Cloud 9 | Release notes

Version
September 17, 2026

Feature enhancements

No feature enhancements for this release.

Defects resolved

- **PlanetDDS Pay**: Stripe Account Selector Loads Faster — The Select Stripe Accounts control in the PDDS Pay Reconciliation report now loads in seconds instead of over two minutes.
- **AR Report**: Insurance Balance No Longer Displayed Twice — The Accounts Receivable report no longer duplicates the insurance balance row, correcting overstated balances and reconciliation errors.
- **Automation**: Merge Fields Now Populate in Decline and Expired Messages — Merge fields in Smart Campaign Plus decline and expired email and text messages now populate correctly.
- **Automation**: Financial Campaign Activity Appears in Statistics Grid — Emails and texts sent from financial campaigns now appear in the Cloud 9 statistics grid.
- **Company Type**: Insurance Billing Center Companies Can Now Be Edited — Companies configured as an Insurance Billing Center can now have their company type changed in Edit > Set Up > Company.
- **Connect**: Email Reminders — Missing Bookmarked Header Image No Longer Blocks Send — Connect reminder emails no longer fail when a bookmarked header image referenced in the template no longer exists.
- **Contracts**: Claim Document Reflects Updated Continuation Code — Updating the Continuation Code on an already-started contract and saving now correctly reflects the updated code when the Claim document is generated.
- **Contracts**: Non-Admin Save No Longer Marks Contract as Started — When a non-admin saves a contract without starting it, the contract's status is now correctly set to unsaved, matching admin behavior.
- **Document Editor**: Page Number Merge Fields Now Save and Function Correctly — Page number merge fields inserted in the Cloud 9 document editor now save correctly and appear when a document is merged.
- **Email Templates**: Unsubscribe Link Works in Unlayer Paragraph Elements — The Unsubscribe merge tag now renders correctly and functions when added inside a Paragraph element in the Unlayer email editor.
- **Financial Arrangements**: Edited Payment Count Retained After Reopening — Changes to Total # of Payments on a Financial Arrangement now display correctly after saving and reopening the record.
- **Financial Arrangements**: Contract Subtotal Populates When No Discount Applied — The Financial Responsible Contract Subtotal merge field now populates correctly in contract documents even when no discount is present.
- **Financial Arrangements**: Signing Blocked When Internal Payment Plan Covers Full Amount — Cloud 9 now prevents signing a Financial Arrangement when the Internal Payment Plan equals the total amount.
- **Ledger**: Roll-Up Adjustment and Payment Display Order Corrected — In the patient ledger roll-up, adjustments and payments now appear in the correct order.

- **Letter Queue**: Merge Completes Reliably and Saves Edits — Letter queue merging now completes reliably and saves edits correctly, resolving an intermittent failure affecting approximately 20% of attempts.
- **Locator**: Schedule Updates Now Refresh Correctly in Locator Details — Locator Details loaded from the Locator login now updates correctly when appointment statuses change, appointments are added or canceled, or the page is refreshed.
- **Patient History**: Emailed Image Layout Now Opens Correctly via View Link — The View link in Patient History for an emailed image layout now opens the correct document instead of a blank tab.
- **Patient History**: View Link for Emailed Images Opens the Correct Document — Clicking View in Patient History for an emailed image now opens the correct document instead of an empty tab.
- **Recurring Campaigns**: Email Campaign Statistics Graph Displays Correctly — The email campaign statistics graph in the Recurring Campaigns dashboard now loads and renders correctly.
- **Signature Forms**: Import Completes for Patients with Restored Person Profiles — Completed Cloud 9 Signature forms are now imported correctly into the patient document cabinet for patients whose person profile was deleted and manually restored.
- **Statements**: Payment Reversals Visible When Show Adjustments Is Enabled — Payment reversals now appear on single patient statements when the Show Adjustments setting is enabled.
- **Texts Sent This Month**: Widget Resets on the First of Each Month — The Texts Sent This Month dashboard widget now resets correctly on the first day of each new month.
- **Tray Covers**: Appointment Counts and History Now Populate When Printed from Treatment Card — Printing Patient Tray Covers from a patient's Treatment Card now correctly shows appointment counts and the History table.
- **Treatment Card**: Image Layouts Open in Full-Screen Without Error — Presenting an image layout from the Treatment Card image panel and using the full-screen option no longer causes an unexpected error.