

Release Notes

Product: DatixCloudIQ

Version: DCIQ.2026.R2

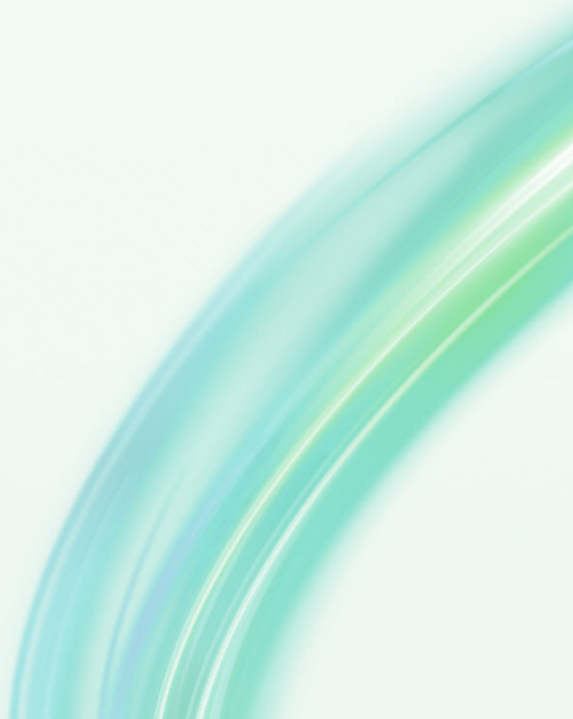
Overview: This document describes all major enhancements and fixes made to DatixCloudIQ.

Release Date:

- 22 September 2026 - UK
- 28 September 2026 - US, CAN, AUS

Last updated: 22 September 2026

© 2026 RLDatix. All rights reserved.



Contents

DCIQ.2026.R2.....	6
New Features And Changes	6
"Incidents" VHIMS integration for Victorian incident reporting.....	6
VHIMS fields	6
Automatic transmission	6
Monitoring of transmitted records	6
System Automatic calculation of next risk review dates.....	7
"Investigations" Enhanced contact linking and role management.....	8
"System Admin" Concurrent user session management in "System Configuration"	9
"Investigations" New permission to edit closed "Investigations" records	10
"Incidents" New "Rationale for Investigation" field for incident records	11
"Investigations" Carry over incident date and time on events and investigations ..	12
"Recommendations" New widget that displays investigations linked with a recommendation record.....	12
"Claims" "Your manager" field available on level 1 "Claims" form.....	13
"Capture" "Details of Rejection" fields are now searchable in "Capture" modules ..	14
"Investigations" Improved filtering for investigation ID and reference	14
"Events" Improved "Events" panel and display of event information.....	14
System Configurable default permitted file types.....	15
System Improved batch update performance with limits and background processing	16
"ACL" Access to actions linked to accessible non-Capture records.....	17
"Feedback" Configurable level 2 complaint timescales and automated due date calculations.....	18
"Investigations" New "Investigation Signatories" widget for "Investigations" forms ...	19
System Improved PDF export guidance for listing reports.....	20
"System Admin" Expanded audit capabilities	20

Fixes	21
"Reportable Incident Briefs" DCIQ displayed incorrect dates when using the date filters in RIB	21
"Capture Admin" "Manage Dashboard Ownership" failed to load in large environments	21
"Investigations" Inability to remove contacts inherited from deleted event chronology entries	22
"Investigations" DCIQ did not display attachment timestamps for rejected investigations	22
"Incidents" Incident records cannot be submitted after deselecting injury details section	23
"Reportable Incident Briefs" DCIQ did not change the fields in "Audit Log" records when users changed RIB records status	23
"Capture" DCIQ did not retain "ID Number" and "ID Number Type" search criteria.....	24
"Capture Admin" "Job Title" field cannot be configured in "Field Maintenance"	24
LFPSE Invalid LFPSE service area codes prevented records from being accepted by the NHS API	25
"Feedback" DCIQ displayed the same "Feedback" record in multiple statuses simultaneously	25
"Equipment" DCIQ did not display equipment data consistently across searches, records, and reports	26
System Error when merging document templates	26
"Capture" Triggers did not activate for lowest-level locations and services	27
System Invalid "None" option allowed bypass of a mandatory question in draft incidents	27
"Safeguarding" Unable to save "Overdue Days" setting as working days in safeguarding configuration	28
"Capture" DCIQ did not add "Crosstab" reports to new dashboards	28

System DCIQ repeatedly displayed trigger pop-up messages in checkbox-based multi-coded fields	29
"Capture" "Reported Date" field became editable after DCIQ.2025.R3 upgrade	29
"Capture" DCIQ did not display location tag values in some reports in Capture areas	30
"Incidents" LFPSE portal rejected medication incident records when users selected "Other"	30
"Capture" DCIQ displayed only the Handler's initials instead of the full name.....	31
"Incidents" Medication merge codes did not populate data in MS Word templates.....	31
System Section visibility issues with user-defined fields	32
System DCIQ did not upload all codes when the user exceeded the 6-character limit.	32
"Claims" DCIQ did not enable the fields from the "Reasons for rejection" sections in listing reports	33
"Contacts" DCIQ displayed a technical error and hid fields in the contact form.....	33
"Capture" Error in medication bar chart reports	34
"Capture Admin" System error in "Reports Administration" when editing statistical reports with medication class	34
"Capture" Error when loading report widgets in "Dashboard".....	34
"Capture" System error when users drilled down into a report with the "Medication Class" data column	35
"Capture" "Base listing report" dropdown in the report designer disappears after clicking "Update report"	35
"Reportable Incident Briefs" Error when searching only with an end date	35
"Claims" & "Feedback" Error when users viewed linked actions	36
"Capture Admin" Non-admin users saw all reports in "Reports Administration"	36
"Capture Admin" DCIQ displayed a system error when admins added a large number of users to a security group	36

