

# Release Notes

**Product:** DatixCloudIQ

**Version:** DCIQ.2026.R1.3

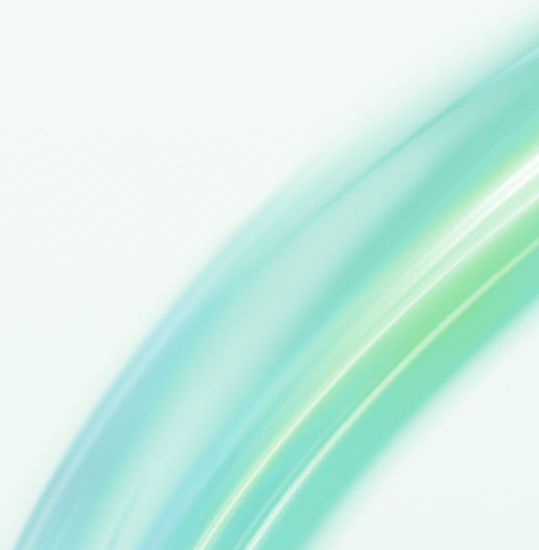
**Overview:** This document describes all major enhancements and fixes made to DatixCloudIQ.

**Release Date:**

- 17 June 2026 - UK
- 01 July 2026 - US, CAN, AUS
- 08 July 2026 - KSA
- 16 July 2026 - NSW

**Last updated:** 06 July 2026

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## New Features And Changes

### **"Locations" and "Services" displayed alphabetically in "System Admin"**

DCIQ now displays "Locations" and "Services" trees in alphabetical order in the "System Admin" area. Previously, DCIQ displayed these tree lists in sequence-added order.

**Reference Number:** 196404

**Release:** DCIQ.2026.R1

### **Unified permitted file types configuration for Capture and non-Capture areas**

DCIQ now allows administrators to configure permitted file types for document uploads and attachments for the "Capture" toolkit and the "Enterprise Risk Manager", "Investigations", "Actions", "Safety Learnings", "Safety Alerts", and "Reportable Incident Briefs" modules through a unified interface. If a user attempts to link a document or an attachment that is not in the supported file types list, DCIQ displays an error and prevents the upload. To enhance security, DCIQ provides a default set of supported file types that administrators can configure in "System Admin" under the "Supported File Types Settings" option.

**Reference Number:** 240573

**Release:** DCIQ.2026.R1

## Service-based access control for "Events"

DCIQ now supports service-based access control for "Events" to protect sensitive information. Administrators can configure access so that event approvers can view an event only when the event's service matches the user's assigned service or when the event is assigned to a service that is a child of the investigator's service. This update limits visibility to events assigned to the same service as the user and prevents access to records assigned to other services.

**Reference Number:** 240576

**Release:** DCIQ.2026.R1

## Location-based access control for "Events"

DCIQ now supports location-based access control for "Events" to protect sensitive information. Administrators can configure access so that event approvers can view an event only when the event's location matches the user's assigned location, or when the event is assigned to a location that is a child of the investigator's location. This update limits visibility to events assigned to the user's own location or its child locations and prevents access to records assigned to other locations.

**Reference Number:** 240577

**Release:** DCIQ.2026.R1

## Internal contact matching search improvements in "Capture" areas for Level 2 users

This update enhances internal contact matching in the internal database in "Capture" areas for Level 2 users. Users can now search using a combination of supported contact fields, resulting in more accurate matches. External search behavior remains unchanged.

### General Rules

Users may search using any combination of supported contact fields.

Only supported match fields are evaluated; all others are ignored.

Only contacts with Approved status are returned.

### Matching Logic

Applies when MULTI\_ID\_NUMBER\_SECTION = Y or N.

### Primary Identifiers (depend on global setting)

When MULTI\_ID\_NUMBER\_SECTION = Y: con\_id\_number, con\_number\_type, con\_forenames, con\_surname

When MULTI\_ID\_NUMBER\_SECTION = N: con\_nhsno, con\_number, con\_forenames, con\_surname

If users enter one or more primary identifiers, DCIQ returns only the records that exactly match all entered primary fields, and excludes any records with null values in those fields.

### Secondary Identifiers

Regardless of the config (Y or N): con\_email, con\_subtypes, con\_type, con\_dob

If users enter one or more secondary identifiers, DCIQ returns only the records that exactly match all entered primary fields, and excludes any records with null values in those fields.

## Combined Primary and Secondary Search

If users enter one or more primary and secondary identifiers in combination, DCIQ displays records that match all entered primary and secondary fields first. It then shows records that match all primary fields but have null values in the secondary fields below the exact matches.

**Reference Number:** 275181

**Release:** DCIQ.2026.R1

## Default status of new actions is "Active"

DCIQ now sets the default status for new actions to "Active". Previously, new actions defaulted to "Inactive," which caused them to be excluded from users' "To Do List" and made them easy to miss in task searches.

**Reference Number:** 325154

**Release:** DCIQ.2026.R1

## ACL groups assignment restriction for local administrators

System administrators can now control which Access Control List (ACL) groups local administrators can assign to users. Local admins no longer have access to all groups within their location or service and instead see only the ACL groups approved for them. System administrators can set these permissions at the ACL group level or the individual user level. By default, all groups remain whitelisted for assignment, so customers will not see any change in behavior unless they configure the feature to allow only specific groups.

**Reference Number:** 327602

**Release:** DCIQ.2026.R1

## DCIQ standardizes LFPSE field behavior and customisability

To align with LFPSE/PSIRF rules, DCIQ standardizes LFPSE field behavior and customisability.

### Field Behavior and Triggers

The field "Did the event occur whilst the patient was under your organization's care?" is now mandatory and the organisation question "Under which organisation's care did the event occur?" is conditional mandatory. Their display logic is hard-coded, so that selecting "No" displays the organisation question, and selecting "Yes" and "I don't know" hides it. For these two fields, we removed unsupported "Form Designer" options, such as "Hide", "Unhide", help-text changes, and the "Add New Field Action" option.

### Optional Fields and Customisation

We updated several LFPSE fields from mandatory to optional, including:

- "If Detection Point not found, please specify."
- "When do you think this risk will cause harm?"
- "If Risk Timeframe not found, please specify."
- "If type of medical device not found, please specify."
- "What is the radiotherapy incident code?"
- "Which incident framework is your organisation operating under?"

Optional fields now offer the standard configuration set: order, switch from optional to mandatory, extra text, radio button or checkbox display for coded fields, and add a new action for coded fields. Labels and help text cannot be changed.

### PSIRF Rules

The Patient Safety Incident Response Framework (PSIRF) display rules are now hard-coded across the required questions, including "Which incident framework...", "Is there a national or

regulatory requirement...", "How will you respond?", "Confirm how you responded", "Findings", "Have safety actions been developed?", so the correct fields appear or stay hidden based on the selected answers.

For these fields, we removed unsupported "Form Designer" options as well, help text changes and the "Add New Field Action" option.

This update applies the correct mandatory states, fixes triggers, and limits customisation so administrators can configure what is permitted without breaking compliance.

**Reference Number:** 328009

**Release:** DCIQ.2026.R1

## New "Investigations" events filtering option

We added the option to filter "Investigations" events. This item also relates to item no.336378.

