October 2026

Last Modified on 10/26/2026 12:20 pm EDT

New features | Enhancements

New features

Inbox 2.0

This month's updates make **Inbox** 2.0 smoother for day-to-day use. We improved composing and templates, made texting more reliable, and added easier search and bulk actions. Here's what's new.

Getting around Inbox 2.0

- **Inbox 2.0 opens every time you log in.** If your practice uses **Inbox** 2.0, logging in now takes you there, even from an older saved Inbox bookmark. You can still switch back to the previous **Inbox**, but only for your current session.
- **Fax previews are easier to see.** Items now open expanded by default, so thumbnails and hover previews show without opening each item. If you chose **Collapse All** before, Inbox 2.0 keeps that setting.
- **Sound alerts work the way you're used to.** New-item sounds no longer play in rapid bursts. They play when you're away from the tab or idle, and the badge count still updates for every new item.

Composing messages and templates

- **Templates insert correctly.** Formatted templates now fill an empty message with line breaks, bold and italics intact, so you won't accidentally send a blank message.
- **Template spacing is more consistent.** Messages made from templates keep their line breaks, so what you see is what your recipient gets.
- **Long Template and Form lists scroll normally.** Use your mouse wheel or trackpad to reach any option in the **Compose** menus.
- **Send to EHR fills in EMR Notes from templates.** Picking a template while sending to your EHR now fills the EMR Notes field as expected.
- **Secure Messages only need a subject.** As in the previous Inbox, you can send a Secure Message with just a subject line.

Texting and Secure Text

- **Replying from a Location number works.** When you reply to a text that came in on a Location's SMS number, **Inbox** 2.0 picks that Location for you and turns on **Send**, so your reply goes out from the right number. *(Audience: practices using Location-based texting)*
- **Queue replies send the first time.** Replies to texts routed to a queue no longer show an unexpected validation error. *(Audience: practices using queue-routed texting)*
- **Secure Text PDFs open properly.** PDF attachments now open in a new tab with an **Open** button.
- **The HIPAA reminder is easier to see.** When you write a text message, the HIPAA warning is more visible and stays next to the message field.

Search, selection, and downloading

- **Patient search accepts more date-of-birth formats.** Search using MM/DD/YYYY or single-digit dates

without reformatting.

- **Restore items from search results.** Use **Move to Inbox** on archived, trashed, or spam items right from search results, including searches you start from the Inbox tab.
- **Select All works more predictably. Select All** now clears any pages you picked one by one, so bulk actions only affect what you meant to select.
- **Renaming downloads is quicker.** When you download several items, the suggested filename is already highlighted so you can type a new one right away.
- **Press Enter to download.** In the filename window, **Enter** starts the download. No extra click needed.

Reminders

- **A faster Reminders Reporting page.** The rebuilt page adds date filters, searchable patient and contact details, clickable status counts, sortable columns, and Excel export.
- **Phone number search is more flexible.** Filter Reminders Reporting using digits only, dashes, dots, or a partial number. Exact punctuation is no longer required.

Introducing Inbox 2.0: A faster, smarter workspace

We're excited to begin rolling out **Inbox** 2.0 — a major upgrade designed to streamline your daily communications and speed up front-office workflows.

What's new

- **Modernized UI and navigation:** A cleaner layout designed to help you organize, triage, and find messages effortlessly.
- **Snappier performance:** Faster load times and smoother switching between patient conversations and workspaces.
- **Real-time updates:** Messages, faxes, and notifications update instantly without needing to refresh your screen manually.

Rollout timeline

Inbox 2.0 is currently rolling out in phases and will be available to all practices by the end of October.

> The New Updox Inbox Is Here!

Enhancements

Faster uploads for large files

Large files now upload faster across **Inbox** workflows, including the **Compose** wizard. Small documents won't see much of a decrease in upload time, but large documents (10+ pages) load up to 50% faster. The larger the document, the greater the impact on the users' wait time, measured in seconds.

> Feature rollout will begin on October 5, with full availability for **Inbox** customers by October 9.

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