"Enterprise Risk Manager" DCIQ removed all risk owners' permissions when one risk owner was removed	37
"Investigations" Custom "Investigations" statuses incorrectly closed records	37
"Mortality Review" "Show Last Location/Service Node Only" option was missing from "Crosstab" reports for certain fields	38
"Investigations" DCIQ prevented users from loading "Events" when access control rules restricted them by location or service.....	38
"Investigations" DCIQ did not allow users to disable certain default "Investigation Status" options in "Field Maintenance"	39
"Investigations" DCIQ displayed the "Start date" in "Event Chronology" using the incorrect date format	39
"Account Delegation" DCIQ restricted "To User" search results by location when users had self-delegation enabled	40
"Investigations" Resolved missing titles on landing page tiles	40
"Locations" DCIQ reverted renamed locations to their original names after "Discard"	41

DCIQ.2026.R2

New Features And Changes

"Incidents" | VHIMS integration for Victorian incident reporting

In "Capture > Incidents", DCIQ now supports integration with the Victorian Health Incident Management System (VHIMS), enabling healthcare organisations in Victoria to submit incident data to the Victorian Agency of Health Information (VAHI) in accordance with the Minimum Dataset (MDS) reporting requirements.

VHIMS fields

DCIQ now includes the VHIMS Minimum Dataset fields on incident forms, covering four incident types: Clinical, OH&S (Worker), OH&S (Visitor), and Hazard.

Automatic transmission

Incident data is automatically transmitted to VAHI upon submission/update of incidents, without requiring manual action from reviewers.

Monitoring of transmitted records

Users with the appropriate permission are able to view a transmission management page to track incomplete or incorrect submissions and follow up on requests for more information. DCIQ also returns references for submissions that need attention, making it easier to monitor the status of incident submissions.

Reference Number: 319424

Release: DCIQ.2026.R2

System | Automatic calculation of next risk review dates

Risk administrators are now able to configure automatic calculation of the "Next Risk Review" date based on risk grading. When enabled, administrators can define a review interval for each risk grading using the "Review Every" value in the boundary configuration.

When a risk is created, a risk review is completed, or the current risk rating is updated, DCIQ automatically calculates the next review date using the configured review interval for the applicable risk grade. The calculation uses business days only, excluding weekends and public holidays configured in "Public Holidays". If the calculated date falls on a non-business day, DCIQ moves it to the next available business day.

Users are still able to override the automatically calculated "Next Risk Review" date manually. DCIQ retains any manually entered date and records the changes in the audit history. Previously calculated review dates are not affected by subsequent changes to review interval settings, public holiday configurations, or by disabling the automatic calculation feature.

This enhancement helps organisations apply review frequencies consistently, supports compliance with risk management policies, reduces manual data entry, and improves the auditability of review date changes.

Reference Number: 320925

Release: DCIQ.2026.R2

"Investigations" | Enhanced contact linking and role management

Users can now link contacts through the "Time Person Grid" and "Event Chronology" tools and automatically add those contacts to the main Investigation record. Previously, DCIQ did not automatically link contacts added through these tools to the main "Investigations" record or display them in the record's "Contacts" section.

In addition, the free-text role field previously used when linking contacts through "Time Person Grid" and "Event Chronology" is replaced with the standard "Link Role" field used throughout "Investigations". Organisations can now configure available link role values through "Field Maintenance", and the configured values are available whenever users link contacts within "Investigations".

These enhancements improve consistency across "Investigations" contact management, reduce duplicate data entry, and ensure contacts and roles are managed using a single, configurable process.

Reference Number: 351716

Release: DCIQ.2026.R2

"System Admin" | Concurrent user session management in "System Configuration"

System Administrators can now control the number of concurrent sessions permitted per user through new settings in "System Admin > System Configuration".

Administrators can now enable or disable concurrent session restrictions and define the maximum number of active sessions allowed for each user. The concurrent session limit is disabled by default, and when it is disabled, DCIQ allows users to create multiple concurrent sessions without restriction. DCIQ records changes to these settings in "Full Audit". When session limits are enabled, DCIQ treats multiple tabs or windows opened within the same browser as a single session. DCIQ treats sessions created through different browsers, browser profiles, or private or incognito windows as separate sessions. If a user exceeds the configured session limit, DCIQ terminates the oldest active session and creates a new session.

To support session management, DCIQ now includes the "Active Sessions Management" tool for System Administrators that allows them to view active user sessions, including session details, login times, and delegated access information, and to terminate active sessions when required. DCIQ immediately logs out terminated sessions and removes them from the active sessions list. This enhancement helps organisations meet security and compliance requirements by providing greater control over user access and session management.

