

Release Notes:

QliqCHAT for iOS and Android

Release Date: January 16, 2025

Android Version: 2.3.465

iOS Version: 2.3.465

Compatibility:

iPhone	iOS 14.0 or later
iPad	iPadOS 14.0 or later
iPod Touch	iOS 14.0 or later
Android Devices	Android 7.0 and up

Important Notes for Affected Users

- Prior versions of QliqCHAT are no longer available on Google Play Store
- **iOS 18 is not compatible with QliqConnect. These users must migrate to QliqCHAT**

What is NOT Affected by this release?

- QliqConnect*
- Quincy

- Secure Messaging APIs
- QliqDIRECT

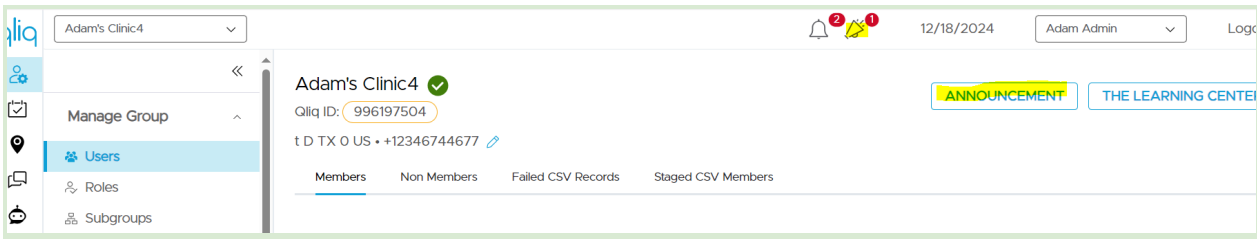
We will be monitoring the performance of the QliqCHAT apps before setting an updated date to sunset the QliqConnect apps.

What's New

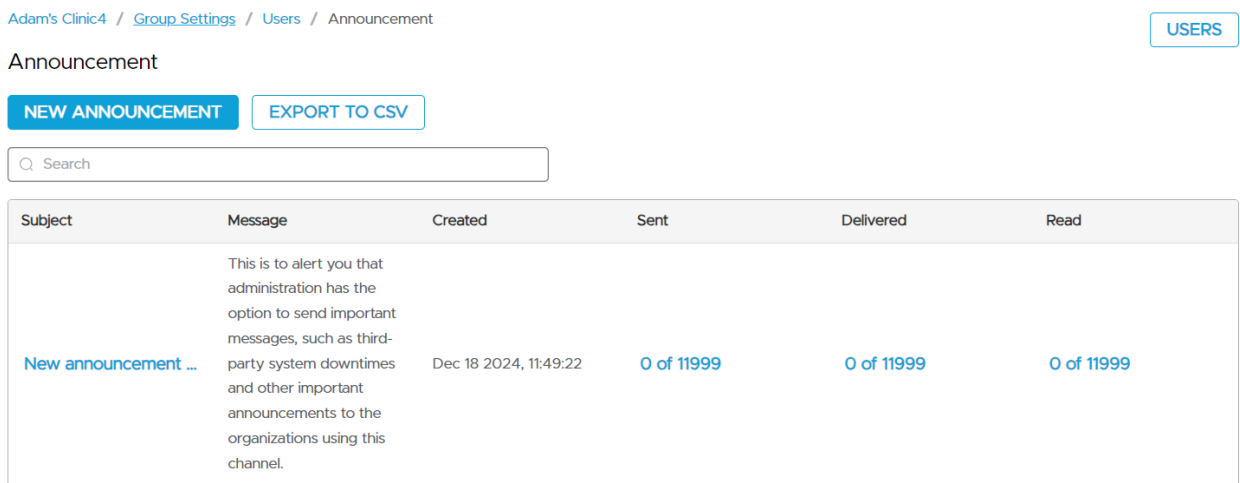
1. Announcements Feature

We’ve introduced a new Announcements feature to enhance communication across organizations. This feature ensures that critical information reaches the right users efficiently across all platforms.