**Reference Number:** 336207

**Release:** DCIQ.2026.R1

## Multiple new "Investigations" events filtering options

We added the option to filter "Investigations" by "Record ID", "Investigation ID", "Reference", "Location", "Service", and "Person Affected". This item also relates to item no.336207.

**Reference Number:** 336378

**Release:** DCIQ.2026.R1

## DCIQ displays full location and service path on event cards

DCIQ now displays the full location and service path on event cards. Previously, DCIQ only displayed the child node, which made it difficult for investigators to identify where an event occurred.

**Reference Number:** 336381

**Release:** DCIQ.2026.R1

## Service-based access control for "Investigations"

DCIQ now supports service-based access to "Investigations". Investigators can access an investigation when the record's service matches their own service or when the investigation uses a child service within the same service hierarchy. This update removes the need for global or record-by-record permissions and provides a simpler way to manage access by service.

**Reference Number:** 336382

**Release:** DCIQ.2026.R1

## Read-only access based on service

DCIQ now allows read-only access to "Investigations" based on a user's service. DCIQ checks the values on the investigation and compares them with the user's service. The user gains access when the values match, or when the investigation uses a child service of the user's service. This update removes the need for global or record-by-record permissions and makes access management more accurate and efficient. Administrators can control this feature through "Access Control List" (ACL) list rules.

**Reference Number:** 339322

**Release:** DCIQ.2026.R1

## Administrators can change labels for CFF fields

DCIQ now allows users to change the labels for the "Contributory Factors Framework" (CFF) fields. Users can now update the field labels for "Type", "Category", and "Sub-category" in "Field Maintenance". These changes apply everywhere the fields are displayed, including the "Contributory Factors" section in "Investigations" records and the "Contributory Factors" section in "Recommendations & Controls" records.

**Reference Number:** 342189

**Release:** DCIQ.2026.R1

## Dashboard renamed to "All Users" in "System Admin"

In "+ > System Admin > Users", we renamed the user dashboard under "AD Synced Users" and "Local Users" from "Dashboard" to "All Users".

**Reference Number:** 343548

**Release:** DCIQ.2026.R1

## Record ID is displayed at the top of all action forms in Capture and non-Capture areas

DCIQ now displays the record ID at the top of all action forms in Capture and non-Capture areas. With this change, users can easily find the record ID when needed and confirm they are working on the correct record.

**Reference Number:** 343549

**Release:** DCIQ.2026.R1

## Full "Locations" and "Services" strings in statistical reports

DCIQ now provides an option to display the full or last node "Location"/"Other Location" and "Services"/"Other Services" strings in both crosstab and listing reports. Previously, reports displayed either the last node or the full hierarchy depending on the report type, which was inconsistent. Users can now choose between the existing last-node view and the new full-string view for both report types, with the full string presented by default. The other statistical reports are only showing the last node string due to UI limitations.

**Reference Number:** 343550

**Release:** DCIQ.2026.R1

## Description box to the ACL groups area

DCIQ now allows users to add a description to ACL groups, enabling them to clearly document the access rights assigned to each group.

**Reference Number:** 343551

**Release:** DCIQ.2026.R1

## Renamed the "Save" button to "Save response" in "Safety Alerts"

We updated the "Safety Alerts" response form to prevent confusion when users save their responses. Previously, users with permission to edit or add "Safety Alerts" saw two "Save" buttons: one above the response section, which saved the alert, and one below it, which saved the alert response. Now, we renamed the lower button to "Save response" so that users understand which action saves their response before leaving the record.

**Reference Number:** 344479

**Release:** DCIQ.2026.R1

## Open a detailed event card directly from the "Linked Events" table

Users can now open a detailed event card directly from the "Linked Events" table in an investigation. When they click an event in the table, DCIQ displays an event card that includes a link back to the source event. This makes it easier to review event details and navigate to the full event record when needed.

**Reference Number:** 344643

**Release:** DCIQ.2026.R1

## Optimized DCIQ homescreen counts by introducing client-side caching and manual refresh option

The homescreen now uses cached record counts to improve performance and reduce database load. DCIQ stores homescreen counts in the browser's local storage and reuses them across navigations. The counts refresh automatically only when the configured cache duration expires. By default, the cache lasts eight hours.

Users can manually refresh their counts at any time using the new "Refresh" button if they need up-to-date information. The cache duration can also be configured per customer, including the option to set it to zero for real-time behavior when required.

These improvements significantly reduce unnecessary recalculations and improve overall responsiveness without affecting data accuracy or permissions.

**Reference Number:** 346524

**Release:** DCIQ.2026.R1

## See the original status label when customizing investigation workflow statuses

Users can now see the original status label when customizing investigation workflow statuses. Showing the original label makes the workflow clearer and helps users understand how each status behaves.

**Reference Number:** 347420

**Release:** DCIQ.2026.R1

## Record and display full service string for "Event" and "Investigations" records

Users can now see the full service string on "Event" and "Investigations" records. Previously, investigators were unable to identify the service under which an event occurred without referring back to the originating record. DCIQ now records the service from the originating record and displays the full service string, rather than only the child node. The service is copied only from the "Flagged From Investigation Event" view.

**Reference Number:** 348647

**Release:** DCIQ.2026.R1

## Filter staff fields by "Other Location" in "Incidents"

DCIQ now supports filtering staff fields by "Other Location" in the "Incidents" module.

Administrators can enable this in "Capture Admin" by selecting the "Other Location" option in the STAFF\_EMPL\_FILTERS\_PARENTS global so the "Handler", "Manager" and "Investigator" staff lists display only users whose location matches the incident record's other location or any of its child locations. This gives organizations an additional way to control which staff appear in assignment fields and helps prevent users from selecting staff from unrelated locations.

**Reference Number:** 350680

**Release:** DCIQ.2026.R1

## DCIQ displays events on the "Time Person Grid" even with "time not known" selected in "Investigations" records

In "Investigations" records, DCIQ now shows events on the "Time Person Grid" even when users select "time not known". Previously, DCIQ did not display events with this option checked, which made it difficult for users to see that an event occurred. DCIQ now displays these events as a dot on the "Time Person Grid" so they remain visible even without a recorded time.

**Reference Number:** 351630

**Release:** DCIQ.2026.R1

## Reasons for rejecting "Investigations" events

Users must now provide a reason when rejecting an "Investigations" event. DCIQ records the rejection reason as free text, along with the date and time of the rejection and the name of the user who rejected the record. DCIQ lists rejected events under a new "Rejected Events" area. Each record includes a link to the source record, which opens in a new tab. We re-labeled the "Go to source event" to "Go to source record". This update ensures that rejected records remain visible and that all rejection details are accessible for audit and review.

**Reference Number:** 351719

**Release:** DCIQ.2026.R1

## Filter users in "Access Control" by location and service for the "Investigations", "Recommendations", "Controls", and "Events" modules

Users can now assign roles for "Investigations", "Recommendations", "Controls", and "Events" only to users who share their location or service, or belong to a child location or service. Previously, any user could be assigned a role against a record, which created a risk of exposing sensitive information, especially in environments with strict information governance requirements. To prevent this, the lists of users displayed in the "Access Control" areas of "Investigations", "Recommendations", "Controls", and "Events" are now filtered automatically. Each list displays only users whose location or service matches the assigner's, or a child of that location or service. Users can control this feature with granular user permissions. This ensures manual role assignment aligns with organizational boundaries and prevents access from being granted to users in unrelated branches.

