Feature enhancements

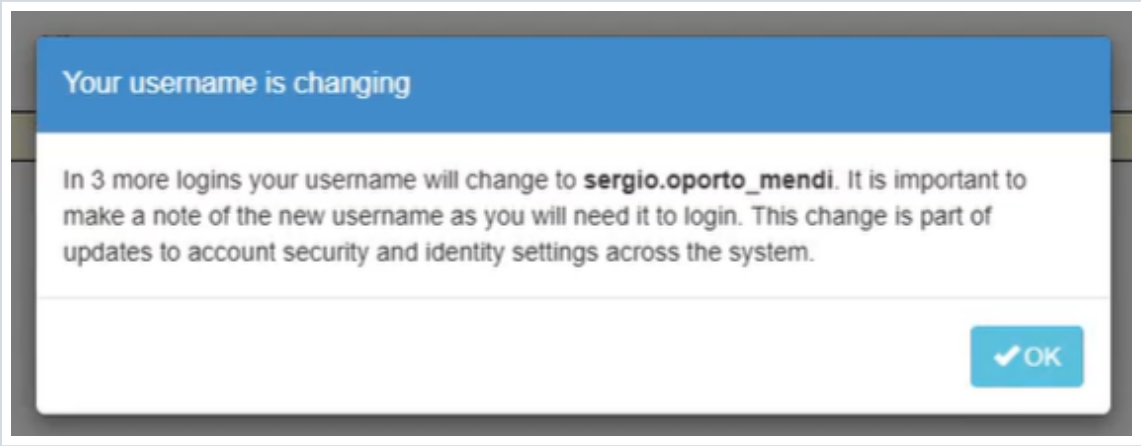
Unique Usernames

What's new
As part of ongoing updates to account security and identity settings across the system, a small number of Cloud 9 usernames are shared by more than one organization on the platform. We're giving each affected employee a unique username — automatically, with plenty of advance notice before it takes effect.

Why this matters
Unique usernames strengthen account security and ensure that each employee's identity is distinct across the platform — an important foundation for Cloud 9's ongoing integration with DentalOS.

Who this affects
Cloud 9 practices whose username was found to duplicate another user's username elsewhere on the platform. If your username hasn't changed, you're not affected and no action is needed.

What to expect
Affected users will receive an on-screen notice in advance of the change.
Note your new username when you see the notice, then log in with it after the change takes effect — your password remains the same.
If you forget your new username, ask your practice administrator.



Unique Usernames

Action required: No action is required for most users. If you receive an on-screen notice about a username change, note your new username before it takes effect. Multi-account clients will be contacted later.

Cloud 9 top navigation now shows a "more items below" indicator on long menus

What's new
Long menus in the Cloud 9 top navigation now show a bar telling you how many more items are below. Clicking the bar scrolls to the next hidden items, and the bar goes away when you reach the end of the list.

Why this matters
On long menus, some options were hidden out of view with no sign that more were there. The indicator makes it clear when you need to scroll to find an item.

Who this affects
All Cloud 9 users who use the top navigation menus, such as Edit, Reports and Home.

What to expect
Short menus, the office selector and recent patients look the same and show no bar. This update also brings Cloud 9 up to date with other recent top navigation improvements, including a recent search dropdown, tooltips on the office selector, recent patients and family members, and an office selector that no longer cuts off office names. You may notice small changes in how the top navigation looks and behaves.

Action required: No action required.

Defects resolved

- **Registration:** Entering more than 15 characters in the Social Security number field when adding or editing a patient caused an unhandled error, and the patient could not be saved. The Social field now limits entry to a valid Social Security number so the patient record saves correctly.
- **Reports:** When an appointment type description included a special character such as &, the Appointment Type filter on reports showed raw HTML code instead of the symbol. The symbol now displays correctly in the filter.