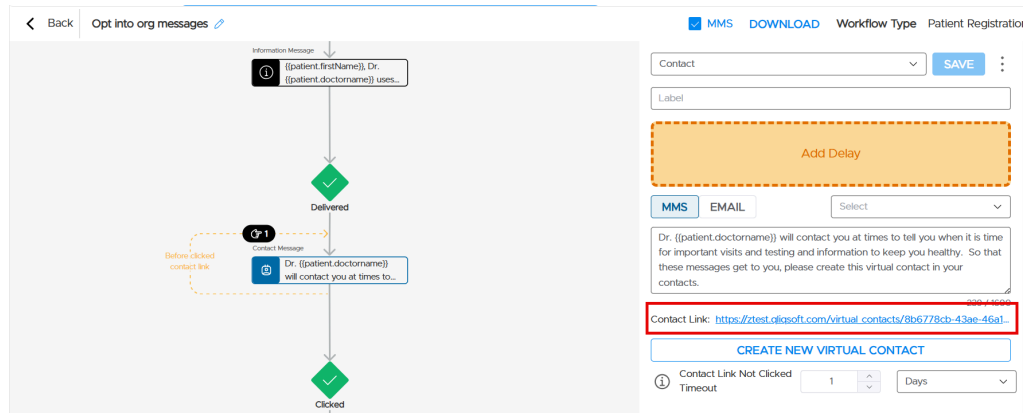
3. Add your text and email messages.



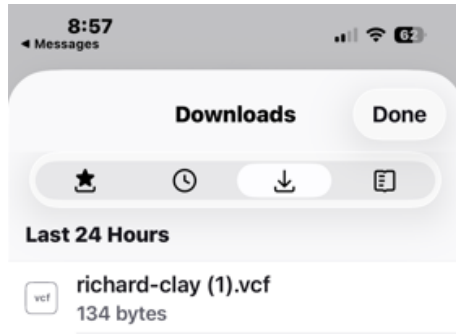
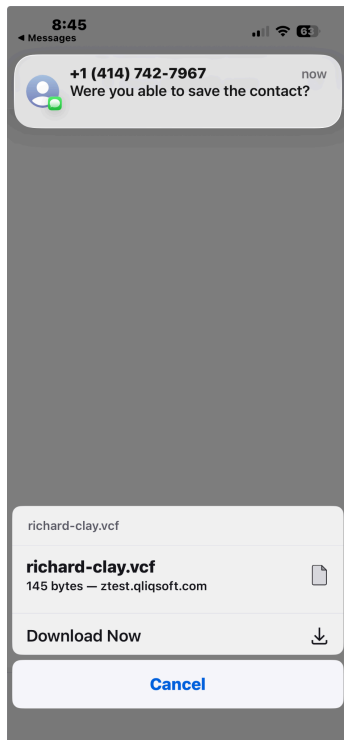
4. Click **Create New Virtual Contact**, then fill out the required information, including the widget phone number.



The contact URL will display under the message.



5. Create and send the campaign. This is what the recipient sees.



Administrators can see how many of the contacts were clicked in their campaign-specific report.

Campaign Status	Patient Information	Started At	Stages	Actions
Running	Dmytro Potrenko	Thu Mar 19 2026 08:44:45	[Progress Indicators]	[Action Icons]
Running	Carol Lucky	Thu Mar 19 2026 08:44:46	[Progress Indicators]	[Action Icons]

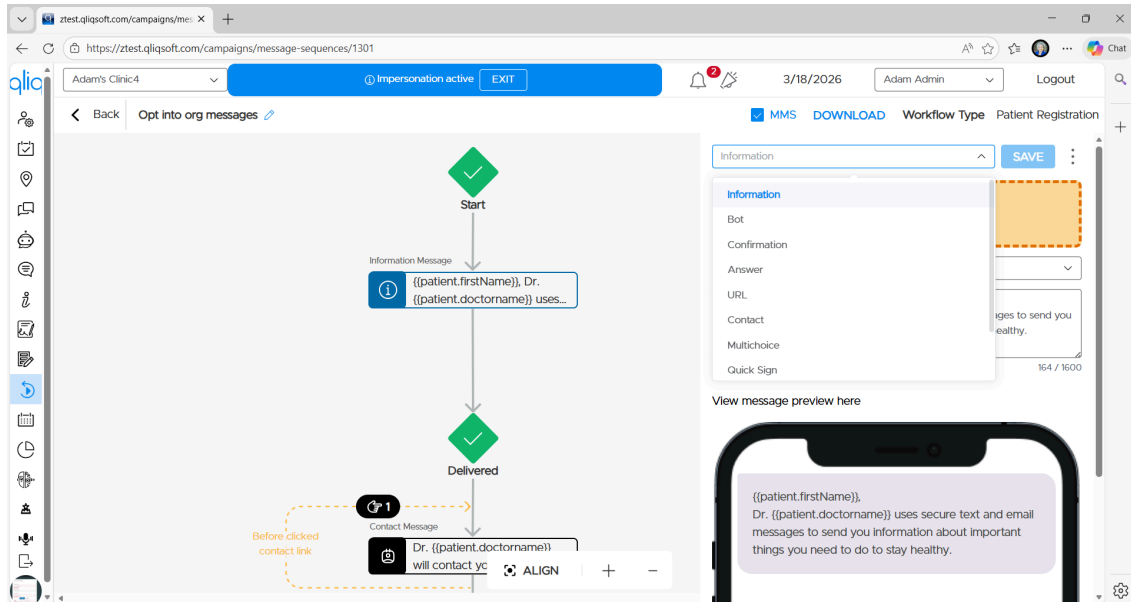
The specific recipients who clicked the contact can be seen by clicking into the recipient in **Patient Information**.

