

# December 2025

Last Modified on 12/05/2025 1:28 pm EST

## New features | Enhancements

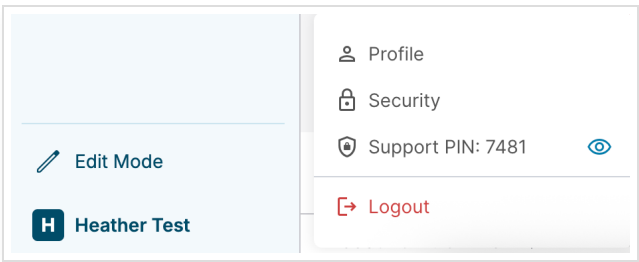
### Highlights

**New Features**  
Support PIN

### New features

#### Support PIN

When you contact the Updox Support team, you must provide the four-digit **Support PIN** to verify your account. A **Support PIN** is automatically generated when you sign in to Updox for the first time.



Support PIN

### Enhancements

#### New EIN field to SMS Registration Information page

Starting in 2026, the practice's employer identification number (EIN) is required for SMS registration. We added the **EIN** field to the **SMS Registration Information** page.

SMS Registration Information

The following information is needed in order to use Quick Send SMS.  
Please verify that the info is fully populated and correct. Once completed, please select Save to continue.  
Invalid data can result in the inability to acquire and verify a new number for your account

Practice Name

EIN

Address 1

## Updated warning messages for EIN

Starting in 2026, the practice's EIN is required for SMS verification and registration. We updated the messages on the **SMS Registration Information** and **Update Business Information** pages to clarify that the EIN is only required for new phone numbers and new SMS verification.

## Updated Delete Tag confirmation message

When you delete a tag in **Admin > Tags**, you must now select the new confirmation checkbox before you can delete the tag.

Delete Tag

Are you sure you want to delete this tag?

Outpatient

Deleting this tag permanently removes it from the tags menu.

**Note:** This tag will be removed from any inbox items previously marked with this tag.

☒ I understand this action cannot be undone.

Cancel

Delete

## Removed select all checkbox from Advanced Fax Reporting

The select all checkbox was removed from **Advanced Fax Routing** (AFR) to prevent users from accidentally deleting all AFR rules.

## Updated AFR rule deletion confirmation message

We made the following updates to the AFR rule deletion confirmation message to prevent accidental deletions:

- Added the number of rules you are about to delete to the message title
- Added the required confirmation checkbox
- The **Delete** button is now red and includes the number of rules you are about to delete

Are you sure you want to delete 4 rules?

From Number	To Number
Any	(614) 707-XXXX
Any	(888) 861-XXXX
(876) 567-XXXX	(614) 707-XXXX
(876) 765-XXXX	Any



☒ I understand this action cannot be undone.

Cancel

Delete (4)

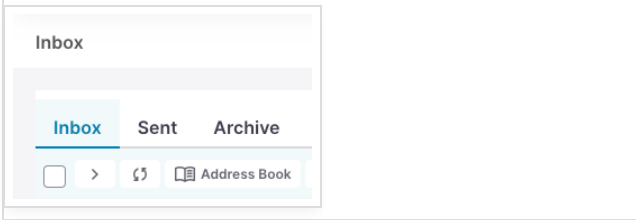
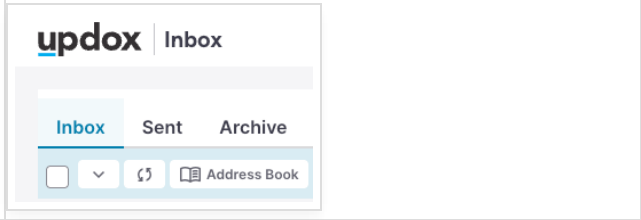
## Combined header

The Updobox header is now combined with the app name and tabs to increase on-screen space.

Previous header	New header
	

## Updated Inbox action bar background color

We updated the **Inbox** action bar background color to provide greater contrast so the select all checkbox is more noticeable.

Previous background	New background
	

As part of this release, we are continuing our ongoing work to assess, monitor, and address any security vulnerabilities.

