



Release Notes: QliqCHAT for MacOS and Windows

Release Date: March 21, 2025

Version: 2.4.478

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
- Quincy
- Secure Messaging APIs
- QliqDIRECT

What's New

- **Support Chat:** We have added a post-login support virtual agent for users to submit requests to support such as providing feedback or to access self-serve troubleshooting tools. To access this, click on your avatar, click **Open Support** and follow the prompts. To close this dialog click **Dismiss**. You can access it anytime by clicking on the QliqSOFT icon.

Please continue to use the report error function (Click on your avatar/Settings/Support/Report Error) and include the database for new issues as it provides more information for troubleshooting.

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Bobbi Weber

qliq id: 543941182

VP Product Marketing and Cust...



Online Away **DND**

[Starred Messages](#)

[My On-Call Schedules](#)

[Text Non-Qliq users](#)

QuincyCHAT



Announcements

Archived

Edit Profile

Feedback

Privacy Policy

Settings

Logout

37 min ago



1 hour ago

2 hours ago

2 hours ago

6 hours ago

23 hours ago



Can I help you?

Dismiss

Open Support



On-call Groups



Snap & Sign

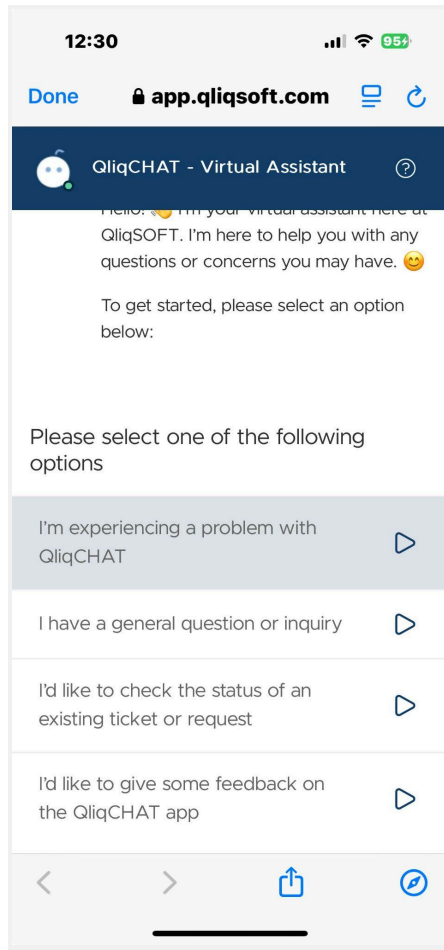


Visit Path

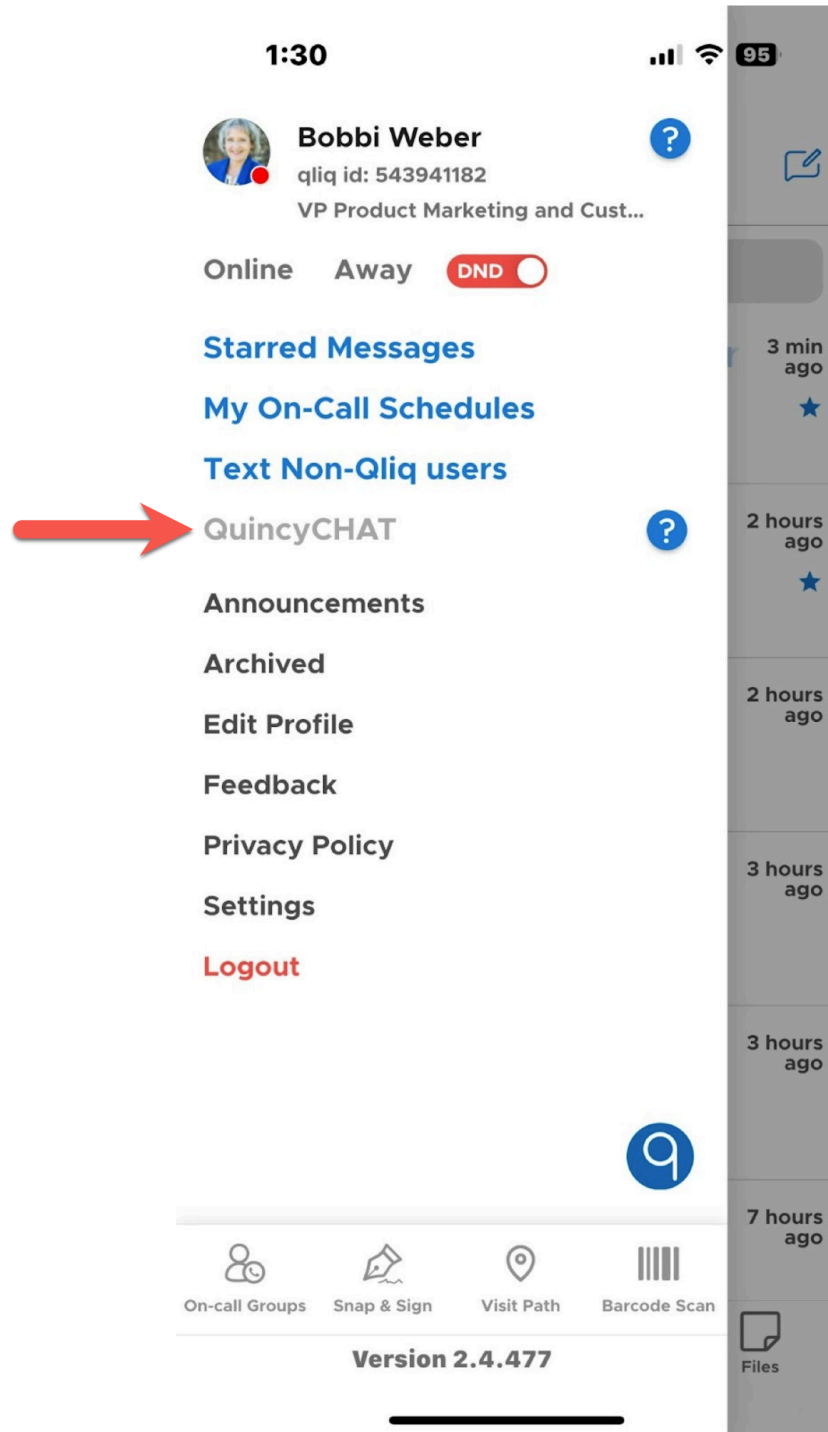


Barcode Scan

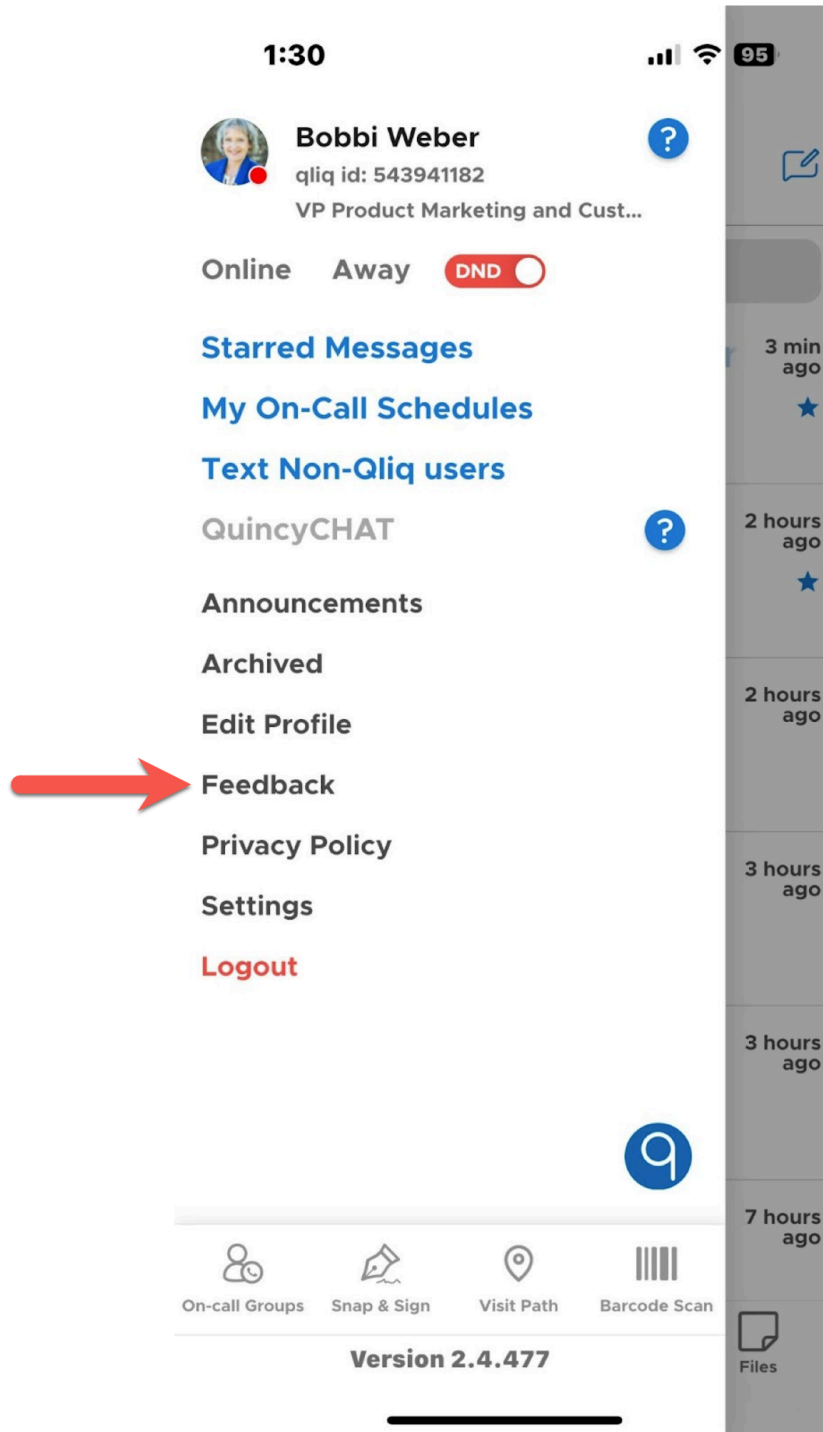
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- **QuincyCHAT:** QuincyChat (formerly +CHAT secure patient texting) is being integrated as an in-app web viewer to allow users of QliqCHAT to send secure app-less messages to patients. This is a paid feature unless the client already has licensed +CHAT secure patient texting separately using the Quincy digital communication platform. **This feature is not yet active.**