- Group Admins can now create messages in the QliqSOFT administration tools for specific QliqCHAT user types within their organization.
- Group admins click on the announcement button to access this feature



A new announcement page opens



Click on the new announcement button to configure the recipients and message

Send Announcement to Group/Subgroup

To

Group

Adam's Clinic4

Select the users

☒ Members

☒ Non Members

☒ Admins

Select the platforms

☒ iOS

☒ Android

☒ Windows

☒ Mac

☒ Web Browser

Subject

Enter subject

0 / 50

Message

Enter your message

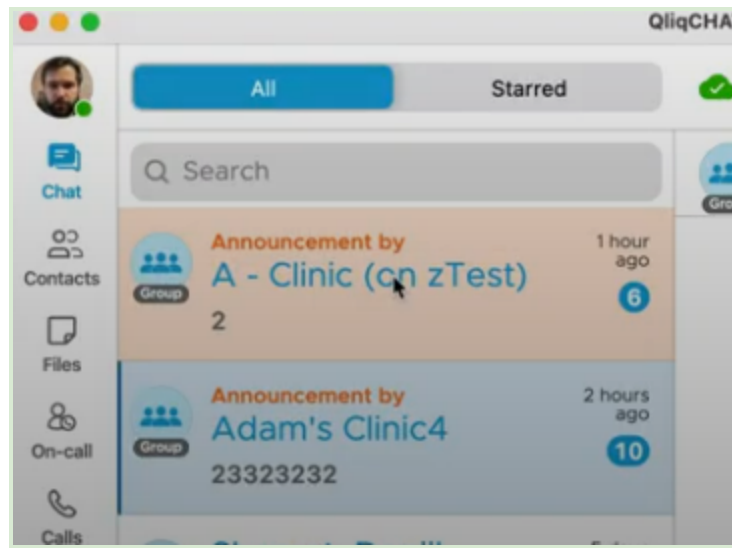
CANCEL

SUBMIT

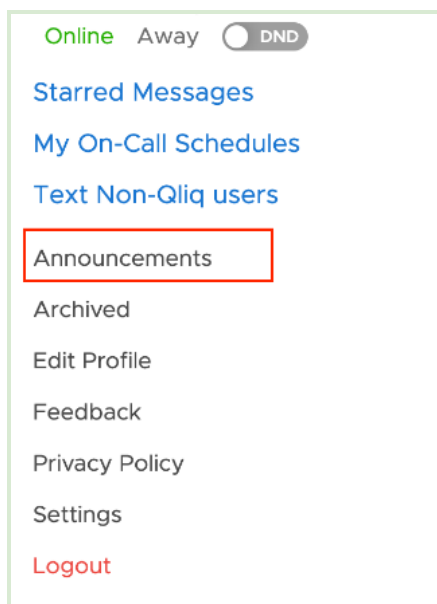
Configuration options are

1. Group or subgroup: The message defaults to your entire organization (group). If you have subgroups set up in the administration tool, you may elect to send to a subgroup instead.

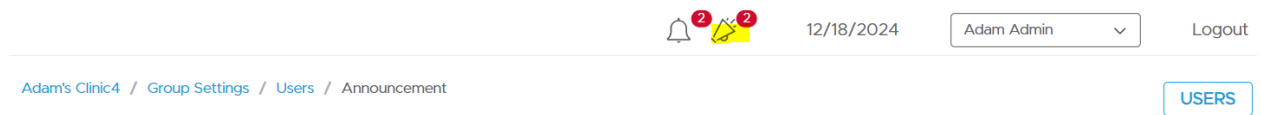
2. Role - include or exclude members, non-members and administrators
 3. Platform - select all or a subset of the mobile and desktop apps
 4. Enter the subject of the announcement
 5. Enter the announcement
 6. Press submit
- Announcements are delivered as chat messages.. This is a one way announcement. Users cannot reply to the group or the administrator.



Recipients can see historical messages in a new Announcement section in the left menu.



- Administrators may also click on the new announcements icon in the top navigation bar to look at announcements sent by other admins, including past announcements.