Carol Lucky  
Thu Mar 19 2026 08:44:46

Message Type	SMS Messaging Status	Email Messaging Status	Nudges
Saved the opt in	[Running]	[Running]	[No Reply]
Information Message	[Completed]	[Completed]	[Completed]
Contact	[Clicked]	[Clicked]	Clicked At Thu Mar 19 2026 08:44:58

## Improvements

- Change node type in message sequences** — Message sequence nodes can now be converted to different node types directly from the editor while automatically mapping existing branches to the appropriate paths in the new node type.



- Submission timestamp added to Auto Campaign stage details** — Auto Campaign stage details now include a Submission Status column with the submission timestamp for Quick Sign, Quick Form, and Scored Form nodes, providing clearer visibility into when submissions occur. [\(21516\)](#)

To access the time stamp, select **Automated Campaigns**. Select a campaign, click **Stages**, then select an individual patient. This detail displays:

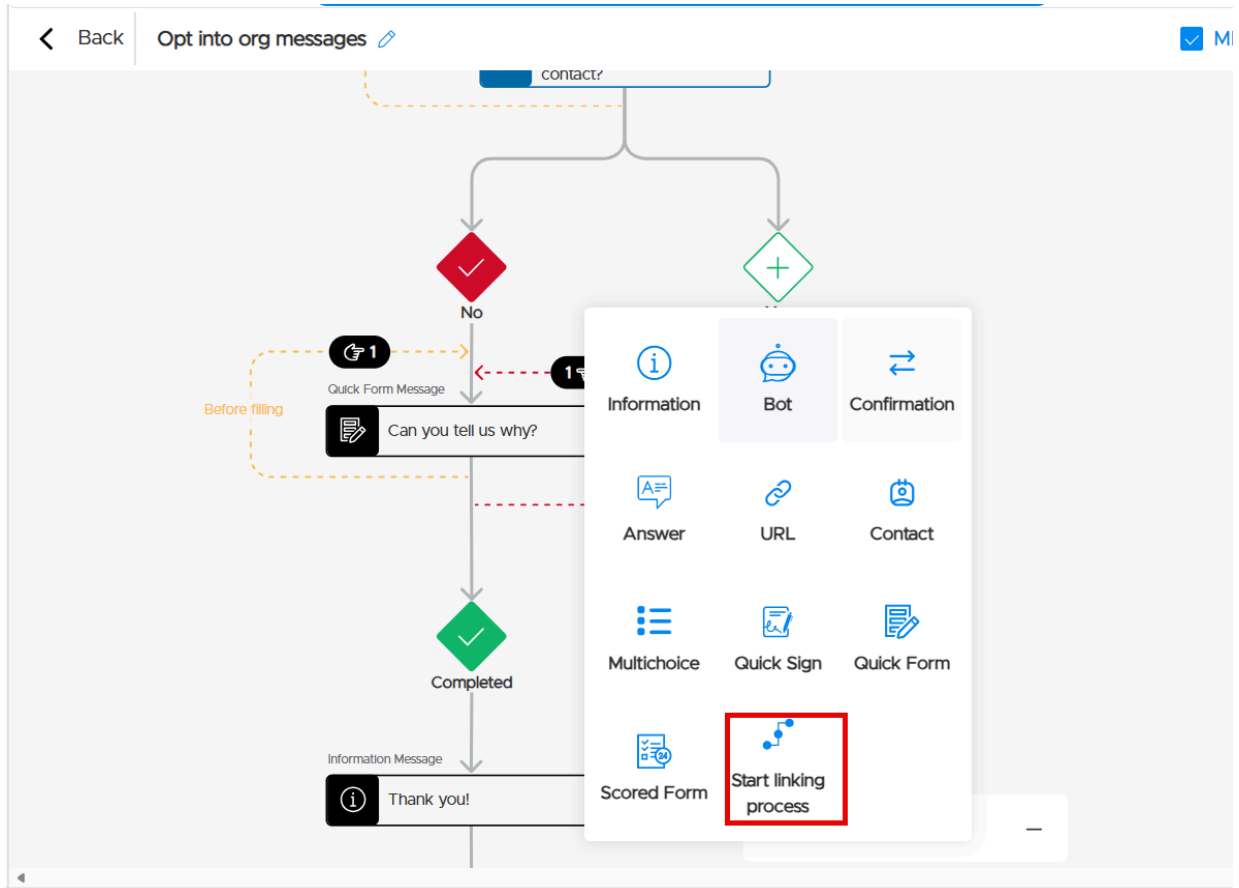
Anton Demo QSACC

