

FormFox Release 2025.5.2: August 2025

FORMFOX FLEX

STRY0121686 – Enable FormFox Flex as Paperless

FormFox Flex can now be used as a fully paperless workflow. This enables collectors to process collections digitally, improving efficiency and reducing the need for physical documents.

- **What is changing:** Flex collections now support a completely paperless workflow.
- **What is not changing:** Paper CCFs must still be printed and sent to the lab for all DOT Urine collections.

STRY0117539 – FormFox Flex Collections Label Issue

FormFox Flex collections were not correctly reducing the label count when labels were used. This issue has been fixed so label inventory is now accurately updated.

- **What is changing:** Label counts will now correctly decrease as labels are used during Flex collections.

STRY0118631 – FormFox Flex ML Retry Logic

If FormFox Flex machine learning (ML) detects an error, it will prompt the collector with an error message and instructions on how to resolve the error. Collectors are given 6 attempts (3 per side of cup) to resolve the issue.

- **What is changing:** The collector is alerted if ML detects a problem and given 3 opportunities per cup side to resolve the problem.

BUG FIXES

STRY0120699 – PingOne SSO Errors

We've corrected an issue causing "Invalid Token" errors for some users logging in through PingOne SSO. Users should now experience smoother and more reliable login sessions.

- **What is changing:** PingOne SSO token validation has been updated to prevent invalid token errors.: When using the PETH blood draw workflow, if a collector clicks "unable to draw" they can leave remarks explaining why the draw was unsuccessful.

STRY0120020 – Direct Observation Message Update

For Non-DOT Return to Duty and Follow-Up tests, the direct observation pop-up will no longer appear if the observed collection is set to "N." If the ordering party specifies that the test should be directly observed, the pop-up will display as expected.

- **What is changing:** The direct observation pop-up for Non-DOT Return to Duty and Follow-Up tests now only appears when the user indicates the test should be observed.