**Reference Number:** 351722

**Release:** DCIQ.2026.R1

## **ACL rule for access to "Recommendations" linked to accessible investigations**

DCIQ now allows users access to "Recommendations" created from the investigations they can already view. DCIQ links each recommendation to its originating investigation and grants access automatically. This removes the need for manual role assignment or global permissions in the "Recommendations & Controls" module. Users can see any recommendation connected to an investigation they have access to, making access management simpler and more consistent. Administrators can control this feature through Access Control List (ACL) list rules.

**Reference Number:** 351723

**Release:** DCIQ.2026.R1

## **Access to "Controls" linked to accessible "Investigations" records**

DCIQ now allows users access to "Controls" that result from the "Investigations" they can already view. DCIQ links each control to its originating investigation or recommendation and grants access automatically. This removes the need for manual role assignment or global permissions in the "Controls" module. Users can see any control that is linked to an investigation or recommendation they have access to, making the process simpler and more consistent.

**Reference Number:** 351725

**Release:** DCIQ.2026.R1

## Drag and drop enabled by default and updates to document upload requirements in "Capture"

DCIQ now requires users to select a "Link as" document type and enter a "Description" for every file they upload in "Capture", whether the file is added via drag and drop or the file picker. The uploader no longer sets a default value for "Link as". Both fields are mandatory, start blank, and cannot be preconfigured. If users try to save without completing "Link as" or "Description", DCIQ prompts them to fill in the missing fields and keeps the selected file staged under "Attach this file" so progress is not lost. This rule applies even when a record status or a user setting would normally allow mandatory fields to be bypassed. In the "Documents" section, DCIQ always shows two upload options, which are drag and drop and file picker.

The drag and drop user interface is now enabled for all systems, therefore the DRAG\_AND\_DROP\_FILE\_UPLOAD global is no longer required. The additional "Add file" button under the UI has been removed and users can use "Browse file" to select files.

**Reference Number:** 351912

**Release:** DCIQ.2026.R1

## **AI "Sentiment Analysis" section in "Incidents" triggered by "Type" or "Incident Affecting"**

DCIQ now allows administrators to enable AI sentiment analysis tool based on either the "Type" field or the CCS2 "Incident Affecting" field. "Type" is the default categorisation field used for sentiment analysis and requires no further configuration once the feature is enabled. To implement the CCS2 "Incident Affecting" categorisation field, enter the global "SENTIMENT\_ANALYSIS\_USE\_INCIDENT\_AFFECTING" with a value of "Y" and map the relevant values in "Code setups". When users submit an incident record with a mapped "Type" or "Incident Affecting" value, DCIQ analyzes the "Description" with the AI tool and displays the result in the "Sentiment Analysis" section. Level 2 reviewers must confirm whether they agree with the result by selecting a value in the "Do you agree with this analysis?" field.

Note: the "Incident Affecting" codes are shared with other modules, such "Feedback", so if an administrator deletes a code there, DCIQ also removes it from "Incidents". If this happens, administrators can re-add the deleted code and make sure the record matches the configuration. If an organization switches from using "Type" to "Incident Affecting" or the other way around, DCIQ displays existing sentiment results. Incidents which have not yet been analyzed will be evaluated when the mapped "Type" or "Incident affected" is selected on the record then saved. This enhancement is related to item 315678.

**Reference Number:** 355702

**Release:** DCIQ.2026.R1

## ACL rule to give access to all "Investigations" events

DCIQ now offers an Access Control List (ACL) rule that gives users access to all "Investigations" events. Administrators can now assign this rule when a user needs full access across the module.

**Reference Number:** 355782

**Release:** DCIQ.2026.R1

## ACL rule gives users read-only access to "Published Safety Learnings"

We added an Access Control List (ACL) rule that gives users read-only access to "Published Safety Learnings". DCIQ allows users that has this rule assigned to view published items but not edit or change them. DCIQ still allows them to access and edit any unpublished "Safety Learnings" where they are listed as an author, and if they are assigned a manual role that grants review or author permissions on a specific safety learning, those permissions apply.

**Reference Number:** 359227

**Release:** DCIQ.2026.R1

## Configure enforced contact matching by ID and name on Level 1 contact forms for "Incidents"

DCIQ now supports enforced contact matching on Level 1 (CON1) contact forms using either ID-based searching or contact field-based searching. Administrators can configure this through the global settings by enabling ID-based matching with `FORCE_CONTACT_MATCHING_BY_ID` or contact field-based matching with the new `FORCE_L1_CONTACT_MATCHING` global. Administrators must also configure the Level 1 contact matching settings to define which fields are used for searching and enable the "Show button for contact matching" option on the relevant CON1 forms. When users enter contact details on any Level 1 form and attempt to save it, DCIQ prompts them to search for an existing contact before continuing and displays the message "You indicated that a person was involved. Please search for and choose a matching contact before submitting the form." If a matching contact is found and the user selects "Choose", DCIQ populates the existing contact onto the form. If no match is found, DCIQ displays "No matching contacts found" and allows the user to add a new contact. If there are results but none match the person that was entered, the user can select "Add a new contact". Organizations can enforce ID-only matching, name-only matching, or both methods together. It is recommended to consider the existing `CON_MATCH_CRITERIA_1` and `CON_MATCH_CRITERIA_2` globals when setting up matching rules. This enforced contact-matching behavior currently applies only to the "Incidents" module.

**Reference Number:** 362046

**Release:** DCIQ.2026.R1

## Read-only access to "Investigations" based on location

DCIQ now allows read-only access to "Investigations" based on a user's location. DCIQ checks the values on the investigation and compares them with the user's location. The user gains access when the values match, or when the investigation uses a child service of the user's service. This update removes the need for global or record-by-record permissions and makes access management more accurate and efficient.

**Reference Number:** 365954

**Release:** DCIQ.2026.R1

## Updates to "Locations", drafts, and publishing messages

DCIQ now displays "New" and "Updated" tags on draft "Locations" to help users track their changes. It also displays a draft log under the "Publish Draft" button showing how many locations are new, updated, or deleted. During publishing, DCIQ displays a progress message and then a status message when the draft is published. This update also fixes several bugs and improves the overall user experience.

**Reference Number:** 366352

**Release:** DCIQ.2026.R1

## Medication management in the "Medications" module now requires "Source" and "Source ID" values

### What are "Source" and "Source ID" in the "Medications" module?

"Source" identifies the catalogue the drug comes from (for example FDA, DM+D, or LOCAL for trust-only drugs). "Source ID" is that drug's identifier within the catalogue (for example 543 in an FDA file). Together, they prevent duplicate medications in the system.

### How it used to work

Previously, RLDatix centrally maintained the shared medication catalogue. Organizations only enabled medications using a file that contained "UUID" and "ADD" or "REMOVE" actions. Although "Source" and "Source ID" existed within the catalogue, users did not typically populate them.

### How it works now

With this release, all medications are stored in the local database, and "Source ID" is now required when adding medications through the "Medications" administration screen or when using "ADD" actions in subscription files.

### Enabling catalogue drugs

When enabling catalogue medications, users must export their subscription list from the "Medications" administration screen, and use the "Source", "Source ID", and "UUID" values from the export. Users must set the "Action" to "ADD" or "REMOVE", then upload the file. For "ADD" rows, "Source ID" must be populated.

## Creating a new trust-only drug

When creating a new trust-only medication, the "Source" value is automatically set to "LOCAL". Users must provide a "Source ID" that is unique within their organization (for example a formulary or internal reference).