Thu Mar 19 2026 13:06:19

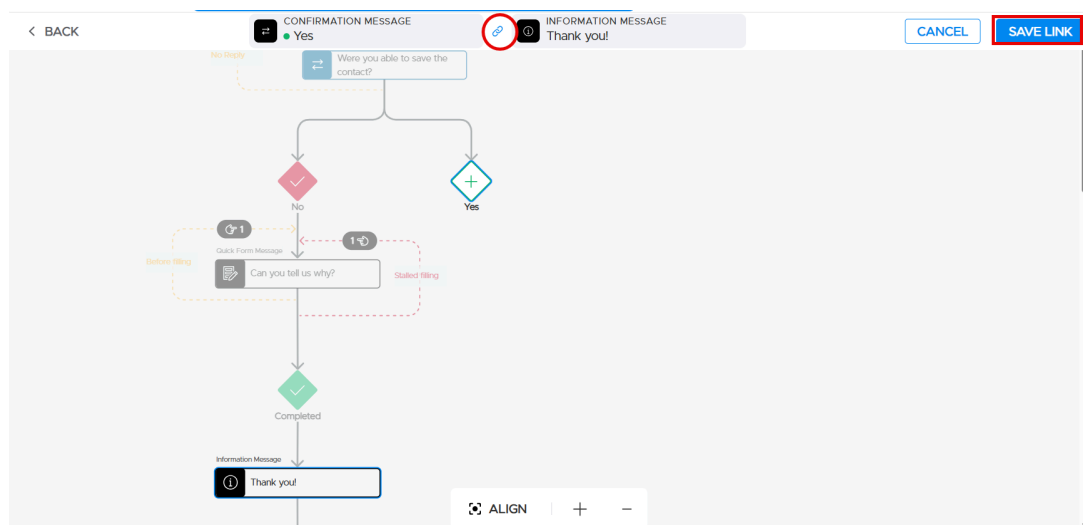
	Quick Form	SMS Messaging Status	Email Messaging Status	Submission Status	Nudges
a minute ago +380505830458 anton.cherniavskiy@litslink.com	Submitted	✓ Sent Mar 19 2026 13:06 pm ✓ Delivered Mar 19 2026 13:06 pm	✓ Sent Mar 19 2026 13:06 pm ✓ Delivered Mar 19 2026 13:06 pm	Submitted At March 19 2026 13:06 pm	
a minute ago +380505830458 anton.cherniavskiy@litslink.com	Completed	✓ Sent Mar 19 2026 13:06 pm ✓ Delivered Mar 19 2026 13:06 pm	✓ Sent Mar 19 2026 13:06 pm ✓ Delivered Mar 19 2026 13:06 pm		

- Link node paths in Campaign Sequences** — Campaign message sequences now support linking node paths to any existing node in the flow. Using a link tool similar to the Bot Designer, admins can connect single-path or multi-branch nodes, choose the specific branch to link, and confirm the connection before applying it.

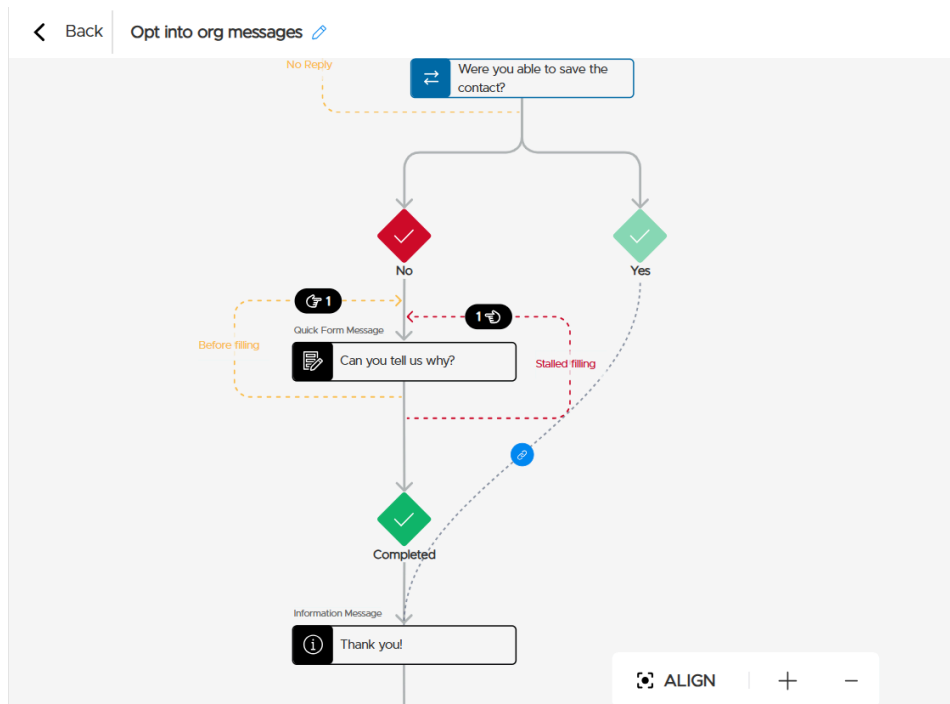
To add a link, click on the Plus to add a new node. Select **Start linking process**.