- **Feedback:** Users can rate the application and provide feedback from within the app. Click on the avatar, select Feedback, select a star rating and optionally add a comment.



Improvements

- **Desktop Login:** If users have the "Save Password" option enabled, they may be logged in automatically, bypassing inactivity settings.

- **Audio Messages:** When users attempt to play previously a deleted audio message, the app provides clearer information why the recording can no longer be played.
- **File Uploads:** Upload IDs are now displayed in QliqCHAT messages when files have been uploaded to the QliqSTOR or EMR, improving tracking and management.
- **macOS Installation:** The DMG installation process on macOS has been improved.
- **Tutorials:** The tutorial is now only displayed for the first device a user logs in with, streamlining the onboarding experience.
- **QliqSTOR Notifications:** The user is now informed if a file upload to the QliqSTOR was successful or failed.
- **Pending Downloads:** At times a user's mobile application is connected to a public hotspot (e.g., a network with restricted access). In such cases, the app can receive push notifications but cannot download the actual messages. To improve the user experience, there is a new placeholder message that indicates that the message is pending download. Once the reason for the pending download is resolved, the actual message content will replace the placeholder.



- **Starred Messages:** Starred messages now reliably sync across all the user's devices.
- **Quick Messages:** Quick messages can now be reordered by dragging them into a preferred arrangement. To move the message press on the = to the right of the message. The message will highlight and allow you to drag it to a new position.

Bug Fixes

- **PDF Saving:** Saving a conversation and renaming the file saves the file in PDF format.
- **Image Thumbnails:** All images now have a visible thumbnail.
- **Video Playback:** Videos stop playing after sending, after a screen change, or during file creation.
- **Desktop Performance:** Improved performance and responsiveness, addressing slowness and "Not Responding" issues with high message load.
- **Contact List:** Removed users are no longer displayed in the organization's contact list.
- **Hyperlinks:** .us and .meet domains now correctly appear as hyperlinks.
- **Audio Files:** Audio files can now be saved successfully

- **EMR Patient Lookup:** The patient lookup no longer errors out when a patient's gender is missing.
- **EMR Patient Lookup:** Users can now remove a searched name using the X button without errors. The search filter remains intact.
- **Archived Conversations:** A warning popup now prevents archiving of conversations during catch-up, ensuring important conversations are not lost
- **URL Copying:** Copy and paste now works correctly for links copied in Safari on MacBooks.

Limitations

- **QliqSTOR chat attachment:** QliqSTOR documents cannot be attached through the conversation thread workflow. To attach a QliqSTOR document, go to Files > QliqSTOR folder and select the document from there.