Reference Number: 353039

Release: DCIQ.2026.R2

"Investigations" | New permission to edit closed "Investigations" records

DCIQ now allows administrators to grant permission to reviewers to edit closed "Investigations" records without changing their status. In the "Investigations" section, we added a new "Allow editing of closed Investigation records" option in both user and ACL group permissions. The option is disabled by default. When enabled, assigned users can update closed "Investigations" records, for example, to correct errors or add attachments, without reopening the record or creating additional audit entries.

Reference Number: 364384

Release: DCIQ.2026.R2

"Incidents" | New "Rationale for Investigation" field for incident records

DCIQ now allows "Incidents" reviewers to record a rationale when proposing an investigation. A new "Rationale for Investigation" field is available on incident records and can be added to forms, included in searches, and used in reports.

When an incident is flagged for investigation, DCIQ records the rationale, the name and job title of the user who proposed the investigation, and the date and time the record was flagged. DCIQ automatically carries this information forward to the generated event and any resulting investigation from the even, which provides approvers with additional context when reviewing investigation requests. Users can view the rationale and associated proposal details on events and investigations, including records generated from approved events.

DCIQ also now includes new fields for the reviewer details and the date and time the investigation was proposed. These fields are available through the form design, searching, and reporting functionality where applicable.

This enhancement improves traceability, provides greater context for investigation approval decisions, and strengthens the audit trail for investigation proposals.

Reference Number: 364385

Release: DCIQ.2026.R2

"Investigations" | Carry over incident date and time on events and investigations

DCIQ now carries over the incident date and time when users flag an incident for an investigation. Moreover, it makes these values available on the resulting event and any investigation created from it. We added new fields to display the incident date and time on the event and investigation, including a new "Event time" field available in the form design for the "Investigations" module. When users create an "Investigations" record from an event, DCIQ automatically populates the incident date and time from the source record.

Reference Number: 364581

Release: DCIQ.2026.R2

"Recommendations" | New widget that displays investigations linked with a recommendation record

We added a new "Linked Investigations" widget to the "Recommendations" form that displays investigations linked with a recommendation record, including the ID, title, and status. DCIQ allows users to view linked investigations directly from the widget if they have access; otherwise, it displays only the investigation record ID. Administrators can manage the widget in "+ > System Admin > Form Designer > Recommendations".

Reference Number: 364706

Release: DCIQ.2026.R2

"Claims" | "Your manager" field available on level 1 "Claims" form

We added the "Your Manager" field to level 1 "Claims" forms. Administrators can add the field through "Form Design", where it supports standard form design functionality. The new field is hidden by default.

When users select a manager and submit a claim, DCIQ sends an email notification using the existing "New Handler Claim Notification" template. DCIQ also carries the selected user forward to the associated level 2 "Claims" record, where DCIQ displays the user as the claim "Handler".

When the STAFF_EMPLOYEE_FILTERS setting is enabled, DCIQ filters available users according to the location and service information entered on the claim record. DCIQ displays only eligible active users who have access to the "Claims" module.

This enhancement helps organisations identify the appropriate manager during claim submission, automatically notify them of new claims, and improve continuity between level 1 and level 2 claims workflows.

Reference Number: 368623

Release: DCIQ.2026.R2

"Capture" | "Details of Rejection" fields are now searchable in "Capture" modules

We added support for searching on "Details of Rejection" fields in the "Capture" modules. Previously, users could not search these fields in level 2 search forms, although DCIQ recorded rejection details, making them available for reporting. Now, the "Details of Rejection" section is available on search forms and includes the fields "Date Rejected", "Rejected by", "Reason for rejection", and "Further Details". Users can search using these fields, and DCIQ returns matching records.

Reference Number: 372881

Release: DCIQ.2026.R2

"Investigations" | Improved filtering for investigation ID and reference

Prior to this release, when users filtered by investigation ID or reference in the "Investigations" module, DCIQ returned partial matches. When they searched for a value such as "10", DCIQ returned results like 100 or 1010. Now, DCIQ returns only exact matches for these fields.

Reference Number: 384188

Release: DCIQ.2026.R2

"Events" | Improved "Events" panel and display of event information

We improved how DCIQ displays "Events". Previously, in the "Even Summary", long "LOCATION" values spilled into the "SERVICE" column and made the view difficult to read. Now, "LOCATION" values stay within their column. We also made the "Events" panel larger.

Reference Number: 384946

Release: DCIQ.2026.R2

System | Configurable default permitted file types

Administrators can now disable file types that are permitted by default. Previously, DCIQ allowed a predefined set of file types and did not provide a way to deselect them. Administrators can now configure default permitted file types according to organisational requirements, allowing individual file types to be enabled or disabled as needed. When a file type is enabled, users can continue to upload and attach files of that type to logged-out Capture records, logged-in Capture records, and non-Capture records. When a file type is disabled, DCIQ prevents users from attaching files of that type. This enhancement provides organisations with greater control over permitted attachments and supports compliance with local security and document management requirements.

Reference Number: 386252

Release: DCIQ.2026.R2

System | Improved batch update performance with limits and background processing

We improved the performance of batch updating in the system. Previously, when users performed large batch updates, the interface froze, DCIQ timed out, or it incorrectly updated fields to blank or null values. Now, DCIQ runs batch updates in the background and displays a loading panel, which allows users to continue working and navigate away while the update completes.