Here you can see the link feature is activated. Next click on what you want to link to and then press **Save Link**.



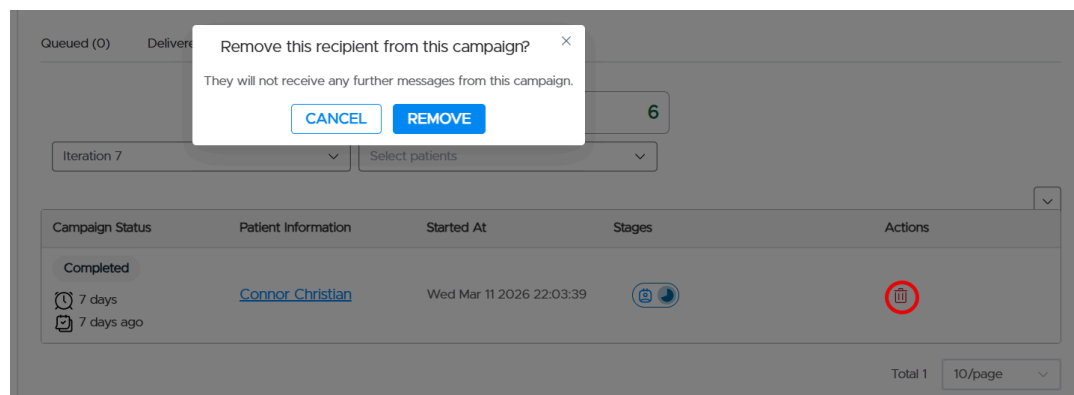
A successful link looks like this.



To change or remove the link, hover over the blue link icon.

- **Remove recipients from campaign sequences** — Campaign admins can now remove a recipient directly from the Stages dashboard. Once confirmed, the recipient stops receiving all future campaign messages, and any active bot conversation tied to that campaign is automatically closed.

To remove a recipient from a campaign navigate to **Campaign Sequences**. Select the campaign you want to edit. Click on **Stages** and then select the patient. Clicking on the trash can under actions triggers this dialog box.



Clicking on **Remove** in the dialog box, stops the recipient's participation in future campaign messages and indicates that this recipient was removed.

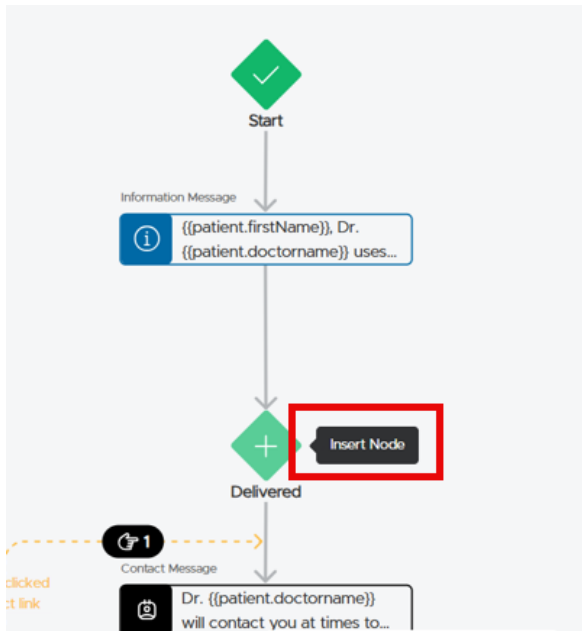
Queued (0)   Delivered (20)   Stages (7)

Delivered 6

Iteration 7   Select patients

Campaign Status	Patient Information	Started At	Stages	Actions
Removed	<a href="#">Connor Christian</a>	Wed Mar 18 2026 16:29:14		
a minute				

- Clearer node insertion indicator in message sequences** — Connection paths in message sequences now display a “+” icon on hover, making it easier to see where new nodes can be inserted within the flow.



## FAQs

## User Profile

## User Management

### Improvements

- Revert wipe option added to Devices page** — Admins can now revert a device wipe directly from the Devices page.

To access this page, select **Group Settings**, and then **Devices**. Click on the Gear icon for any member’s device.

## Devices

[All](#) | [One Version Behind](#) | [Two Versions Behind](#) | [Three or more Versions Behind](#)

QliqCHAT Current Versions iOS 510 • Android 510 • Windows 510 • Mac 557

EXPORT TO CSV

Search

SEARCH

Filter by

All

\* Times are in Eastern Daylight Time (EDT)

<input type="checkbox"/>	Member	Member Type	Device	Description	Qliq App	OS	App Ver	Last Wipe	Status	Last logi	
<input type="checkbox"/>	Adam Admin	Member	macOS		Not assigned	10.15.7	None		unlocked	Mar 20:16:3	
<input type="checkbox"/>	Adam Admin	Member	Windows		Not assigned	10.0	None				
<input type="checkbox"/>	Adam Admin	Member	macOS		Not assigned	10.15.7	None				

Mark As Unsupported

Lock App

Wipe Data

Remove

**Revert Wipe Data**

- **QliqCHAT access now controls related permissions** — The **QliqCHAT Access** checkbox now governs related user permissions. When disabled, options such as **Full Group Access**, **Allow Mobile App Login**, **Broadcasting**, and **Group Messaging** are also disabled and visually grouped as dependent settings. This update currently affects UI behavior only and does not yet change actual access to the QliqCHAT application.

