



Release Notes: QliqCHAT for MacOS and Windows

Release Date: January 14, 2025

Version: 2.3.465

System Requirements:

Windows		Mac	
Processor	Intel/AMD less than 5 years old	Processor	Intel/AMD less than 5 years old
Memory	at least 2 GB	Memory	at least 2 GB
Hard Drive	at least 50 GB	Hard Drive	at least 50 GB
Operating System	Windows 10 or Higher	Operating System	OS X v11.0 or later

Important Notes for Affected Users

- QliqCONNECT credentials will continue to be utilized to log into QliqCHAT

- First-time login will load 7 days of historical messages (same scenario of installing QliqCONNECT on a new device)
- Users will not need to uninstall and reinstall the QliqCHAT app when updating to newer builds.

What is NOT Affected by this release?

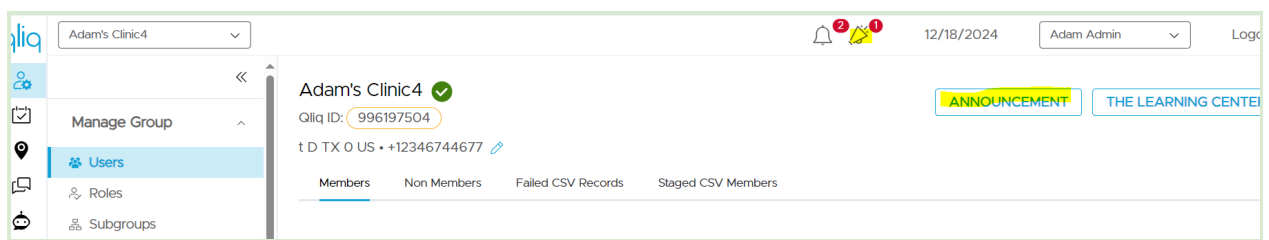
- QliqConnect - **we will be monitoring the performance of the QliqCHAT app before setting a date to sunset QliqConnect.**
- Quincy
- Secure Messaging APIs
- QliqDIRECT

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

Announcement

NEW ANNOUNCEMENT

EXPORT TO CSV

Q

Search

Subject	Message	Created	Sent	Delivered	Read
New announcement ...	This is to alert you that administration has the option to send important messages, such as third-party system downtimes and other important announcements to the organizations using this channel.	Dec 18 2024, 11:49:22	0 of 11999	0 of 11999	0 of 11999

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

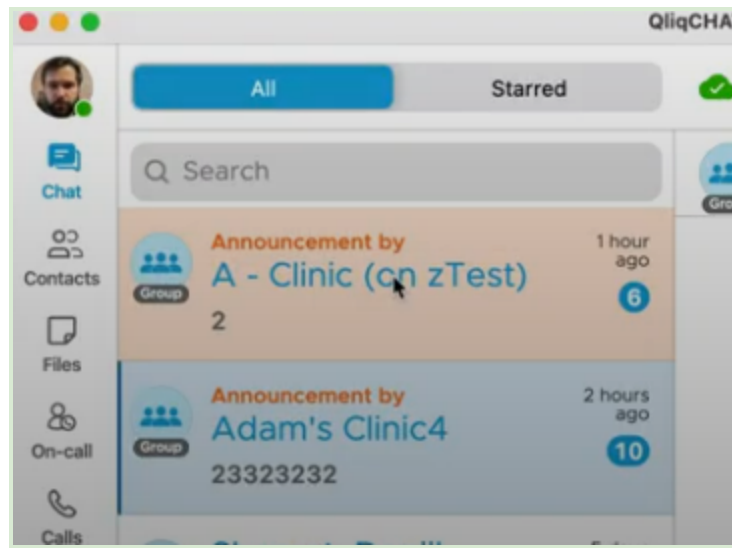
CANCEL

SUBMIT

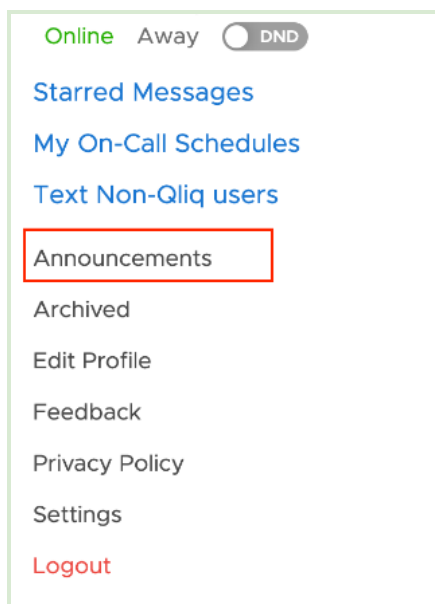
Configuration options are

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.