We introduced limits of a maximum of 10,000 records per batch and a maximum of 3 fields per update. Users can select a field only once per batch, and must reduce their selection if they exceed the record limit. Batch updates now process only records where the current value differs from the new value. If an error occurs during processing, DCIQ stops the batch and does not update any records. DCIQ logs all failures for audit and diagnostic purposes. Once users confirm a batch update, DCIQ does not allow them to cancel it. On completion, DCIQ displays a summary of the updated fields, the new values, and the number of affected records.

Reference Number: 386657

Release: DCIQ.2026.R2

"ACL" | Access to actions linked to accessible non-Capture records

DCIQ now includes a new ACL rule, "Access to Actions linked to non-Capture records", which allows organisations to grant users access to actions associated with non-Capture records without granting access to all actions in the system.

DCIQ allows users assigned this rule to view and edit actions linked to non-Capture records they already have access to, even when they are not the action assignee or the user who assigned the action. This includes actions linked to records in the "ERM", "Investigations", "RIB", "Safety Learnings", "Safety Alerts", and "Controls & Recommendations" modules.

DCIQ allows users with this permission to access and edit linked actions directly from the parent record, and also view those actions in "Actions Dashboard > All Actions". DCIQ continues to allow users to access and edit actions for which they are the assigned-to or assigned-by user, even if they do not have access to the associated non-Capture record.

Administrators can assign the new ACL rule directly to users or ACL groups, providing more granular control over action access while helping to protect sensitive action data from users who do not require broader access.

Reference Number: 388003

Release: DCIQ.2026.R2

"Feedback" | Configurable level 2 complaint timescales and automated due date calculations

DCIQ now includes a new "Level 2 Complaint Timescales" section for level 2 "Feedback" records. The section introduces six new complaint management fields:

- "Date Acknowledgement Due"
- "Date Acknowledgement Done"
- "Offer of Listening Discussion Due"
- "Offer of Listening Discussion Done"
- "Response Due"
- "Response Done"

Administrators can enable the feature through the "LEVEL_2_FEEDBACK_TIMESCALES" setting and configure complaint timescale calculations in the "Feedback" section of "Capture Configuration". Administrators can define the number of working days between key complaint stages, including acknowledgement, listening discussion, and response activities. DCIQ automatically calculates due dates using the configured complaint timescales. The calculation process uses working days only and excludes weekends and dates configured in "Public Holidays". DCIQ automatically populates the following fields:

- "Date Acknowledgement Due" from "First Received"
- "Offer of Listening Discussion Due" from "Date Acknowledgement Done"
- "Response Due" based on the configured complaint timescale calculations

The new timescale fields support standard form design functionality. Administrators can add, remove, hide, relabel, reposition, and configure the fields and the containing section through form design. Organisations can also customise field labels through text strings. Users can search, filter, and report on all complaint due and done dates.

The new fields are available within search forms, graphical reports, listing reports, and crosstab reports. DCIQ validates complaint timescale dates and prevents users from

entering due or done dates that occur before the complaint was first received. DCIQ records changes made to the complaint timescale fields in "Full Audit". When users populate "Response Done", DCIQ can automatically move the "Feedback" record to the "Completed" workflow status without affecting existing methods of completing "Feedback" records.

Reference Number: 392856

Release: DCIQ.2026.R2

"Investigations" | New "Investigation Signatories" widget for "Investigations" forms

DCIQ now includes a new "Investigation Signatories" widget for the "Investigations" module. Administrators can add the widget to "Investigations" forms through the "Investigations" form designer. The widget provides a structured table for recording details of individuals responsible for signing off investigations. Users can record the signatory's name, job title, and date of sign-off directly within the "Investigations" record. The "Investigation Signatories" widget displays the following columns:

- "Name"
- "Job Title"
- "Date of Sign-off"

The widget supports the capture of multiple signatories, enabling organisations to record the governance, clinical, and other senior staff members involved in the investigation sign-off process. This enhancement provides a standardised method for recording investigation signatory information and supports the inclusion of sign-off details in investigation reporting and report exports.

Reference Number: 401518

Release: DCIQ.2026.R2

System | Improved PDF export guidance for listing reports

DCIQ now provides additional guidance and formatting improvements when exporting listing reports to PDF. When users export a listing report containing seven or more columns to PDF, DCIQ displays a warning message explaining that reports with a large number of fields may not display correctly in PDF format. The warning recommends exporting the report to Excel or CSV when users want to view all data clearly. Users can dismiss the warning and continue with the PDF export if required. To improve readability, DCIQ now defaults PDF exports to A3 page size. In addition, when a listing report contains seven or more columns, DCIQ automatically reduces the PDF font size to optimise the report layout and improve the presentation of wide datasets. These enhancements help users produce more readable PDF exports and provide clearer guidance when report layouts are better suited to spreadsheet-based export formats.

Reference Number: 402201

Release: DCIQ.2026.R2

"System Admin" | Expanded audit capabilities

In "+ > System Admin", DCIQ now provides three audit capabilities for all organizations. Users with System Administrator permissions can use these audits to monitor administrative activity, user access, and outbound email activity.

- "Audit Log" records system-level administrative activity.
- "Login Audit" records user login events across the system.
- "Email Audit" records outbound email activity in DCIQ.