### If a formal code is not available

If a formal code is not available, users must still provide a "Source ID". Users must use any stable, unique label they create (for example, TRUST-MED-001). This value must not be reused for another medication or changed after the medication has been used on records.

### If the "Source ID" of an existing medication is unknown

If the "Source ID" of an existing catalogue medication is unknown even after exporting the subscription list, users must contact their RLDatix support or implementation team.

## Removing a medication from a subscription

To remove a medication from a subscription, users can use the "REMOVE" action with the "UUID" value only. "Source" and "Source ID" are not required for "REMOVE" rows.

Medications can also be deleted directly without using the export and import process. Users can perform actions individually or in bulk.

**Reference Number:** 82730

**Release:** DCIQ.2026.R1.3

# Fixes

## Incorrect value in the "Hijri Date of birth" field

Prior to this release, when users entered a date of birth in the "Date of Birth" field and converted it to the Hijri format, the system displayed "HaN" instead of the correct Hijri date. This happened for dates earlier than 13/03/1937, and the error appeared across all modules that used the Hijri date conversion. We resolved this issue.

**Reference Number:** 84865

**Release:** DCIQ.2026.R1

## Code ordering in the CCS "Detail" field in code setup did not work

Prior to this release, when admins applied ordering to the code values in the CCS "Detail" field, DCIQ did not display this order on the front-end forms. Users opened an incident form and saw the code values in the wrong order, even though the order was saved in the setup area. We resolved this issue.

**Reference Number:** 114420

**Zendesk:** 522999

**Release:** DCIQ.2026.R1

## DCIQ does not display attached contacts in the Communication and Feedback section

Prior to this release, in the "Communication and Feedback" section of an incident record, DCIQ did not display contacts attached to the record in the dropdown list of the "Staff and contacts attached to this record" field. We resolved this issue.

**Reference Number:** 117449

**Zendesk:** 530514

**Release:** DCIQ.2026.R1

## Unable to delete pinned queries from a user account

Prior to this release, when a user selected one or more pinned queries for "Safeguarding", DCIQ did not let them delete all pinned queries. After they saved the record and signed out and back in, the "Safeguarding" main page displayed the selected queries as pinned. When they removed all pinned queries and saved, at least one query still remained. DCIQ let them add new queries and delete some of them, but they could not delete the last remaining query. This behavior prevented the user from inheriting pinned queries from the global or profile level, which increased the effort for user management. We resolved this issue.

**Reference Number:** 156438

**Zendesk:** 588291

**Release:** DCIQ.2026.R1

## The "Show values containing no records" checkbox did not work for "Location" and "Service" fields in crosstab reports

Prior to this release, in "Incidents" reports, DCIQ did not display results with 0 records when users selected the "Location" or "Service" fields and enabled the option to show values that contained no records. When users created a crosstab report including any of these two fields and selected the "Show values containing no records" checkbox, the report displayed only the services i.e locations that had incident records linked and left out all services /locations that had zero incidents. This stopped users from generating complete reports and forced them to manually compare the report output with exported service lists to identify missing values. We resolved this issue.

**Reference Number:** 201494

**Zendesk:** 889353

**Release:** DCIQ.2026.R1

## **"Safety Alerts" emails not sent according to deadline dates**

We resolved an issue where DCIQ failed to send "Safety Alerts" reminder emails five days before the "Action Underway Deadline" date and two days before the "Action Complete Deadline" date when DCIQ already distributed the alert as "For Action By".

**Reference Number:** 205961

**Zendesk:** 878786

**Release:** DCIQ.2026.R1

## **DCIQ displayed codes instead of disability descriptions when users searched for a contact**

Prior to this release, when users added a new capture record and searched for a contact with "Disabilities" values, the system displayed the disability codes instead of the code descriptions. This happened when "Contact Searching" was turned on, and the "Disabilities" field was visible on the level 1 form. We resolved this issue.

**Reference Number:** 206056

**Zendesk:** 896567

**Release:** DCIQ.2026.R1

## **Double tap on multicode fields did not work in Edge on iOS tablets**

Prior to this release, when users accessed a DIF1 form on an iOS tablet using the Edge browser and selected values in a multicode field, double tapping did not add the selected codes to the field. Edge ignored the double tap, so users had to open the on-screen keyboard and press the back option to add the codes. This issue happened only on iOS tablets and only in Edge, and other browsers worked as expected. We resolved this issue.

**Reference Number:** 208639

**Zendesk:** 899845

**Release:** DCIQ.2026.R1

## Selecting "Other Service - Speciality" in the crosstab report reverted back to "Service - Specialty"

Prior to this release, in "Capture > Mortality Review", when users designed a crosstab listing report with the "Other Service - Specialty" field, DCIQ reverted the selection back to "Service - Specialty". We resolved this issue.

**Reference Number:** 212040

**Zendesk:** 904923

**Release:** DCIQ.2026.R1

## DCIQ sent emails to contacts instead of users

Prior to this release, when a user and a contact had the same ID number and when a communication or feedback message was sent, DCIQ sometimes sent the mail to the user instead of the intended contact. This issue affected only new messages; stored data was not corrupted. We resolved this issue. Please note that the code change does not fix older records. Customers who experienced this issue can resend the communication or feedback message to ensure it reaches the correct recipients.

**Reference Number:** 218565

**Zendesk:** 912477

**Release:** DCIQ.2026.R1

## Unable to select user form design against profile or user account

Prior to this release, in "Capture admin > Design forms > Users", DCIQ displayed all available user form designs correctly. However, in "Capture admin > Manage profiles", in the "User" section in "Configuration parameters", the "User admin form design" drop-down displayed only the "Default user (USE)" form, even when additional form designs existed. This issue affected profiles, as well as individual user accounts. We resolved this issue.

**Reference Number:** 221590

**Release:** DCIQ.2026.R1

## DCIQ did not send overdue email notifications for the "Feedback" module

Prior to this release, DCIQ did not send overdue emails for the "Feedback" module. The issue affected automatic sends when a record became overdue and manual sends from the overdue email action. We resolved this issue.

**Reference Number:** 224014

**Zendesk:** 918951

**Release:** DCIQ.2026.R1

## Password policy reset

Prior to this release, when users changed the password policy in "System Admin > Users > Password Policy" and saved it, DCIQ sometimes reset the policy to its default settings after some time. This happened when no one had manually updated the policy. We resolved this issue.

**Reference Number:** 225815

**Zendesk:** 921274

**Release:** DCIQ.2026.R1

## Inconsistencies in DES exports

Prior to this release, DES exports displayed an incorrect "Closed date" for some incidents. The "Closed date" in DES did not match the date in manual extracts and the DCIQ frontend. In several cases, there were other inconsistencies as well and this caused mismatches across outputs. We resolved this issue.

**Reference Number:** 237549

**Zendesk:** 935810

**Release:** DCIQ.2026.R1

## Wrong operator symbols in the "Pinned queries" panel

Prior to this release, when users saved a query with operator symbols such as "<>" in the query name, DCIQ displayed the symbols in the "Pinned Queries" panel incorrectly and replaced them with HTML-encoded text. We resolved this issue.

