FormFox Release 2026.7

Enhancements

STRY0135150 - Add Suspension Type to the Suspension Process in FormFox
The FormFox suspension process is being updated to require users to select a suspension reason and enter in comments when placing an event into Suspended status. This will provide additional information about why a service was suspended and allow the reason to be communicated to customers through the API.

- **What is changing:** Users will be required to select a suspension reason and enter in comments when suspending an event in FormFox. The selected reason will be stored with the event and made available to customers through API status updates
- **Who this applies to:** Users who suspend events in FormFox and API customers receiving service status updates

STRY0135527 - Do Not Send Suspend Status Change if Suspension Type Is Hand-Off
FormFox will no longer send a SUSP status change through the API when a service is suspended using the Hand-Off suspension type. This prevents unnecessary status notifications when a service is being handed off between clinic staff.

- **What is changing:** When the suspension type is Hand-Off, FormFox will suppress the SUSP status change from being sent through the API.
- **Who this applies to:** API users receiving service status updates

STRY0133163 - SSO on iPad - Manage Unique PingOne URLs
The FormFox iPad app has been updated to support client-specific PingOne authentication for Single Sign-On (SSO). Users can configure SSO within the app settings and provide their email domain so FormFox can direct them to the appropriate PingOne authentication URL.

- **What is changing:** The FormFox iPad app settings now allow users to enable SSO and enter their email domain to direct authentication to the appropriate PingOne URL.
- **Who this applies to:** FormFox iPad users who utilize PingOne for Single Sign-On.

STRY0136192 - Add New OSHA Fit Statuses
Two new statuses are being added to the OSHA Respirator Fit Qualitative and Quantitative Event Capture workflows to support the Concentra integration. These statuses will be available for customers who have the UseNewStatuses configuration flag enabled.

- **What is changing:** The new statuses PassMaskSizeML and PassSeeRemarks will be added to OSHA Respirator Fit Qualitative and Quantitative Event Captures for customers with the UseNewStatuses flag enabled.
- **Who this applies to:** API customers with the UseNewStatuses flag enabled and clinic users completing the OSHA Respirator Fit Qualitative Digital Workflow.

Fixes

STRY0132270 - DOT Physicals/OutboxDataService - Outbox gets stuck processing in process records - created from INC0214508
An issue was identified in the DOT Physical workflow that allowed text message records to be created without a mobile phone number. These records could become stuck in the outbox, preventing subsequent text messages and emails from being processed.

- **What is changing:** The DOT Physical workflow will no longer create text message records when a mobile phone number is missing. If a record without a mobile phone number is created, it will be marked as Expired to prevent other text messages and emails from being delayed.
- **Who this applies to:** Users completing DOT Physicals and recipients of FormFox text and email notifications

STRY0137062 Only Send NRCME Validations at initial send
The NRCME validation process has been updated to prevent repeated UpdateOrderResult notifications when a DOT Physical is resubmitted to FMCSA. Sending facilities will receive the initial NRCME validation response, but no additional NRCME validation notifications will be sent for subsequent submissions.

- **What is changing:** NRCME validation information will only be sent through the API following the initial submission to FMCSA. Subsequent submissions will not trigger additional NRCME validation notifications.
- **Who this applies to:** Sending facilities configured to receive NRCME validation updates with the SendCOSSStatus flag enabled