Prior to this release, these capabilities were available only to selected organisations. As of this release, they are available to all organisations.

Reference Number: 413420

Release: DCIQ.2026.R2

Fixes

"Reportable Incident Briefs" | DCIQ displayed incorrect dates when using the date filters in RIB

Prior to this release, in "Reportable Incident Briefs > Filters", when the user selected the same start date and end date, DCIQ did not display RIBs created on that date. The user could see the records on the "All" page, but the filter excluded them unless the user extended the end date by one day. We resolved this issue.

Reference Number: 86712

Release: DCIQ.2026.R2

ALM: PRB0024203

"Capture Admin" | "Manage Dashboard Ownership" failed to load in large environments

Prior to this release, in "Capture Admin", "Manage Dashboard Ownership" could fail to load in environments with a large number of users, preventing users from managing dashboard ownership. We resolved this issue.

Reference Number: 86736

Release: DCIQ.2026.R2

ALM: PRB0033327

"Investigations" | Inability to remove contacts inherited from deleted event chronology entries

Prior to this release, in "Investigations", when users added a contact to an event chronology entry and later deleted the event, DCIQ retained the contact in the "Contacts" section. When users attempted to remove this contact and save the investigation, DCIQ displayed a database error and did not remove the contact. In some cases, DCIQ also displayed a database error when users saved the investigation after defining it. We resolved this issue.

Reference Number: 86749

Release: DCIQ.2026.R2

ALM: PRB0033333

"Investigations" | DCIQ did not display attachment timestamps for rejected investigations

Prior to this release, in "Investigations", for records with the "Rejected" status, DCIQ did not display the date and time that attachments generated from templates were first and last sent. This affected investigation leads viewing attachment details, even though the timestamps remained available when the record was in other statuses or was reopened. We resolved this issue.

Reference Number: 86750

Release: DCIQ.2026.R2

ALM: PRB0033300

"Incidents" | Incident records cannot be submitted after deselecting injury details section

Prior to this release, when users selected "Was the person injured in the incident?", entered partial injury details, and then deselected the option before saving, DCIQ prevented the record from being submitted. The system continued to validate mandatory fields from the hidden injury section and displayed a validation error even though no corrective action was available to the user. We resolved this issue.

Reference Number: 121706

Release: DCIQ.2026.R2

ALM: PRB0033394

"Reportable Incident Briefs" | DCIQ did not change the fields in "Audit Log" records when users changed RIB records status

Prior to this release, when users changed the status of a "Reportable Incident Briefs" record from "Draft" to "In Progress", DCIQ incorrectly recorded additional fields in the audit log that were not modified. The audit log also displayed updates for unrelated fields, making it difficult to accurately identify the changes made to the record. We resolved this issue.

Reference Number: 215762

Release: DCIQ.2026.R2

Zendesk: 911455

"Capture" | DCIQ did not retain "ID Number" and "ID Number Type" search criteria

Prior to this release, when users searched for records using "ID Number Type" and "ID Number" criteria in contact searches and then selected "Edit Search Criteria", DCIQ did not retain the values entered in those fields. As a result, DCIQ cleared the "ID Number Type" and "ID Number" search criteria, and users had to re-enter them. This issue affected contact searches across "Capture" modules. We resolved this issue.

Reference Number: 215763

Release: DCIQ.2026.R2

ALM: PRB0025484

"Capture Admin" | "Job Title" field cannot be configured in "Field Maintenance"

Prior to this release, in "System Admin > Field Maintenance > Contacts", DCIQ did not allow users to configure codes for the "Job Title" field. As a result, users could not align "Job Title" values across contact records and forms, and DCIQ did not retain values selected on forms after records were saved. We resolved this issue.

Reference Number: 228556

Release: DCIQ.2026.R2

Zendesk: 924610

LFPSE | Invalid LFPSE service area codes prevented records from being accepted by the NHS API

Prior to this release, in LFPSE with "Risk" as the event type, DCIQ allowed users to select invalid values "GP, walk-in service or NHS 111" and "Community Hospital" in the "Which service areas are at risk?" field." As a result, records containing unsupported service area codes could not be accepted by the NHS LFPSE API. We resolved this issue.

Reference Number: 249808

Release: DCIQ.2026.R2

Zendesk: 958125

"Feedback" | DCIQ displayed the same "Feedback" record in multiple statuses simultaneously

Prior to this release, when the user added more than one person as a "Person Providing Feedback" and completed the "Done" date, DCIQ displayed the same "Feedback" record in multiple statuses simultaneously. For example, the record displayed in both "Feedback awaiting acknowledgement" and "Feedback awaiting investigation", or in "Feedback awaiting reply" and another status. This behaviour was cosmetic only and did not affect counts or reports, but it caused confusion in the Feedback lists. We resolved this issue.

Reference Number: 264333

Release: DCIQ.2026.R2

ALM: PRB0032184

"Equipment" | DCIQ did not display equipment data consistently across searches, records, and reports

Prior to this release, DCIQ did not display "Equipment" data consistently across searches, records, and reports. Some records appeared in equipment searches but did not display the expected equipment details when opened, and reports could omit records or show incomplete counts. We resolved this issue.

