

Improvements and Fixes - June 2026

Last Modified on 28.10.2026

Improvements

Portal

- We added the AI Assistant and Contextual Actions as starting points in the Guide overview analytics, so you can see how users reach your Guides.
- We added the application user ID to survey and NPS result downloads, so responses can be matched to users in your own systems.
- We improved "Translate to all languages" for Announcements so that images and links are now carried over along with the text.
- We simplified the Guide list by removing chapter subtitles and the Customize Guide promotion page.

Editor

- We made it possible to rename a newly recorded Guide directly in the Editor header before saving it for the first time.
- We renamed the Archive option for Guides in the Editor to Delete, to reflect what the action does.
- We updated the Editor sidebar so the Userlane logo now opens the analytics overview in the Portal.

Assistant

- We improved single sign-on with the browser extension so that sign-in windows open less often. This improvement is enabled per company.

Fixes

Portal

- We fixed an issue where Moderators could not add an application URL.
- We fixed an issue where the All time date range in engagement analytics showed data for the current day only.
- We fixed an issue where the date picker in Content Analytics displayed incorrectly for some customers in the US.
- We fixed an issue where the segment builder did not show the content that uses a segment.
- We fixed an issue where texts on the File transfers and Customize Guides pages were not translated.

Editor

- We fixed an issue where the Editor crashed when opening certain Guides.
- We fixed an issue where a Guide title could not be changed and saved in the Editor.
- We fixed an issue where text could not be entered in the Editor on some applications because the application took focus away.
- We fixed an issue where publishing a chapter in the Editor was not saved.
- We fixed an issue where a chapter title could not be updated in a language other than the default language.
- We fixed an issue where selectors containing several options separated by commas were rejected when saving content.
- We fixed an issue where a connection error message from your application was shown in the Editor.
- We fixed an issue where saving a user inactivity context with a very long duration caused an error.

- We fixed several display issues in the Editor, including icons shown in the wrong color and missing custom scrollbars.
- We fixed an issue where Guide PDF exports stayed in the Waiting status and never completed.

Assistant

- We fixed multiple issues with Contextual Actions: element click and user inactivity contexts did not trigger their action, an "element is present" context blocked other Contextual Actions, and a Message shown after a Guide was completed disappeared after a moment.
- We fixed an issue where Tooltips inside an iframe were not displayed.
- We fixed an issue where Userlane caused errors in some applications that load content in an iframe.
- We fixed an issue where links in Guide and Tooltip text that start with "www" opened the wrong address.
- We fixed an issue where some new users were not recognized because of upper and lower case differences in their user ID, so the Welcome Slide was not shown.

Other

- We fixed multiple backend stability and performance issues, including faster loading of content for end users and fewer unnecessary requests after a Guide is completed.
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