Cloud 9 | Release notes

Version 13.8
July 23, 2026

Feature enhancements

Add Support Link to Help Menu

What's new

A new "Support" link has been added to the Help menu, located underneath the Documentation option.

Why this matters

Gives users a direct, one-click path to the Support Portal without needing to navigate away or search for the URL.

Who this affects

All Cloud 9 users

What to expect

Clicking "Support" in the Help menu opens the Cloud 9 Support Portal.

Action required: No action required.

Defects resolved

- **Contracts**: Fixed an issue where the 'N' column in the recurring payment section was not automatically selected when starting a contract, which could prevent charges from processing through SCP or Auto Payments.
- **Appointment Reminders**: Fixed an issue where pre-appointment reminders were not sent for appointments scheduled after 4:00 PM at Pacific-time locations.