Reference Number: 277223

Release: DCIQ.2026.R2

Zendesk: 990722

System | Error when merging document templates

Prior to this release, when users attempted to merge document templates, DCIQ displayed the error "File has no xml document component." This occurred when the template was not a valid or properly saved Word document, was added to the wrong module, or contained fields that were not available for that module. We resolved this issue by improving validation and error handling. DCIQ now identifies invalid templates and provides clearer feedback to users.

Note: This update is rolling out in phases across regions. If you don't yet see this change, it will be included in an upcoming update to your region.

Reference Number: 324744

Release: DCIQ.2026.R2

Zendesk: 1058061

"Capture" | Triggers did not activate for lowest-level locations and services

Prior to this release, DCIQ did not correctly evaluate "Services" or "Locations" values at the lowest level of the hierarchy. As a result, when users selected or removed a lowest-level service or location, DCIQ did not consistently activate or deactivate the configured trigger behaviour, and associated sections and fields were not displayed or hidden as expected.

We resolved this issue.

Reference Number: 330404

Release: DCIQ.2026.R2

Zendesk: 1065845

System | Invalid "None" option allowed bypass of a mandatory question in draft incidents

Prior to this release, when the "Do you have the contact's ID number?" field was configured as radio buttons on contact forms, DCIQ displayed an additional "None" option. This allowed reporters to bypass the mandatory field without selecting "Yes" or "No". We resolved this issue by removing the "None" option.

Reference Number: 339584

Release: DCIQ.2026.R2

ALM: DFCT0067706, PRB0040137

"Safeguarding" | Unable to save "Overdue Days" setting as working days in safeguarding configuration

Prior to this release, in "Capture Configuration > Safeguarding", when users changed the "Overdue Days" setting from "Calendar Days" to "Working Days" and saved the configuration, DCIQ did not retain the change. Instead, the setting reverted to "Calendar Days" after saving. We resolved this issue.

Reference Number: 343067

Release: DCIQ.2026.R2

Zendesk: 1084550

"Capture" | DCIQ did not add "Crosstab" reports to new dashboards

Prior to this release, in "Capture", when users added a "Crosstab" report to a new dashboard, DCIQ created the dashboard but did not add the report, leaving it empty. This occurred when the report's automatically generated title was too long. We resolved this issue.

Reference Number: 343203

Release: DCIQ.2026.R2

Zendesk: 1084701

System | DCIQ repeatedly displayed trigger pop-up messages in checkbox-based multi-coded fields

Prior to this release, when users selected a value that triggered a pop-up message in multi-coded fields configured with "Display as checkboxes", DCIQ repeatedly displayed the pop-up message when users selected or deselected additional values. This required users to confirm the message multiple times and disrupted data entry. We resolved this issue.

Reference Number: 347638

Release: DCIQ.2026.R2

Zendesk: 1091640

"Capture" | "Reported Date" field became editable after DCIQ.2025.R3 upgrade

Prior to this release, system-generated fields such as "Reported Date" were read-only. DCIQ did not allow admins to modify them in "Form Design" or the user to update them during incident edits. After the upgrade to DCIQ.2025.R3, DCIQ introduced the ability to configure certain system-generated fields in "Form Design". As a result, it made the "Reported Date" field editable on the level 2 form, even though the admin did not change the form configuration during the upgrade. This change caused DCIQ to treat "Reported Date" as a standard editable field instead of a protected system value. The user could therefore modify the field during incident updates, and the audit trail captured these changes. We resolved this issue.

Reference Number: 348750

Release: DCIQ.2026.R2

ALM: PRB0040158

"Capture" | DCIQ did not display location tag values in some reports in Capture areas

Prior to this release, in "System Admin > Tag Management", DCIQ did not send newly set custom values to Capture areas via sync request. As a result, it did not display location-level (tag)-specific data in some reports. We resolved this issue.

Reference Number: 351712

Release: DCIQ.2026.R2

"Incidents" | LFPSE portal rejected medication incident records when users selected "Other"

Prior to this release, in LFPSE incidents with an event type of "Incident", DCIQ allowed users to select the invalid value "Other" in the "Do you think this incident involved any of these problems with medicines or medical devices?" field. As a result, records containing the unsupported code could not be accepted by the NHS LFPSE API. In addition, DCIQ triggered the "If problem with medicine not found, please specify" field when users selected "Other". We resolved this issue by removing the unsupported value and updating the trigger to use "None of the Above".

Reference Number: 359246

Release: DCIQ.2026.R2

Zendesk: 1110806

"Capture" | DCIQ displayed only the Handler's initials instead of the full name

Prior to this release, when the admin set "Show in staff drop-down?" to "No" for the Handler in "Feedback", "Redress", "Safeguarding", and "Claims" reports, DCIQ displayed the Handler value as initials in statistical reports instead of the full name. We resolved this issue.

Reference Number: 361273

Release: DCIQ.2026.R2

Zendesk: 1114967

"Incidents" | Medication merge codes did not populate data in MS Word templates

Prior to this release, when the user added medication field codes to an MS Word merge template in "Incidents", DCIQ did not retrieve or display the medication data. The merge document remained empty for all medication-related fields, even though the user included the correct codes. We resolved this issue.