To access this navigate to **Group Settings, Users**. Click on the gear icon for the user you want to edit. Select **Edit**.

Bobbi Weber [bobbi.weber@qliqsoft.com](mailto:bobbi.weber@qliqsoft.com) ×

MI

\* Last Name

Work Phone  Work number

Mobile Phone  Mobile number

Mask from Contacts

\* Title

Department

QliqCHAT Access

Full Group Access

Allow Mobile App Login ⓘ

Broadcasting ⓘ

Group Messaging

Add to Subgroup  ×

Add Role

CANCEL SAVE

## Desktop App

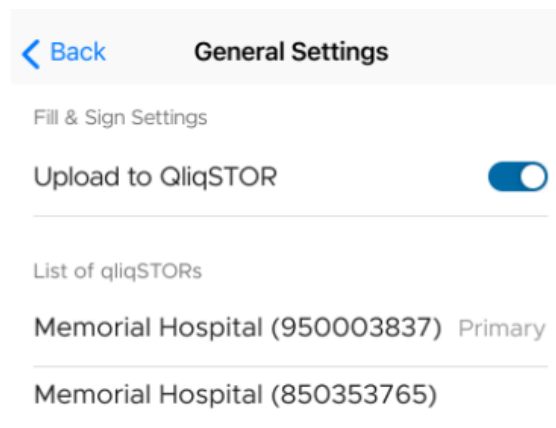
### What's New – Channels

- **Channels for Clinical Event Monitoring** — Channels automatically surface important patient-related messages in dedicated, read-only feeds so care teams can monitor key events without interrupting patient conversations.
- **Automatic Trigger-Based Routing** — Messages that match configured trigger phrases and include patient context are automatically routed to the appropriate Channel, helping teams quickly identify and respond to critical situations.
- **Dedicated Channel Feed in QliqCHAT** — Subscribed users see Channels in their QliqCHAT message list and can view routed messages with patient context, sender, category, priority, and timestamp.
- **Filter, Manage, and Export Channel Activity** — Users can filter channel feeds by patient and date, remove false positives using the Not Relevant action, and export channel data in CSV or PDF format for reporting and review.
- **Admin Configuration in Group Settings** — Group admins can create Channels, define subscribers, and configure trigger phrases and priorities such as FYI, ASAP, and URGENT.

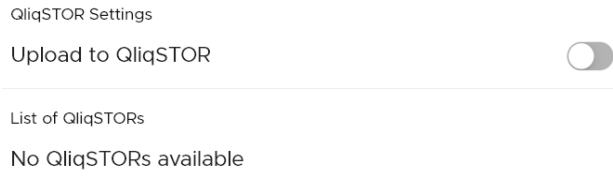
Channels is a subscribed feature.

### Improvements

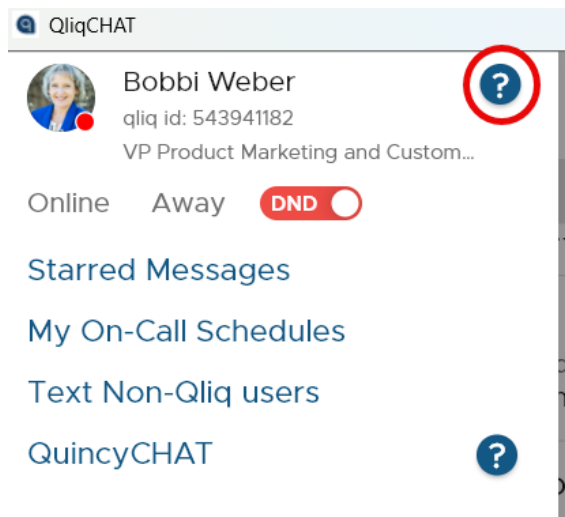
- **QliqSTOR list visible in QliqCHAT settings** — Users can now view the **List of QliqSTORs** available to their account directly in **Settings** → **General** in QliqCHAT on both mobile and desktop. If QliqSTOR is set up, it will look like this:



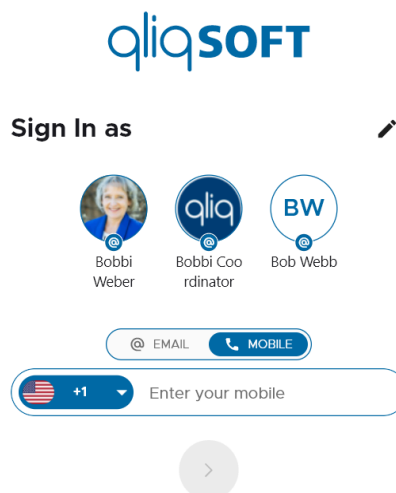
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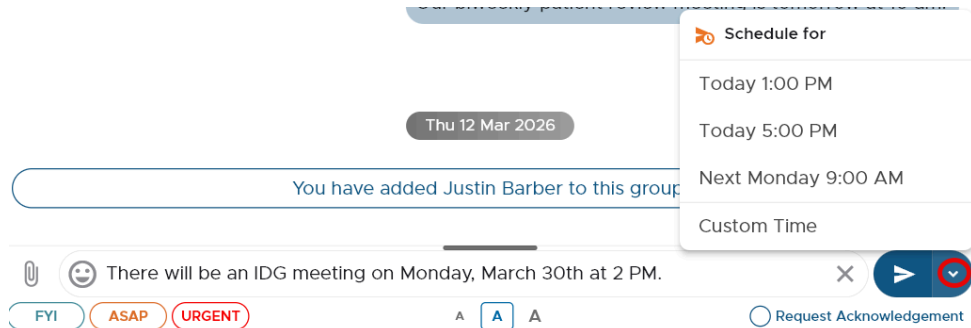
- **“View more” option for long messages** — Long messages now include a **View more** option, allowing users to expand and read the full message when the content exceeds the preview length.
- **Editable subject lines for conversations** — Users can now edit the subject line of an existing conversation from the chat details panel, making it easier to update context and keep participants informed without sending additional messages.
- **Updated tutorial screens UI in QliqCHAT** — Tutorial screens in QliqCHAT have been redesigned with an improved interface to provide a clearer and more streamlined onboarding experience. Users can access the tutorial here:



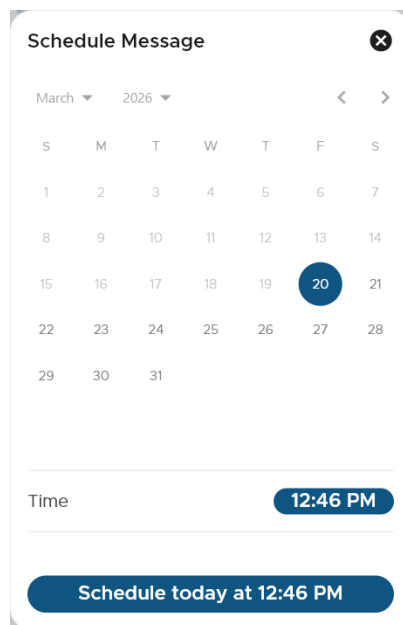
- **Email and mobile login switcher in QliqCHAT** — The QliqCHAT login screen now includes an **Email / Mobile** switcher with country code support for mobile numbers.



- **Improved calendar UI for scheduled messages in QliqCHAT** — The calendar interface for scheduling messages has been enhanced to provide a clearer and more user-friendly scheduling experience. To custom schedule a message delivery time, type your message, by clicking on the down arrow.



And select **Custom Time**.



- **Secure messaging milestones in QliqCHAT** — QliqCHAT now celebrates messaging milestones with in-app pop-ups as users reach key message counts, recognizing engagement and providing a more rewarding messaging experience.

## Bug Fixes

- **Drag-and-drop file uploads now work on Windows desktop** — An issue that prevented users from dragging and dropping files into QliqCHAT on Windows desktop has been resolved, restoring the expected file upload behavior.
- **Video preview play button now displays correctly** — The play button appears in the center of video previews in the file carousel as expected.
- **Printing attachments no longer causes the Windows desktop app to close** — Attachments now open the system print dialog and print successfully without affecting the application.
- **Resolved rare certificate popup issue at login in QliqCHAT** — An issue that occasionally caused an invalid certificate popup to appear during login in QliqCHAT has been resolved.

- **Group messages can now be deleted successfully** — Group conversations can now be removed as expected without interruption.
- **Improved connection stability in QliqCHAT** — An issue that caused users to appear disconnected and miss messages until manually reconnecting has been resolved.

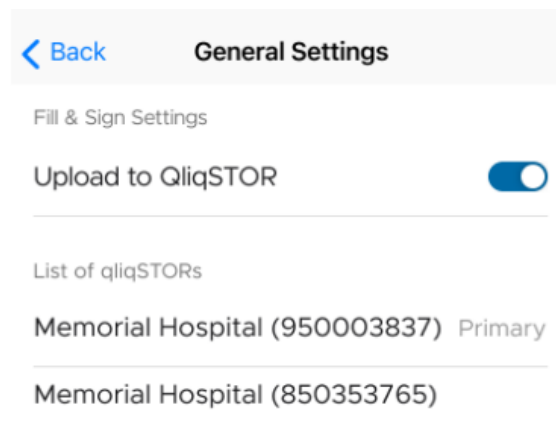
## Mobile App

### What's New – Channels

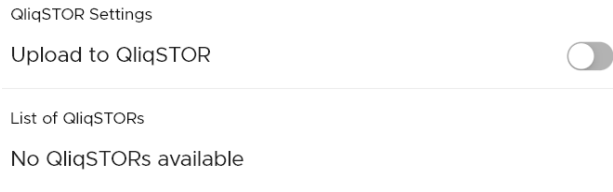
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### Improvements