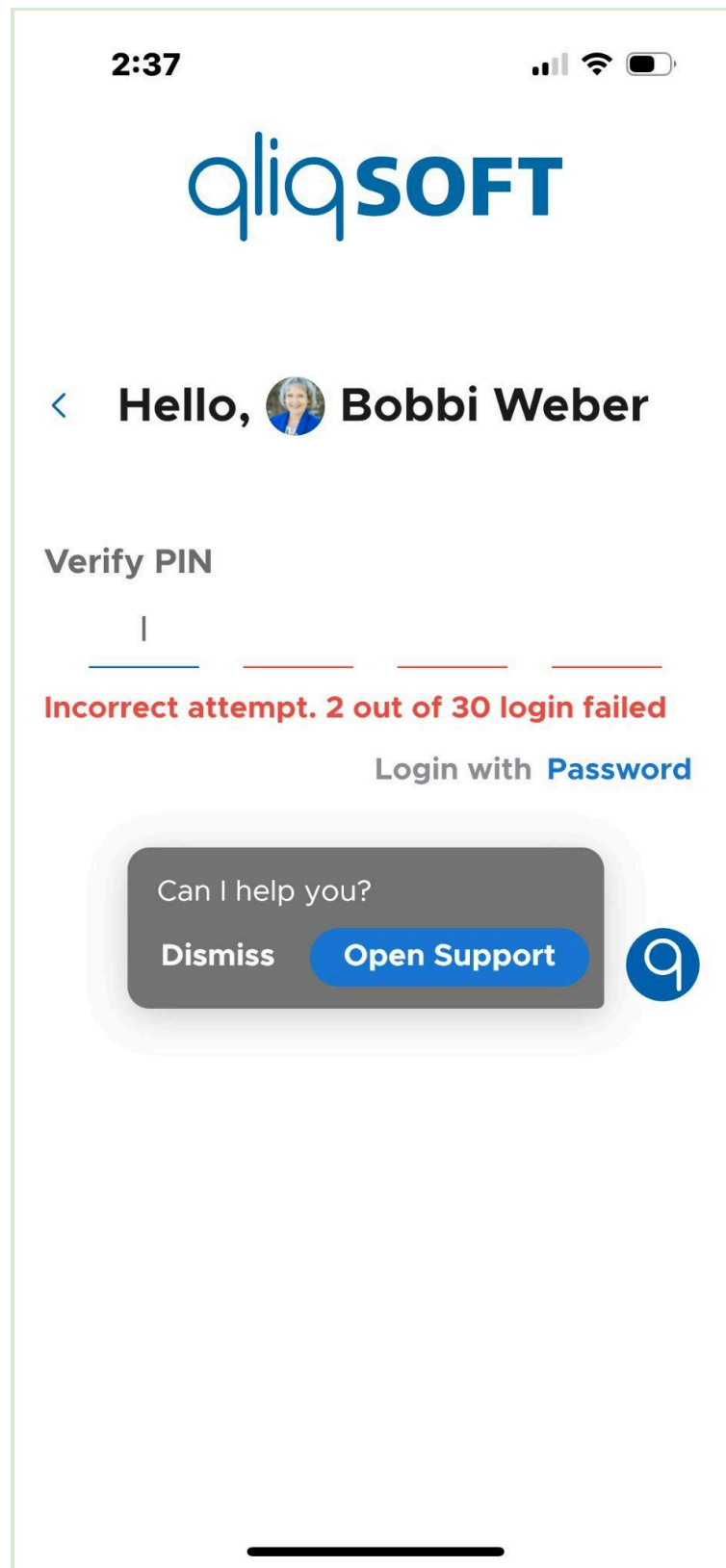
- All QlikCHAT users may now also receive announcements from QlikSOFT about important updates.

See this table for key differences between Broadcast Messages and Announcements.

Broadcast Message	Announcement
HIPAA-secure message	NOT a HIPAA-secure message
Created and sent from within the user app. Anyone with permission, which is a user setting in the admin tool.	Created and sent from within the admin tools so is available to admins only.
Sent to a group or subgroup	Sent to a group or subgroup
Sent to all users in the group or subgroup	Able to be tailored to a specific mobile and or desktop app
Sent to all users in the group or subgroup. This excludes individuals set up as non-member.	Able to select the role that should receive the announcement (member, non-member, admin)
User can respond only to the sender	There are no response options
Sender can include attachments	Administrator sends a message with a title and text only
Broadcast messages are displayed like any other group message in the user apps	Admin can see all previous announcements sent in a new Announcement screen
Archived in QlikSTOR	NOT Archived in QlikSTOR?
Clients/groups can only message their organization	QlikSOFT can message across organizations

2. QlikSOFT Login Support

A QlikSOFT support widget is now available on login screens to assist users with login and password reset issues.



Once the user clicks on the open support button, the widget initiates a support conversation with a bot for automated troubleshooting of common issues.

