

Improvements and Fixes - July 2026

Last Modified on 28.10.2026

Improvements

Portal

- We replaced the legend on the Guide step details page with KPI cards that show the key numbers at a glance.
- We added Validators and Tasks to the list of content that uses a segment, so you can see everywhere a segment is applied.
- We updated the legacy SSO banner on the SSO settings page to show the exact deadline for updating your configuration: 1 February 2027.
- We removed the option to customize the Guide completion text, as the completion screen is no longer shown.

Editor

- We moved the active toggle to the first column in the Tags and Tasks overviews, matching the Contextual Actions overview.
- We improved Contextual Actions so that segmented Messages, Announcements, and Surveys can be selected as Actions in the Editor.

Assistant

- We improved how Userlane identifies elements on the page, making Guide steps and Tooltips more reliable. This improvement is now active for all customers.
- We removed the green checkmark screen shown after a user completes a Guide, so users return to their work straight away.

Fixes

Portal

- We fixed an issue where filtering by segment did not work in analytics.
- We fixed an issue where sorting Tags by date in HEART Task Success showed an error.
- We fixed an issue where Tooltip analytics showed fewer visitors than viewers.
- We fixed an issue where the date picker showed the wrong number of days for June in the US date format.
- We fixed an issue where the link in the download window for survey results did not open the file transfer page.
- We fixed an issue where links containing an exclamation mark (!) were rejected in Announcements.
- We fixed an issue where language exports and imports did not start or stayed in progress.

Editor

- We fixed an issue where editing a chapter's title or segment, or publishing a chapter, moved its Guides to Unsorted.
- We fixed an issue where a chapter jumped to a different position in the list after it was published or unpublished.
- We fixed an issue where PDF export of Guides did not work.
- We fixed an issue where Tasks only tracked their starting point and not the following elements.

Assistant

- We fixed an issue where a Guide started by a Contextual Action ignored the Guide's page and user segments.
- We fixed an issue where a Tooltip triggered by a Contextual Action did not show after a period of user inactivity.
- We fixed an issue where the Assistant panel flickered when a Contextual Action was triggered right after a Guide was completed.
- We fixed an issue where Guides did not start for some end users.
- We fixed an issue where a Guide found the next element but did not move on, for example in pop-up lists.
- We fixed an issue where an Announcement's link box was cut off on smaller screens when the Announcement opened directly.
- We fixed an issue where the Assistant stopped showing for some customers using the browser extension.
- We fixed an issue where Userlane could stop working on pages whose own code changes standard browser functions.
- We fixed an issue where extra anonymous users were created after a Manager logged out of the Portal.

Other

- We fixed an issue where the Editor did not load for some content creators because of a server error.
 - We fixed an issue where some analytics events without a selected language were not recorded.
 - We fixed multiple backend stability and performance issues, including faster loading of content and errors when user attributes were updated at the same time.
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