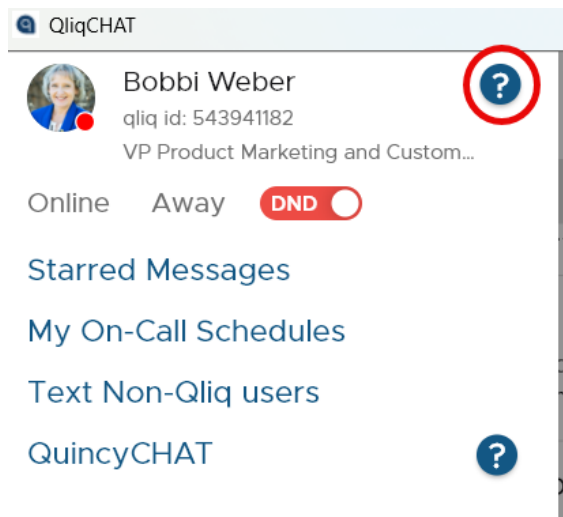
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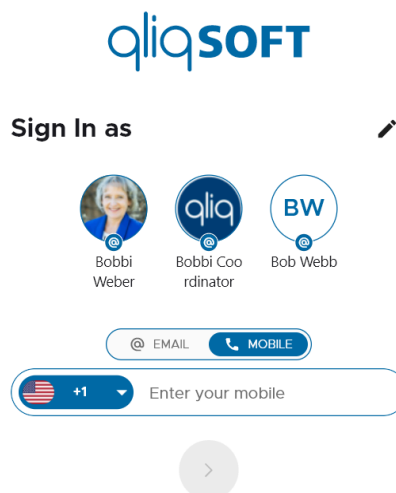
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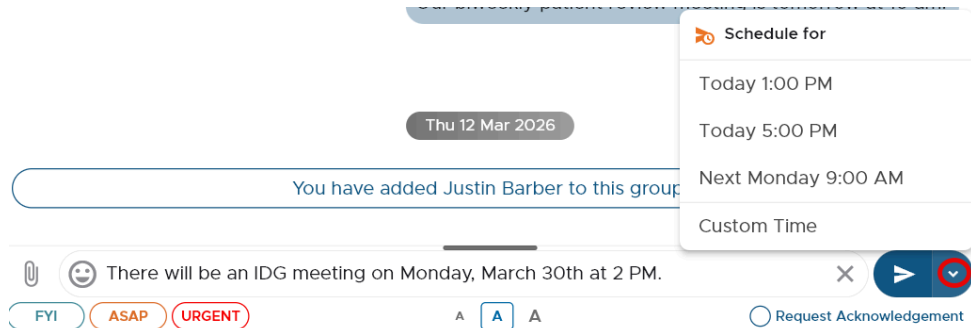
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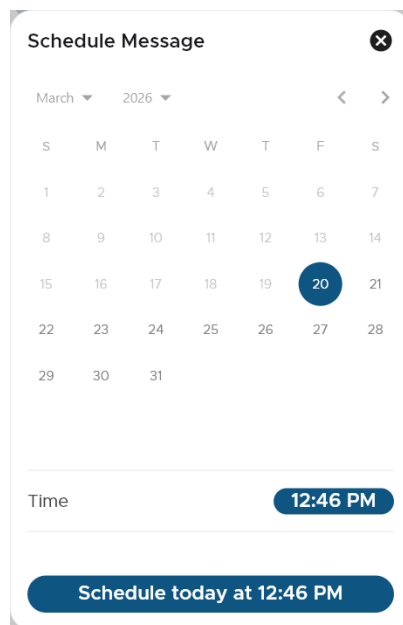
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And select **Custom Time**.



- **Secure messaging milestones in QliqCHAT** — QliqCHAT now celebrates messaging milestones with in-app pop-ups as users reach key message counts, recognizing engagement and providing a more rewarding messaging experience.

## Bug Fixes

- **Signatures now appear in preview after first save in Fill & Sign** — Signatures now display correctly immediately after being applied and saved.
- **Video preview play button now displays correctly** — The play button appears in the center of video previews in the file carousel as expected.
- **Notification sounds under “Other Sounds” now play correctly on Android** — Chosen notification sounds play as expected.

- **Resolved rare certificate popup issue at login in QliqCHAT** — An issue that occasionally caused an invalid certificate popup to appear during login in QliqCHAT has been resolved.
- **Group messages can now be deleted successfully** — Group conversations can now be removed as expected without interruption.
- **Improved connection stability in QliqCHAT** — An issue that caused users to appear disconnected and miss messages until manually reconnecting has been resolved.