2:38



Done

 app.qliqsoft.com



QliqCHAT - Virtual Assistant 2



Today



QliqCHAT - Virtual Assistant 2

02:38 PM

Hello! 🙌 I'm your virtual support assistant for QliqSOFT. I'm here to help you with any questions or concerns you may have. 😊

To get started, please select an option below:

I AM LOCKED OUT

I FORGOT MY PASSWORD

I FORGOT MY PIN

I GET AN ERROR MESSAGE WHEN
ATTEMPTING TO LOG IN

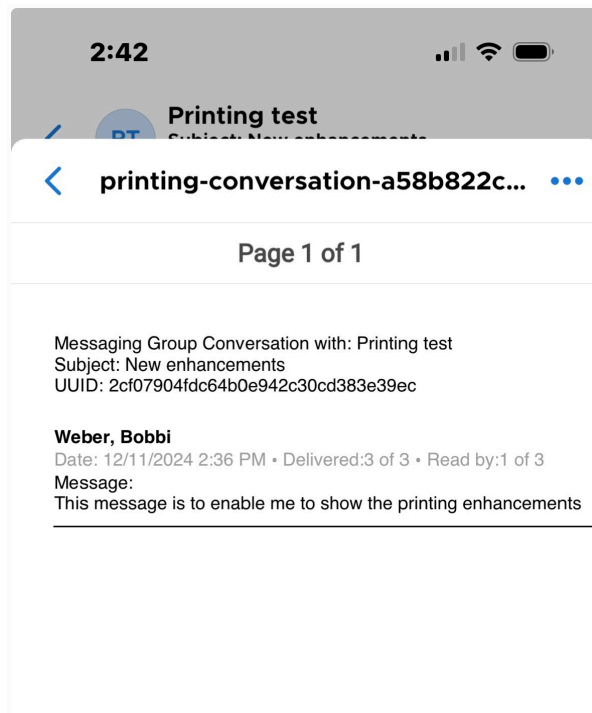
OTHER



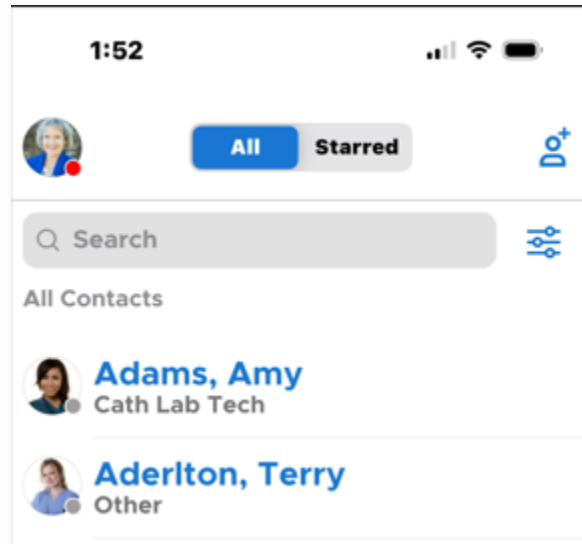
If necessary, the conversation can be escalated to the support team for direct assistance within the chat interface.

Improvements

1. Improved the details included when printing a conversation: added conversation titles, acknowledgement and message status information. The title will save Individual Conversation or Messaging Group Conversation depending on if the message was sent to an individual or group.



2. The clarity of cropped images in Snap & Sign has been improved
3. There is a new user title that displays under the user name. This title is visible when adding a user, selecting a user from the list of contacts or by opening the contacts within a conversation thread. If needed, this title can be changed two ways:
 - By the user clicking on their avatar, selecting edit profile, clicking on the pencil icon and then editing their own title, and pressing save OR
 - By your administrator in webprod by navigating to users, selecting the user, clicking on the gear icon and then editing the title