Reference Number: 361593

Release: DCIQ.2026.R2

Zendesk: 1115552

System | Section visibility issues with user-defined fields

Prior to this release, when the "FORM_HIDE_SECTION_IF_ALL_FIELDS_HIDDEN" global was enabled and a field was hidden through a field action attached to a user-defined field (UDF), DCIQ did not re-evaluate the section visibility. The section displayed the correct state on initial load, but it did not update after the UDF trigger changed. In core fields, DCIQ correctly triggered a re-check and hid or displayed the section. We resolved this issue.

Reference Number: 364273

Release: DCIQ.2026.R2

Zendesk: 1119411

System | DCIQ did not upload all codes when the user exceeded the 6-character limit

Prior to this release, when the user imported ODS codes where the original values exceeded the 6-character limit and were updated to valid codes, DCIQ completed the import process without validation errors, but failed to upload all records. We resolved this issue by changing the import function for the LFPSE field "Under which organisations care did the event occur?" so that it can now take up to 9 characters instead of 6 for the codes, as the ODS codes imported under this field can consist of 1 to 9 alphanumeric characters.

Reference Number: 365477

Release: DCIQ.2026.R2

Zendesk: 1121469

"Claims" | DCIQ did not enable the fields from the "Reasons for rejection" sections in listing reports

Prior to this release, when the user created a new listing report in the "Claims" module, the "Reasons for rejection" section and its associated fields were not available for selection. The section and fields were visible in "Reports administration" and in listing reports for "Incidents" module, but they were not visible in listing reports for the "Claims" module. We resolved this issue.

Reference Number: 365988

Release: DCIQ.2026.R2

Zendesk: 1122285

"Contacts" | DCIQ displayed a technical error and hid fields in the contact form

Prior to this release, in "Contacts", when users opened an existing contact, DCIQ displayed the message "A technical error has occurred". The "Email", "Number", and "Location" fields were also missing from the new contact form, which prevented users from linking the contact. We resolved this issue.

Reference Number: 367095

Release: DCIQ.2026.R2

Zendesk: 1123983

"Capture" | Error in medication bar chart reports

Prior to this release, when users ran bar chart reports in the report designer with the "Intended Suspected drug" field selected, DCIQ returned a "504 Gateway Timeout" error, even when the report included only a small number of records. We resolved this issue.

Reference Number: 371900

Release: DCIQ.2026.R2

Zendesk: 1131878

"Capture Admin" | System error in "Reports Administration" when editing statistical reports with medication class

Prior to this release, in "Capture > Capture Admin > Custom Settings > Reports Administration", when users attempted to edit existing statistical reports that included the "Medication Class" data column, DCIQ displayed a system error. This prevented users from opening and working with affected reports. We resolved this issue.

Reference Number: 371910

Release: DCIQ.2026.R2

Zendesk: 1131913

"Capture" | Error when loading report widgets in "Dashboard"

Prior to this release, in "Capture > Dashboard", when users attempted to view or edit statistical bar chart reports, DCIQ failed to load the report widgets and displayed an error message. This prevented users from viewing or editing affected reports, even when valid data was available. We resolved this issue.

Reference Number: 372556

Release: DCIQ.2026.R2

Zendesk: 1132540

"Capture" | System error when users drilled down into a report with the "Medication Class" data column

Prior to this release, in "Capture", in the report designer, when users drilled down into reports that included the "Medication Class" data column, DCIQ displayed a system error and did not load the report. We resolved this issue.

Reference Number: 372561

Release: DCIQ.2026.R2

Zendesk: 1132563

"Capture" | "Base listing report" dropdown in the report designer disappears after clicking "Update report"

Prior to this release, in the report designer, the "Base listing report" dropdown list in "Report Settings" disappeared after users clicked "Update report". Users had to reselect the "Listing report" option again in "Report type" to make the "Base listing report" dropdown visible. We resolved this issue.

Reference Number: 372997

Release: DCIQ.2026.R2

Zendesk: 1133083

"Reportable Incident Briefs" | Error when searching only with an end date

Prior to this release, in "Reportable Incident Briefs", when users selected only an end date in the search filter, DCIQ displayed an error and did not return results. We resolved this issue.

Reference Number: 383500

Release: DCIQ.2026.R2

"Claims" & "Feedback" | Error when users viewed linked actions

Prior to this release, when users attempted to view actions linked to records in the "Claims" and "Feedback" modules, DCIQ displayed an error if the user did not create the action or assigned it to themselves. This resulted in inconsistent access across records. We resolved this issue.

Reference Number: 387703

Release: DCIQ.2026.R2

Zendesk: 1148892

"Capture Admin" | Non-admin users saw all reports in "Reports Administration"

Prior to this release, in "Capture Admin", non-admin users with access to "Reports Administration" were able to see, edit, and delete other users' report designs. We resolved this issue.

Reference Number: 393484

Release: DCIQ.2026.R2

"Capture Admin" | DCIQ displayed a system error when admins added a large number of users to a security group

We resolved an issue in "Capture Admin" where DCIQ displayed a system error when administrators added a large number of users to a security group in bulk.

Reference Number: 415515

Release: DCIQ.2026.R2

Zendesk: 1181584

"Enterprise Risk Manager" | DCIQ removed all risk owners' permissions when one risk owner was removed

Prior to this release, in "Enterprise Risk Manager", when a risk had multiple risk owners assigned in "Access Control" and one risk owner was removed, DCIQ removed the permissions of the remaining risk owners. This meant the "Close Risk" button no longer appeared on the risk record, and DCIQ did not allow the remaining risk owners to close their risks. We resolved this issue.