## OnCall Scheduling

## Visit Path

## Fill & Sign

## Qliq-Assisted Calling

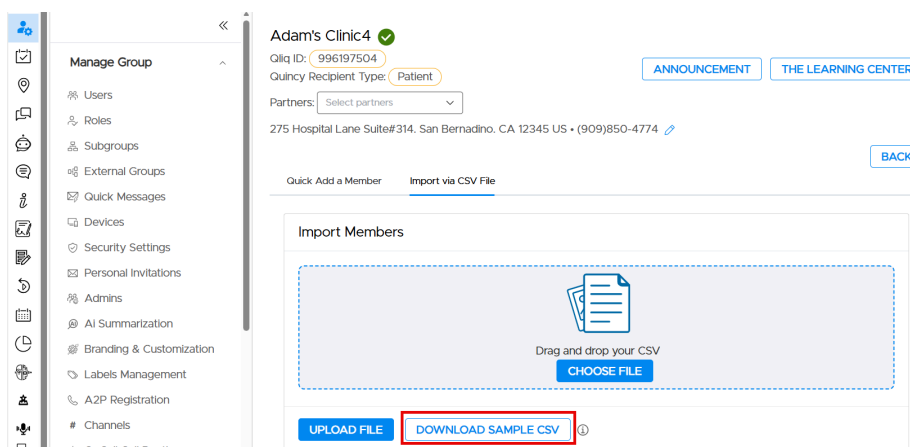
## Admin Features

## Integration & APIs

## Reporting

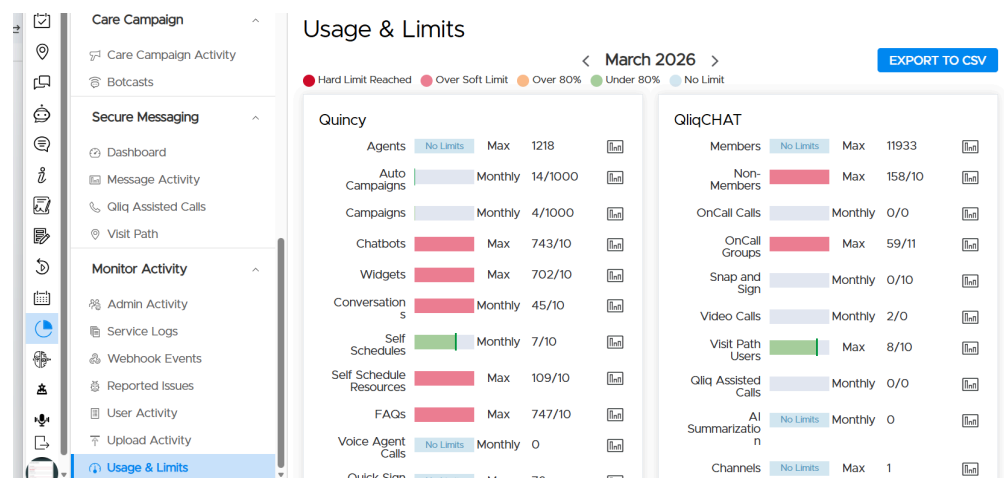
### Improvements

- **Filters now persist after page refresh** — Selected filters now remain applied after refreshing the page.
- **Expanded CSV user import options** — CSV user import now supports assigning admin roles, applying admin permissions, and controlling whether a welcome email is sent. To add these new fields to users, download and populate the sample csv, and then import the file.



## Bug Fixes

- **Improved accuracy in Usage & Limits email reports** — Usage & Limits email reports now include only the features the customer is enrolled in and correctly reflect features that have exceeded their limits. ([22353](#), [22352](#))



- **Agent usage now counts unique users** — Agent usage and limits now count **unique users assigned as agents**, ensuring that a user assigned to multiple chat widgets is counted only once in usage calculations

## Bug Fixes

## QliqSTOR

## QliqDIRECT

## App Store Version (up to 4,000 characters)

### Channels for QliqCHAT Clinical Event Monitoring

Channels introduce a new way for care teams to monitor important patient-related events. Messages that match configured trigger phrases automatically appear in dedicated read-only channels so the right staff can stay informed without interrupting patient conversations.

### Automatic Trigger-Based Routing

Messages containing predefined trigger phrases and patient context are automatically routed to the appropriate channel, helping teams quickly identify and respond to critical situations.

### Dedicated Channel Feed in QliqCHAT

Subscribed users can access channels directly from their message list and view routed messages with patient context, sender information, category, priority level, and timestamps.

#### Filter, Manage, and Export Channel Activity

Channel feeds can be filtered by patient or date range. Users can remove false positives using the Not Relevant option and export channel data in CSV or PDF format for reporting and review.

#### Admin Configuration in Group Settings

Group administrators can create channels, define subscribers, and configure trigger phrases and priority levels such as FYI, ASAP, and URGENT.

#### Improvements

- View available QliqSTORs directly in Settings → General
- Added View More option for long messages
- Conversation subject lines can now be edited
- Updated tutorial screens with a clearer onboarding experience
- Added Email / Mobile login switcher with country code support
- Improved calendar interface for scheduled messages

#### Bug Fixes

- Resolved an issue where Fill & Sign signatures did not appear after the first save
- Fixed video previews so the play button appears correctly in the carousel
- Addressed a rare issue that could cause a certificate popup during login

## Google Play Version (up to 500 characters)

Introducing **Channels** for QliqCHAT clinical event monitoring. Messages with trigger phrases and patient context are automatically routed to dedicated read-only feeds so care teams can quickly identify critical events. Channel feeds support filtering, false-positive removal, and CSV/PDF export. This release also improves login with email/mobile support, scheduled message calendar UI, message previews, onboarding screens, and includes stability fixes.