**Reference Number:** 239197

**Zendesk:** 937620

**Release:** DCIQ.2026.R1

## Unnecessary prompt for adding a contact in "Capture"

Prior to this release, when users merged a template into a "Capture" record, DCIQ prompted them to choose which contact to add. This was unnecessary because the template already specified the correct contact. The prompt was also confusing because the template showed only the short code for the contact type, which was unclear. We resolved this issue.

**Reference Number:** 245820

**Zendesk:** 953516

**Release:** DCIQ.2026.R1

## **DCIQ displayed codes instead of the descriptions for the actions status field in reports**

Prior to this release, in "Capture", when designing a new report and choosing "Actions" in "Form" and "Status" in "Field", DCIQ displayed the code for the actions status field instead of the "Inactive", "Active", or "Completed" status values. We resolved this issue.

**Reference Number:** 252852

**Zendesk:** 961853

**Release:** DCIQ.2026.R1

## **DCIQ displayed incorrect values in the listing reports in "Claims"**

Prior to this release, in the listing reports in "Claims", DCIQ did not display the values for the "Type" field. Instead, the report displayed only the generic "Payment Summary" fields, which had unclear labels. This made it difficult for users to understand which values related to damages, claimant costs, and defense costs. We resolved this issue. Now, when reporting with these fields, DCIQ includes the "Payments Summary" suffix after each value. We also added help text under the "Payments summary" section on the "Claims" level 2 form.

**Reference Number:** 254317

**Zendesk:** 963171

**Release:** DCIQ.2026.R1

## **DCIQ removed the "ID Number Type", "ID Number", and "Date of Birth" fields when added to the incident record**

Prior to this release, when users created a new "Person Affected" link in the "People Involved" section of a level 2 form, searched for an existing contact that included data for the fields "ID Number Type", "ID Number", and "Date of Birth", saved the record, and then navigated to the "Contacts" module to search for the same contact, DCIQ removed the data from "ID Number Type", "ID Number", and "Date of Birth" fields from the contact record. We resolved this issue.

**Reference Number:** 254865

**Zendesk:** 1020154

**Release:** DCIQ.2026.R1

## Error message when a new user tried to log in

Prior to this release, new users could not log in to DCIQ and saw the error message "There was a problem processing this request, please contact the administrator." We resolved this issue.

**Reference Number:** 285872

**Zendesk:** 1006347

**Release:** DCIQ.2026.R1

## DCIQ displayed codes instead of descriptions in the "Immediate Action" field

Prior to this release, in "Incidents > Design a Report", when users generated listing or statistical reports, DCIQ displayed codes in the "Immediate Action" field instead of descriptions when records had multiple actions selected. This prevented users from seeing all selected action descriptions. We resolved this issue.

**Reference Number:** 303782

**Zendesk:** 1029549

**Release:** DCIQ.2026.R1

## Error message when users saved controls in the ERM module

Prior to this release, when users opened a risk record in the ERM module, and created a control, DCIQ displayed an error message when they tried to save it. We resolved this issue.

**Reference Number:** 308570

**Zendesk:** 1034060

**Release:** DCIQ.2026.R1

## **The left-hand menu obscured the main screen content at some resolutions**

Prior to this release, when users reduced the width of the browser window, the left-hand navigation menu sat on top of and obscured the main page content. We resolved this issue.

**Reference Number:** 308592

**Release:** DCIQ.2026.R1

## **DCIQ removed the "ID Number Type", "ID Number", and "Date of Birth" fields when added to the incident record**

Prior to this release, when a user added a new incident, searched and saved an existing contact record that included fields such as "ID Number Type", "ID Number", and "Source of Record", then, navigated to the "Contacts" module and searched for the same contact, DCIQ removed the "ID Number Type", "ID Number", and "Source of Record", from the contact record. We resolved this issue.

**Reference Number:** 311787

**Zendesk:** 1038449

**Release:** DCIQ.2026.R1

## **DCIQ displayed a different financial year range on crosstab reports**

Prior to this release, when users searched for incidents by last financial year and displayed the results in a crosstab report, the report used a different financial year range, so the data spanned two financial years and looked inconsistent. We resolved this issue.

**Reference Number:** 314962

**Zendesk:** 1043361

**Release:** DCIQ.2026.R1

## **Users could see and use an LFPSE field in the listing reports that was not meant to be available**

Prior to this release, the users were able to see and use an "(LFPSE)" field in the listing reports. However, the investigation showed that this field should not be available, so its leftover reference was removed from the code.

**Reference Number:** 317016

**Zendesk:** 1047225

**Release:** DCIQ.2026.R1

## **DCIQ incorrectly handled null external contact dates**

DCIQ did not overwrite an internal contact's date of birth or date of death with external contact data when the external value was null. We resolved this issue.

**Reference Number:** 319327

**Zendesk:** 1050764

**Release:** DCIQ.2026.R1

## **Users with "Reports administration" access did not see the "Capture admin" option on the menu**

Prior to this release, users with "Reports administration" access could not open "Capture admin" from "Capture" areas because the option did not display under the "Capture" dropdown list. Access to the feature existed, but users could only reach it by pasting the URL or by moving to a non-capture area and selecting it from the "Capture" dropdown list. These routes were not viable and made the feature effectively unusable. We resolved this issue.

**Reference Number:** 321359

**Release:** DCIQ.2026.R1

## No value in the "SAC Score (Initial)" field

Prior to this release, DCIQ did not generate a "SAC Score (Initial)" value for some incidents because invalid combo linked parent/child combinations was accepted. We resolved this issue. We blocked invalid combinations and introduced a new global parameter for this issue, "SHOW\_SAC\_AUDIT = Y" that captures the date and time stamp for "Result (Initial)", "Severity (Initial)" and "SAC Score (Initial)" fields to allow admin and reviewers to track when changes were made to "Result (Initial)" and "Severity (Initial)".

We also updated the save and submit workflow to re-validate these fields to ensure the system generated the "SAC Score (Initial)" for submitted incidents.

**Reference Number:** 324577

**ALM:** PRB0039571

**Release:** DCIQ.2026.R1

## Error message when a new user tried to log in

Prior to this release, users could not log in to DCIQ and saw the error message "There was a problem processing this request, please contact the administrator." We resolved this issue.

**Reference Number:** 329608

**Zendesk:** 1064966

**Release:** DCIQ.2026.R1

## Error message when an admin created a cross-tab report using some harm fields

Prior to this release, when an admin created a cross-tab report based on the harm fields “To what extent was the patient physically harmed (including pain) in this incident?” and “To what extent was the patient psychologically harmed in this incident?”, DCIQ displayed an error message. We resolved this issue.

**Reference Number:** 331248

**Zendesk:** 1066981

**Release:** DCIQ.2026.R1

## The "Initial Harm Score" field was out of sync between Capture and Pyspark databases

Prior to this release, in "Incidents", in the "Initial Harm Score" field, some incident records displayed different values between the Capture and Pyspark databases. Capture displayed "NULL", while Pyspark displayed "0" for the same records. This affected 141 incidents and created an out-of-sync state between the two data sources. We resolved this issue.

**Reference Number:** 331912

**ALM:** PRB0039705

**Release:** DCIQ.2026.R1

## Inconsistent contact ID formatting in DES CSV exports

We resolved an issue where DCIQ applied inconsistent formatting to contact ID numbers when users exported DES query results to CSV.