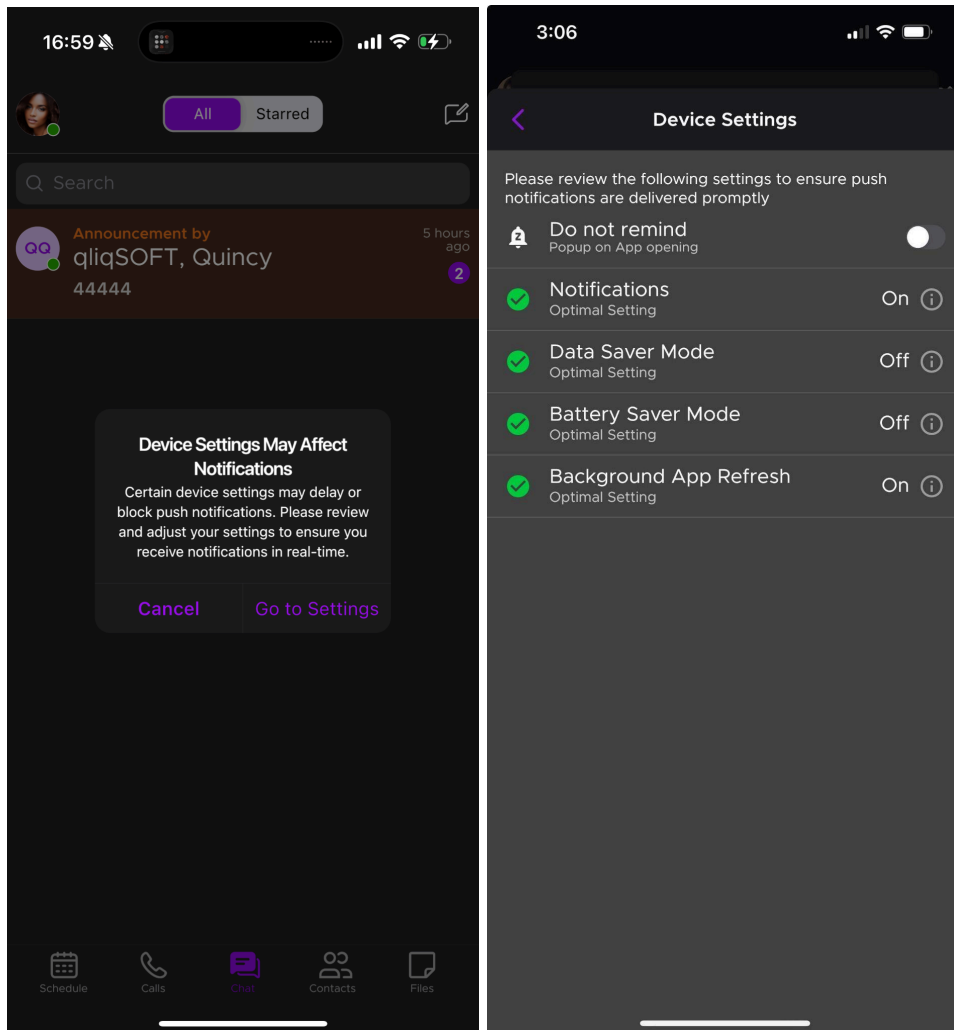
4. Enhanced Push Notification Alerts - Mobile app

In this release, we've introduced a new feature to help users address smartphone settings that may adversely impact push notification delivery (e.g., Battery Saver, Low Power Mode, etc.).

- When such a setting is detected, a **popup alert** notifies the user and directs them to the QlikCHAT settings page.
- The settings page lists all device settings QlikCHAT can track that might affect push notifications.
- Users can select a "**Don't Remind**" option to disable future alerts for these settings.
- Tapping on any setting provides a detailed explanation of its impact and an option to navigate to the device's settings.
- Navigation options depend on device system capabilities, either directing users to the specific setting or to the general settings screen.

User Profile: There are new device setting indicators in Devices to alert users which can affect push notification delivery ([link](#))

- Battery Saver Mode
- Data Saver Mode
- Battery Optimization Enabled (Android only)
- Background Refresh Disabled (iOS only)



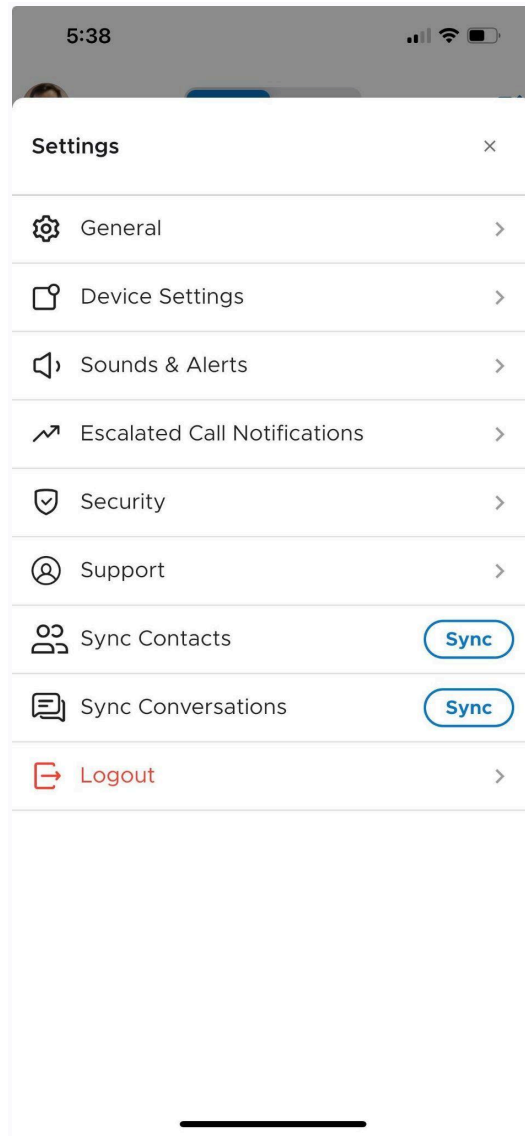
Enhanced Push Notification Alerts - Admin tools