Note: This update is rolling out in phases across regions. If you don't yet see this change, it will be included in an upcoming update to your region.

Reference Number: 420374

Release: DCIQ.2026.R2

Zendesk: 1187109

"Investigations" | Custom "Investigations" statuses incorrectly closed records

Prior to this release, when users selected and saved custom status values on "Investigations" records, DCIQ incorrectly treated the records as completed. As a result, the records became read-only, displayed the message "This Investigation is Complete", and presented the "Reopen Investigation" option, even though the custom statuses were not intended to close the investigation. We resolved this issue.

Reference Number: 421873

Release: DCIQ.2026.R2

"Mortality Review" | "Show Last Location/Service Node Only" option was missing from "Crosstab" reports for certain fields

We resolved an issue where the "Show Last Location/Service Node Only" option was not available in "Crosstab" reports in "Capture > Mortality Review" for certain location and service fields.

Reference Number: 422795

Release: DCIQ.2026.R2

Zendesk: 1189709

"Investigations" | DCIQ prevented users from loading "Events" when access control rules restricted them by location or service

Prior to this release, in "Investigations", when a user's access control group used the "User & Event share Service" or "User & Event share Location" rule to restrict "Events" by location or service, DCIQ did not load any events for that user, even when the user was assigned to a top-level location. Instead, after an indefinite loading period, DCIQ displayed the error "Failed to read events collection". We resolved this issue.

Note: This update is rolling out in phases across regions. If you don't yet see this change, it will be included in an upcoming update to your region.

Reference Number: 423306

Release: DCIQ.2026.R2

ALM: PRB0041595

"Investigations" | DCIQ did not allow users to disable certain default "Investigation Status" options in "Field Maintenance"

Prior to this release, in "+ > System Admin > Field Maintenance", DCIQ did not allow users to disable certain default "Investigation Status" options, such as "In progress", "Submitted for approval", and "Decommissioned", making these options always visible to users. We resolved this issue.

Reference Number: 425665

Release: DCIQ.2026.R2

"Investigations" | DCIQ displayed the "Start date" in "Event Chronology" using the incorrect date format

We resolved an issue in "Investigations" where DCIQ displayed the "Start date" in the "Event Chronology" table in UK date format (DD/MM/YYYY) when the system used US date format (MM/DD/YYYY). The "End date" displayed correctly.

Note: This update is rolling out in phases across regions. If you don't yet see this change, it will be included in an upcoming update to your region.

Reference Number: 426516

Release: DCIQ.2026.R2

"Account Delegation" | DCIQ restricted "To User" search results by location when users had self-delegation enabled

Prior to this release, in "My Preferences > Account Delegation", when users with self-delegation enabled searched the "To User" field, DCIQ only displayed users within the same location hierarchy. This prevented users from delegating to users with a different location configuration or with no location assigned. We resolved this issue.

Reference Number: 435836

Release: DCIQ.2026.R2

ALM: PRB0041779

"Investigations" | Resolved missing titles on landing page tiles

Prior to this release, "Investigations" landing page tiles displayed only the investigation reference number and did not display the investigation title. This made it more difficult for users to identify investigations at a glance. We resolved this issue so that "Investigations" landing page tiles now display both the investigation title and reference number in the format: [Investigation Title] Ref #[Investigation ID].

Note: This update is rolling out in phases across regions. If you don't yet see this change, it will be included in an upcoming update to your region.

Reference Number: 436321

Release: DCIQ.2026.R2

"Locations" | DCIQ reverted renamed locations to their original names after "Discard"

Prior to this release, in "+ > System Admin > Locations", when users clicked "Discard" after previously publishing a renamed location, DCIQ reverted the location name to its original value instead of retaining the previously published rename. Opening "Edit Draft" and publishing again republished the reverted name, overwriting the correct renamed value. This affected any location renamed since the DCIQ 2026.R1 release. We resolved this issue. Note: This update is rolling out in phases across regions. If you don't yet see this change, it will be included in an upcoming update to your region.

Reference Number: 438811

Release: DCIQ.2026.R2

ALM: PRB0041798

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.

**Chicago**

RLDatix Head Office
311 South Wacker Drive,
Suite 4900
Chicago, Illinois United
States
60606
Tel. +1 312 724 7776

Toronto

100 Queens Quay East
Suite 1700
Toronto, Ontario, Canada
M5E 1Y3
Tel. +1 888 737 7444

Melbourne

Level 18
485 La Trobe Street
Melbourne, VIC, 3000,
Australia 3004
Tel. +61 (0)3 9534 4477

Richmond

European Head Office
1 Church Road
Richmond, Greater London
TW9 2QE
UK
Tel. +44 (0)20 7355 5555

Stockholm

Box 30077
104 25 Stockholm
Visiting address:
Sankt Eriksgatan 46
112 34 Stockholm
Tel. +46 (0)8 50551800

Frankfurt

Brüsseler Straße 1-3
60327 Frankfurt am Main
Germany
Tel. +49 (0)69 247411440

Riyadh

7487 Khalid Ibn Al Walid
Qurtubah, Riyadh
Riyadh 13245 2218
Kingdom of Saudi Arabia

For full list of regional offices, [visit our website](#).