**Reference Number:** 332724

**Zendesk:** 1082386

**Release:** DCIQ.2026.R1

## DCIQ locked out users in repeated logout loop

Prior to this release, when inactivity logout was enabled, users who were unlocked by an admin were locked out again immediately when they attempted to sign in. DCIQ checked the last login date at the moment of sign-in, which caused the users to enter a repeated logout loop. This made it impossible for admins to return access to users without fully disabling the inactivity logout feature. We resolved this issue.

**Reference Number:** 334061

**Zendesk:** 1071084

**Release:** DCIQ.2026.R1

## DCIQ displayed "No permissions to save record" in the field "Approval Status" for finalized records

Prior to this release, when a user with read-only access viewed a finalized incident, DCIQ displayed the message "No permissions to save record" in the "Approval Status" field. The user could see the field but could not see the status value. When a user with read-only access viewed a non-finalized incident, DCIQ did not display the "Approval Status" field at all. If the user had DIF2 access and review of DIF1 forms or Final approval of DIF2 as their access level, they were able to view the Incident Status as expected. This behavior caused confusion for users with restricted access and made the status unclear on finalized incidents. We resolved this issue. Now, DCIQ displays the "Approval status" field for all permission levels, but it stays read-only for users who do not have permission to change it.

**Reference Number:** 336533

**ALM:** PRB0039797

**Release:** DCIQ.2026.R1

## **DCIQ displayed the inc\_clin\_detail (Category 2) list options alphabetically instead of using the configured order**

Prior to this release, in "Incidents", DCIQ displayed the inc\_clin\_detail (Category 2) list options alphabetically and ignored the "Order" values set in "Capture Admin > Code setups". This caused DCIQ to display the "Other" option in the wrong position instead of at the bottom as expected. We resolved this issue.

**Reference Number:** 337543

**Zendesk:** 1076861

**Release:** DCIQ.2026.R1

## **Error when a user searched and saved an incident record**

An error occurred on every incident save for certain records following an email sending failure. We resolved this issue.

**Reference Number:** 338334

**Zendesk:** 1077892

**Release:** DCIQ.2026.R1

## **Error message displayed when a location or service tag contained parentheses**

Prior to this release, when administrators added a tag containing parentheses "()" to a location or a service, DCIQ displayed an error message, which caused confusion to users. We resolved this issue.

**Reference Number:** 338721

**Zendesk:** 1078342

**Release:** DCIQ.2026.R1

## Dates in the non-capture module was 1 day behind in APAC

Prior to this release, in the non-capture module, defaulted dates such as an action's "Start date" and the "ERM Reported date" were one day behind for users in the APAC region even though the system time was set to UTC+11 in "System Configuration" and the DETECT\_TIMEZONES global was set to "Y". We resolved this issue.

**Reference Number:** 341152

**Zendesk:** 1082090

**Release:** DCIQ.2026.R1

## DCIQ displayed incorrect values and inconsistencies in the displayed data in the "Contact" section

Prior to this release, UDF date fields in the "Contact" section of an incident or claim form displayed incorrect values when a contact was selected or when "Add Another" was used. The "Clear section" button also caused inconsistencies in the displayed data. We resolved this issue. This item also relates to item no. 342498.

**Reference Number:** 344804

**ALM:** PRB0040052

**Release:** DCIQ.2026.R1

## Unable to edit documents linked to records

We resolved an issue that prevented users from saving edited document names or link types on existing documents by displaying an error message.

**Reference Number:** 346206

**Zendesk:** 1089426

**Release:** DCIQ.2026.R1

## DCIQ did not display the "People Affected" ID in the listing report

Prior to this release, when a user created a listing report that included the "ID Numbers (People Affected)" field, the report displayed this field as blank even when the "People Affected" record had an "ID Number" populated. We resolved this issue.

**Reference Number:** 346656

**ALM:** PRB0040148

**Release:** DCIQ.2026.R1

## Several data extraction fields not available for selection

Prior to this release, when a user created a job in DES and selected "Safeguarding" as the template, "Other Location" and "Other Service" fields were unavailable for selection. We resolved this issue.

**Reference Number:** 346858

**Zendesk:** 1090534

**Release:** DCIQ.2026.R1

## In "Document template administration" the "Template type" dropdown list failed to open

Prior to this release, in "Capture Admin > Document template administration", when users tried to add a new document template, DCIQ failed to display the "Template type" dropdown list. We resolved this issue.

**Reference Number:** 349984

**Zendesk:** 1099655

**Release:** DCIQ.2026.R1

## Graph and crosstab reports issues for certain medication type errors

Prior to this release, users in the "Incidents" module were unable to drill down on graphical reports for certain medication type error (type\_of\_error) values. DCIQ displayed the data correctly in the graph, but when users clicked a segment to view the related records, DCIQ displayed no records. In crosstab reports, the affected values appeared with blank labels. We resolved this issue.

**Reference Number:** 350010

**Zendesk:** 1095092

**Release:** DCIQ.2026.R1

## DCIQ allows users to select a finalization date that is before the incident date

Prior to this release, DCIQ allowed users to save dates in the "Date completed" field, which was earlier than the "Incident date". We resolved this issue so that DCIQ prevents the record from being saved and warns the user so that they can review the data in the dates fields.

**Reference Number:** 351655

**ALM:** PRB0033320

**Release:** DCIQ.2026.R1

## DCIQ displayed dates in the action listings one day earlier than date selected in the action itself

Prior to this release, when a user added and saved an action in an incident record, and then opened the "Actions" dashboard, DCIQ displayed the due date one day earlier than the date the user had previously selected. This happened because the system was set to a UTC- time zone, which caused the date fields to display values calculated using the local time. We resolved this issue.

**Reference Number:** 351740

**Release:** DCIQ.2026.R1

## **Security group-based emails did not send when they referenced user location**

Prior to this release, DCIQ failed to send security group-based emails that used '@user\_location\_id' in the rule conditions. When these emails failed, any other emails scheduled to send at the same time also failed. This affected environments with a large number of locations, where the system could not process the complex rule conditions needed to determine which users should receive notifications. We resolved this issue.

**Reference Number:** 351777

**Release:** DCIQ.2026.R1

## **DCIQ displayed a transparent box over the "Disabilities" field and made it editable**

Prior to this release, when a contact was selected on a Level 1 form in DIF1, a transparent overlay was applied to the "Disabilities" field to make it read-only. However, when the form expanded, the overlay did not stay aligned with the field, blocking other fields and allowing "Disabilities" to become editable when it should have remained read-only. We resolved this issue.

**Reference Number:** 351919

**Release:** DCIQ.2026.R1

## **DCIQ displayed a "You are logged in as" flag at all times**

We resolved an issue that caused a "You are logged in as" flag to appear in the top corner of the application at all times, even when they were not logged in.

**Reference Number:** 351925

**Release:** DCIQ.2026.R1

## **The "Route" field was not fully alphabetical**

Prior to this release, when a user opened an incident and viewed the "Medication" section, the "Route" drop-down list displayed only the first part of the values in alphabetical order. The remaining values were not sorted. We resolved this issue.

**Reference Number:** 351928

**Release:** DCIQ.2026.R1

## **Some search special characters did not work**

Prior to this release, DCIQ did not process the "!=" symbols in date fields and returned no results. We resolved this issue.