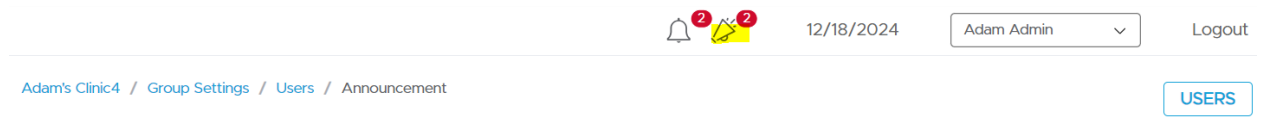
2. Role - include or exclude members, non-members and administrators
 3. Platform - select all or a subset of the mobile and desktop apps
 4. Enter the subject of the announcement
 5. Enter the announcement
 6. Press submit
- Announcements are delivered as chat messages.. This is a one way announcement. 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.



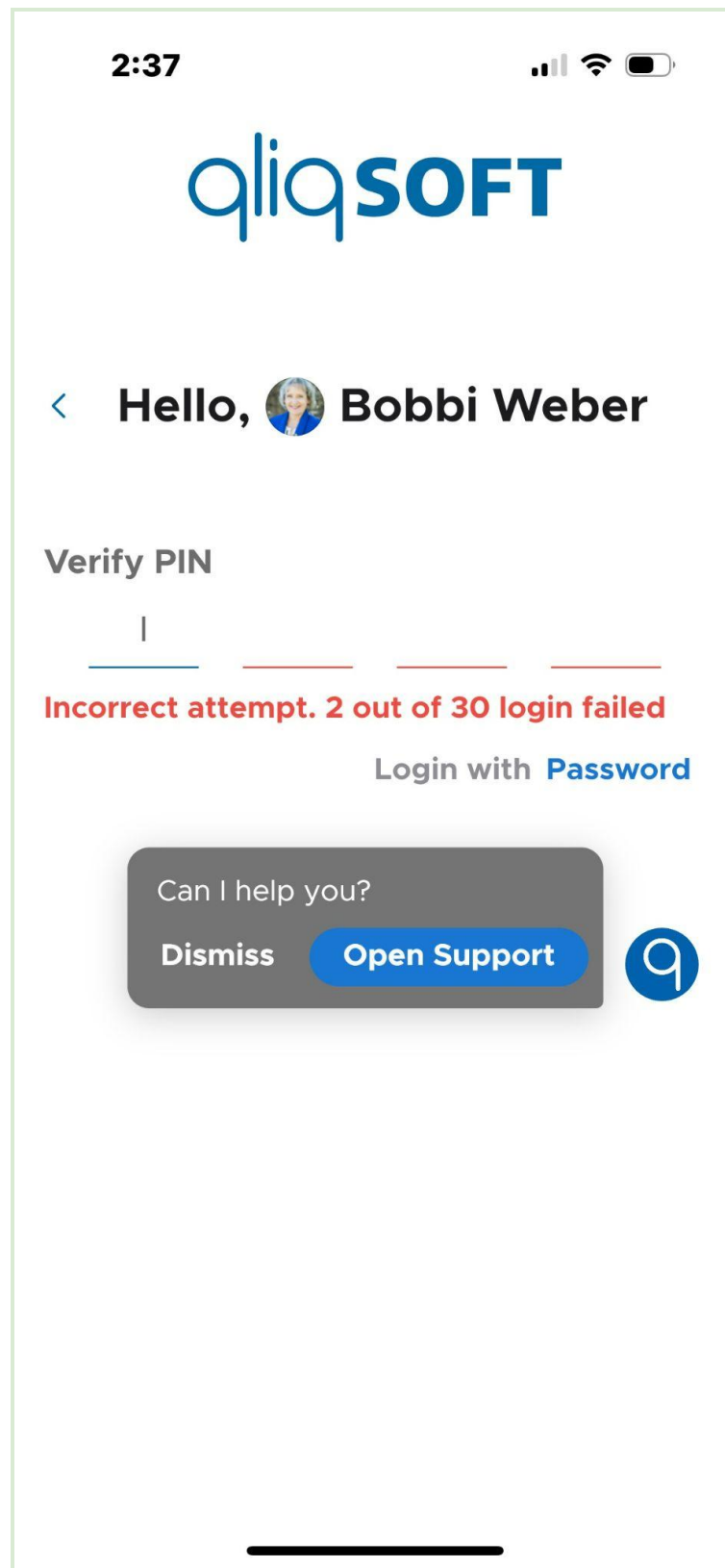
- All QlikCHAT users may now also receive announcements from QlikSOFT about important updates.