Added an indication of disabled push notifications to the device tab. This OFF indicator is displayed if push notifications are disabled in the user's mobile device.

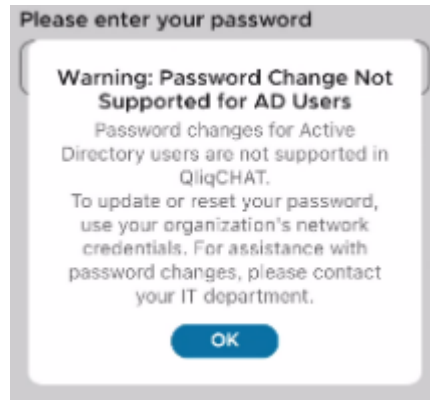
Manage Group									
* Times are in Central Time (CT)									
Users Roles Subgroups External Groups Quick Messages Devices Security Settings									
Member	Member Type	Device	Description	qliq App	OS	App Ver	Last Wipe	Status	Last login
☐ Julie Smith	Member	ios	localhost	qliqChat	iOS 17.5.1	2.0.398 (398)		unlocked	Jul 01 2024, 11:03:43
☐ Donna Kay Jones	Member	windows	DESKTOP-DEBFFGT	qliqChat	"Windows 10 Pro" 10.0 (Build 19045)	2.0.394 (394)		unlocked	Jun 14 2024, 12:08:00
☐ Donna Kay Jones	Member	Windows	DESKTOP-DEBFFGT	Not assigned OFF	Windows 10 on x64	95		unlocked	Jun 04 2024, 09:09:02

- Users now have the ability to zoom the camera in and out when scanning a barcode scan on iOS only at this time
- Enhanced camera functionality within the chat attachments, files, and Snap & Sign modules, introducing a new zoom in/out feature along with minor UI improvements for a smoother user experience.

7. Conversations will continue to be automatically synced. Users also have the option to manually sync conversations. To do this click on the avatar, select settings, and Sync conversations.



7. Password Management for AD (Active Directory) Users: When users attempt to change their password at an organization that has implemented Active Directory (AD), they are not able to change their password in QliqCHAT. They instead see this new message that prompts them to contact their organization administrators for assistance.



This email is sent to the administrator(s) flagged as an IT/Server admin the organization has set up in webprod with a copy to the AD user who requested the password change.



User Password Change Attempt in QliqCHAT

An Active Directory (AD) user has attempted to change their password in QliqCHAT. Please note that password changes for AD users are not allowed within QliqCHAT, as this must be managed through the Active Directory system. The user has been advised to contact their IT administrator for assistance.

User's Name: John doe
Current Email Address: jonathan@qliqsoft.com
Timestamp of the Attempt: Sat, July 30 2024 03:45:55

For questions regarding this message contact support@qliqsoft.com

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[Unsubscribe](#)

Bug Fixes

1. Android users now consistently receive sound notifications per their sound settings regardless if they are actively using the app
2. Android users now consistently hear notifications for asap messages and regular messages, per their sound settings
3. Users sending an audio message on iOS no longer see empty grey text boxes appear

4. Users can now see the full text in the dialog box when saving a file in Fill & Sign on iOS
5. When the user has disabled push notifications and then enables them again in device settings, push notifications will resume without requiring that the user log in again. For now, users still need to open the app to restart push notifications
6. From within the files menu, users can access all conversations when selecting "Attach & Send as a message"
7. When a user changes their password, they are required to use the new password for their first login, not their PIN
8. When uploading a file into qliqSTOR the upload success message appears once
9. Signed PDFs are saved once in the Fill & Sign folder
10. The app badge counter now reflects the correct count after tapping the mark all read button
11. Zooming by pinching in and out of images now works as expected
12. Users will now only see messages exchanged during the retention period

Limitations