**Reference Number:** 351932

**Release:** DCIQ.2026.R1

## **"Description of Harm" fields did not disappear after users clicked the "Clear section" option**

Prior to this release, on a DIF1 in a customized section including multiple fields and triggers, the "Clear section" option did not reset the fields as expected. After users clicked "Clear section", some fields disappeared while others, such as a text field, remained visible. Users could then enter data only in the fields that stayed visible and leave mandatory fields empty. DCIQ allowed them to submit the form with empty mandatory fields. This affected data quality and did not follow the form design settings. We resolved this issue. This item also relates to item no. 352492.

**Reference Number:** 352467

**Zendesk:** 1098508

**Release:** DCIQ.2026.R1

## Login message was cut off at the top of the screen

We resolved an issue that caused the top of the login message to be cut off after initial login unless the user zoomed out their view.

**Reference Number:** 352820

**Release:** DCIQ.2026.R1

## DCIQ did not display the login message to users with active delegations

Prior to this release, DCIQ did not display the login message when a user with active delegations logged in. DCIQ did not display the message to users who needed to select which account to act as after entering their local login credentials. We resolved this issue.

**Reference Number:** 352821

**Release:** DCIQ.2026.R1

## DCIQ displayed unexpected characters in the bar chart for locations that contained apostrophes

Prior to this release, when users created a statistical report using the "Location" field, DCIQ displayed unexpected characters in the bar chart for locations that contained apostrophes. We resolved this issue.

**Reference Number:** 354455

**Zendesk:** 1102305

**Release:** DCIQ.2026.R1

## Confirmation message displayed in French

Prior to this release, when users navigated to "+ > Actions Dashboard > open an action > Attachments" and attached a file, DCIQ displayed the confirmation message at the top right in French. This happened only for users who set their language to English (United States). Users who set their language to English (United Kingdom) saw the correct confirmation text in English. We resolved this issue.

**Reference Number:** 354715

**Release:** DCIQ.2026.R1

## DCIQ did not display the "Generate from" option in "Incidents"

Prior to this release, DCIQ did not display the "Generate from" option in the menu on incident records when users had the "Add new" option disabled. We resolved this issue.

**Reference Number:** 355255

**Zendesk:** 1103621

**Release:** DCIQ.2026.R1

## Unable to add a new organization in the "Organizations" module

We resolved an issue that prevented users from adding new organizations by not displaying the "Add new organisation" option in the "Organizations" module.

**Reference Number:** 356081

**Zendesk:** 1105154

**Release:** DCIQ.2026.R1

## **DCIQ displayed an error when users made a contact search on a logged-out level 1 form using con\_dob**

Prior to this release, contact search on a logged-out level 1 form produced an error when con\_dob was included in the "CON\_PAS\_CHK\_FIELDS" setting. The search failed every time, regardless of whether the entered details matched a contact in the system. We resolved this issue.

**Reference Number:** 356534

**Release:** DCIQ.2026.R1

## **Contact merge was failing**

We resolved a contact merge failing that occurred due to the contact having the same number type and ID number pair twice.

**Reference Number:** 361516

**Zendesk:** 1115436

**Release:** DCIQ.2026.R1

## **Merge codes did not work for "Pressure Sores" fields**

We resolved an issue in "Incidents" that prevented the fields in the "Pressure Sore" section from working when using the "Merge MS Word" feature, which resulted in a blank document.

**Reference Number:** 363111

**Zendesk:** 1118021

**Release:** DCIQ.2026.R1

## **System error when creating a new INC1 form from existing design**

Prior to this release, when users created a new incident (INC1) form in "Capture Admin > Design forms" by copying an existing INC1 design, DCIQ displayed a system error that included an SQL LOB length message. We resolved this issue.

**Reference Number:** 372875

**Zendesk:** 1132964

**Release:** DCIQ.2026.R1

## **Error in the "Enterprise Risk Manager" module for some actions**

Prior to this release, in the "Enterprise Risk Manager" module, when users attempted to create, update, or delete items such as "Recommendations", "Assurances", "Gaps in Controls", and "Controls in Place", DCIQ displayed a 500 internal server error. This prevented users from saving the changes. We resolved this issue.

**Reference Number:** 385996

**Zendesk:** 1145979

**Release:** DCIQ.2026.R1

## **DCIQ displayed inactive facility data in "Patient Search" when adding incidents**

Prior to this release, when a facility was deactivated in "Code Setups" for "ID Number Type", when users added a new incident in the "Incidents" module, DCIQ partially populated the data in the "ID Number Type" in "Patient Search". When users selected a patient, DCIQ displayed deactivated facility identifiers as blank or incorrect values, even though the facility was not available in the dropdown lists. We resolved this issue.

**Reference Number:** 290948

**Zendesk:** 1045725

**Release:** DCIQ.2026.R1.1

## **Mandatory "Body Part" and "Injury Fields" not enforced on CON1 and CON2 forms**

We resolved an issue where users were able to save "Contacts" records on the CON1 and CON2 forms without completing the mandatory "Body Part" and "Injury" fields, even after answering "Yes" to the question "Was the person injured in the incident?". This caused contact records to be saved with incomplete injury information.

**Reference Number:** 386303

**Zendesk:** 1146587

**Release:** DCIQ.2026.R1.1

## **Missing "HERO" column values for locations in "Code Setups > Incidents"**

Prior to this release, in "Code Setups > Incidents > Locations", DCIQ did not display values in the "HERO" column for multiple locations because the HERO codes in the "Location" fields were removed during data syncing between non-Capture and Capture. We resolved this issue.

**Reference Number:** 386454

**ALM:** PRB0040895

**Release:** DCIQ.2026.R1.1

## **"Code setups" error for "Type" and "Incident Affecting"**

Prior to this release, in "Capture Admin > Code setups", when users tried to configure the "Type" and "Incident Affecting" codes, DCIQ displayed an error and prevented them from configuring the codes. We resolved this issue.

**Reference Number:** 391363

**Zendesk:** 1155658

**Release:** DCIQ.2026.R1.1

## Error when adding a new contact to an "Incidents" record

Prior to this release, when users tried to add a new contact from within an "Incidents" record, DCIQ displayed an error if that contact did not already exist in the system. We resolved this issue.

**Reference Number:** 392196

**Zendesk:** 1156692

**Release:** DCIQ.2026.R1.1

## Matched contact details editable in "Incidents"

Prior to this release, when users added contacts to "Incidents" records using Level 1 contact forms (CON1), DCIQ displayed matched contact details as editable instead of read-only. We resolved this issue.

**Reference Number:** 392537

**Release:** DCIQ.2026.R1.1

## DCIQ did not add the RemoteID to the Contact records

We resolved an issue that prevented DCIQ from adding the "RemoteID" to the "Contact" records when users viewed the non-Capture audit logs.

**Reference Number:** 393008

**Zendesk:** 1157982

**Release:** DCIQ.2026.R1.1

## Error when merging Word templates for claims generated from incidents

Prior to this release, when users generated a claim from an incident record and ran a Word template merge, DCIQ displayed a system error if the claim had multiple linked contacts and the template used a generic contact reference instead of a specific contact index. This prevented users from generating documents from affected templates. We resolved this issue.

**Reference Number:** 309591

**Zendesk:** 1035471

**Release:** DCIQ.2026.R1.2

## DCIQ did not return results when searching with "Actions" criteria

Prior to this release, in "Capture > Incidents > New search", when users searched for records with "Actions" criteria, DCIQ did not return any results, even when matching records existed. This issue also affected dashboards that displayed "Actions" data, where filters returned no results. We resolved this issue.