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-members.	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

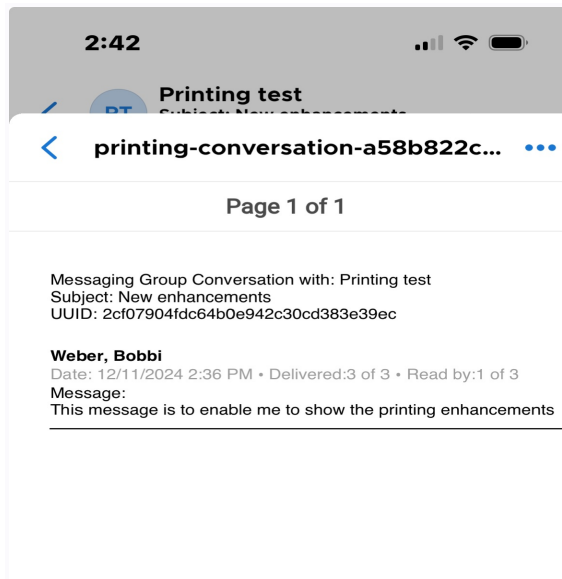
OTHER



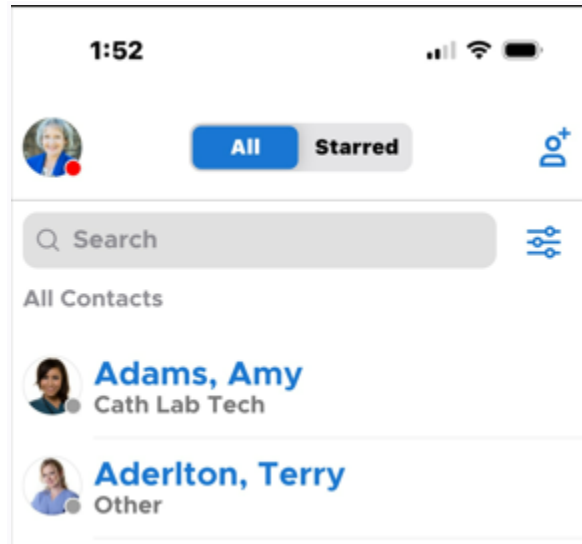
If necessary, the conversation can be escalated to the support team for direct assistance within the chat interface.

Improvements

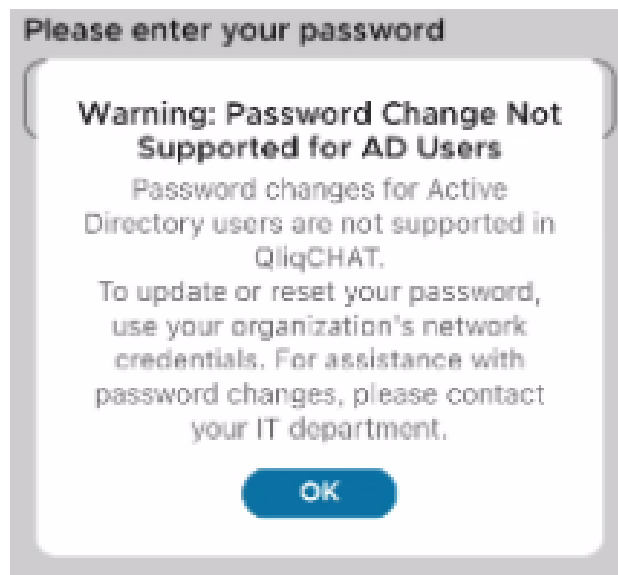
1. Improved the details included when printing a conversation:: added conversation titles, acknowledgement and message status information. The title will save Individual Conversation or Messaging Group Conversation depending on if the message was sent to an individual or group.



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:
 - a. 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
 - b. By your administrator in webprod by navigating to users, selecting the user, clicking on the gear icon and then editing the title



4. **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. Users are now able to copy and paste or drag attachments from their computer into the app to send
2. Notifications now disappear from the desktop notification window once the user has viewed messages on Windows
3. Users now have the option to manually copy a phone number from within a message thread, similar to what they can do with other numbers
4. Users are now able to print conversations on Windows
5. When the administrator remotely wipes a user's data and the user attempts to login the user now gets a message notifying them that their data has been wiped remotely.
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. The qliqSTOR upload success dialog box appears only once for the same file upload

9. Users will now only see messages exchanged during the retention period

Limitations

n/a