**Reference Number:** 402223

**Zendesk:** 1167233

**Release:** DCIQ.2026.R1.2

## DCIQ displayed the "Status (Actions)" field as numeric values in listing reports

Prior to this release, when users ran listing reports that contained the "Status (Actions)" field, DCIQ displayed numeric values instead of the corresponding status names (for example, "1" instead of "Active"), whereas in chart reports, DCIQ displayed the status names correctly for the same field. We resolved this issue.

**Reference Number:** 402542

**Zendesk:** 1167598

**Release:** DCIQ.2026.R1.2

## **DCIQ did not populate mandatory DIF1 form fields when using contact matching**

Prior to this release, in "Capture > Incidents > Add a new incident", when users added a contact as a person affected on the DIF1 form using contact matching, DCIQ did not populate the "Date of birth", "Date of death", and address fields. These fields remained read-only and prevented users from submitting the form because they are mandatory. We resolved this issue.

**Reference Number:** 403224

**Zendesk:** 1168454

**Release:** DCIQ.2026.R1.2

## **DCIQ blocked email notifications to email addresses with uppercase letters**

Prior to this release, DCIQ treated email addresses as case-sensitive, and blocked notifications sent to email addresses that contained uppercase characters. We resolved this issue.

**Reference Number:** 340642

**Zendesk:** 1081343

**Release:** DCIQ.2026.R1.3

## **Print view error for "Investigations" records**

Prior to this release, in "Investigations", when users attempted to print records, DCIQ displayed an "Error loading print view" message and failed to load the print view due to a server error. We resolved this issue.

**Reference Number:** 392330

**Zendesk:** 1156900

**Release:** DCIQ.2026.R1.3

## **System error in the "Claims" module when accessing certain claim records**

Prior to this release, in "Capture > Claims", when users accessed certain claim records, DCIQ displayed the message "A system error has occurred" and prevented the records from loading. This affected all users attempting to access the impacted records. We resolved this issue.

**Reference Number:** 393461

**Zendesk:** 1158793

**Release:** DCIQ.2026.R1.3

## **Unable to link contacts to the level 2 form using "Patient Identifier"**

Prior to this release, when users tried to link a patient to an incident using the "Patient Identifier", DCIQ autocompleted some fields, but failed to complete others and displayed an error message. We resolved this issue.

**Reference Number:** 395067

**ALM:** DFCT0069624

**Release:** DCIQ.2026.R1.3

## **Error when uploading PNG files to "Incidents" records**

Prior to this release, in "Capture > Incidents", when users attempted to upload PNG files to records, DCIQ displayed an error message after the upload completed and prevented users from attaching PNG files to records. We resolved this issue.

**Reference Number:** 401504

**Zendesk:** 1166358

**Release:** DCIQ.2026.R1.3

## **DCIQ displayed "Claims" record documents in incorrect order**

Prior to this release, in the "Claims" module, when users uploaded documents to records, DCIQ displayed the files at the bottom of the document list instead of at the top. We resolved this issue.

**Reference Number:** 403248

**Zendesk:** 1168491

**Release:** DCIQ.2026.R1.3

## **Form URLs trigger login prompt and error despite domain authentication**

Prior to this release, when a non-authenticated user tried to directly access a Capture form that is not available to logged-out users, DCIQ displayed an error message indicating that login was required. We resolved this issue.

**Reference Number:** 403321

**Zendesk:** 1168557

**Release:** DCIQ.2026.R1.3

## **Error when searching for contacts in the "Feedback" module**

Prior to this release, in "Capture > Feedback", when users created a new record in the "Feedback" module and searched for a contact using identifiers such as contact ID number, DCIQ displayed an error and did not return results. We resolved this issue.

**Reference Number:** 403391

**Zendesk:** 1168679

**Release:** DCIQ.2026.R1.3

## **Incorrect due date displayed in "Actions" notification emails**

Prior to this release, in "Actions" notification emails, the due date DCIQ displayed in the email did not match the due date set on the action record. Instead, DCIQ displayed the action start date as the due date. We resolved this issue.

**Reference Number:** 403824

**Zendesk:** 1169027

**Release:** DCIQ.2026.R1.3

## **"Injury Details" not retained in "Incidents" after contact matching**

Prior to this release, in "Incidents", when users populated the "Injury Details" in "Person Affected", and then performed contact matching and saved the record, DCIQ did not retain the populated information. We resolved this issue.

**Reference Number:** 403995

**Zendesk:** 1169395

**Release:** DCIQ.2026.R1.3

## **LFPSE field not triggered in a search form in "Capture"**

Prior to this release, in "Capture", when users selected "No" for the "Did the event occur whilst the patient was under your organization's care?" field on the search form, DCIQ did not trigger the LFPSE field "Under which organisation's care did the event occur". We resolved this issue.

**Reference Number:** 404549

**Zendesk:** 1170156

**Release:** DCIQ.2026.R1.3

## **DCIQ did not display the contact ID number when users looked it up in any record in "Capture"**

Prior to this release, in "Capture", when users selected an existing contact using "Check for matching contacts" on their CON2 forms, DCIQ did not display the contact ID in the "ID Number" field. This made it appear that the contact was not matched, which could lead to duplicate work. The ID number only appeared after the user re-opened the record. We resolved this issue.

**Reference Number:** 404629

**Zendesk:** 1170261

**Release:** DCIQ.2026.R1.3

## **DCIQ made some contact matching-related fields read-only in "Incidents"**

Prior to this release, in "Incidents", when users performed contact matching in the "Person Affected" section, some contact fields were set to read-only even when they did not contain any data. This prevented users from entering or updating mandatory details, which blocked the contact linking process. We resolved this issue.

**Reference Number:** 404941

**Zendesk:** 1170592

**Release:** DCIQ.2026.R1.3

## **DCIQ did not update the contact approval status after contact matching in "Capture" records**

Prior to this release, in "Capture" records, when users edited a linked contact that was unapproved, then performed contact matching by selecting an approved contact, and then saved the record, DCIQ did not update the contact approval status. As a result, the contact remained unapproved. We resolved this issue.

**Reference Number:** 405437

**Zendesk:** 1170782

**Release:** DCIQ.2026.R1.3

## **"Link Role (Persons)" value removed when selecting existing contact via contact matching in "Capture" records**

Prior to this release, in "Capture" records, when users created a new contact link and assigned a value in the "Link Role (Persons)" field, and then performed contact matching and selected an existing contact, DCIQ removed the "Link Role (Persons)" value from the contact. This required users to reopen the record and manually repopulate the field. We resolved this issue.

**Reference Number:** 405899

**Zendesk:** 1171272

**Release:** DCIQ.2026.R1.3

## **"Safeguarding" records not accessible to users despite permissions**

Prior to this release, in "Capture > Safeguarding", when users accessed "Safeguarding" records via links or within the module, DCIQ displayed a permission error and prevented access to certain records, even for users with the appropriate permissions. As a result, some records did not display in the module list. We resolved this issue.

**Reference Number:** 405959

**Zendesk:** 1171353

**Release:** DCIQ.2026.R1.3

**NOTE:** We no longer include Known Issues in the release notes. Please find the Known Issues on the Customer Portal.

**ADDITIONAL INFORMATION:** The RLDatix Academy contains video demonstrations that

illustrate some of the new features in this release. [Visit the Academy](#) to browse all available video demonstrations.



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