

Velox RIS – Release 15.0 (11/2025)

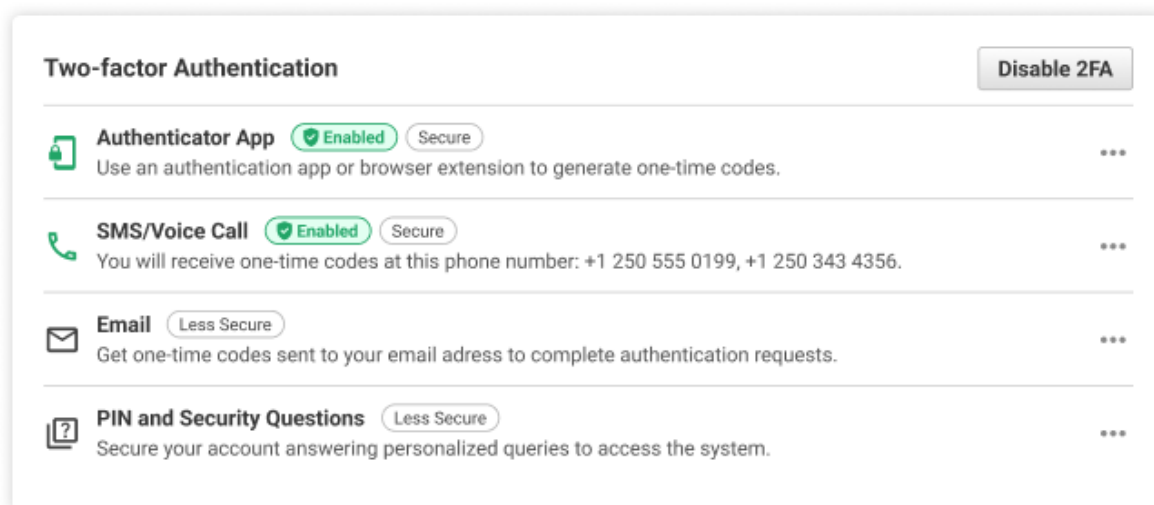
We are pleased to announce a new update for the RIS portion of the Velox Imaging suite has been rolled out. Please do not hesitate to contact us with any questions, comments, feedback or concerns regarding these changes.

Here are the most notable new features:

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General Changes

New – Two-Factor Authentication



Note: This feature will become available some time after the primary update.

Two-Factor authentication is being rolled out for all clinics, allowing users to set up additional layers of security to protect their account. After enabling two-factor authentication, users will be asked to select an additional authentication method to set up.

There are four methods in total:

- Via code generated within an authenticator app
- Via code sent by an SMS message or voice call
- Via code sent by email
- By answering security questions & using a secondary PIN

Users can select as many methods as they would like to provide better alternatives in case of loss of device access. The preferred authentication method for this session can be selected upon login.

Setup:

2FA can only be set up by the currently logged in user. To set up 2FA, select your username in the top-right corner. From your profile, choose your preferred 2FA method, and follow the step-by-step instructions.

As authentication types vary in level of security, users may want to choose appropriately to prevent unauthorized access.

Two-Factor Authentication

We recommend setting up multiple 2FA methods to ensure you have backup options for verification and to avoid getting locked out of your account.

Authenticator App Best Protection

Use an authentication app or browser extension to generate one-time codes.

Email Less Secure

Get verification codes sent to your email address.

SMS/Voice Call Less Secure

Get verification codes sent to your phone via SMS or Phone Call.

PIN and Security Questions Not Recommended

Secure your account answering personalized queries.

Management:

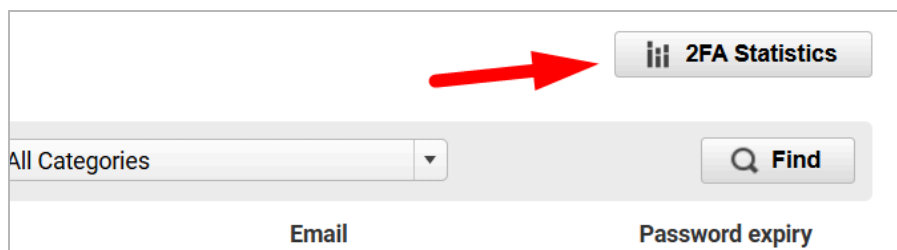
Clinic management can dictate security policy, including:

- Minimum security level (of 2FA options)
- Mandatory 2FA for all users

To enable these options, please speak to the Velox technical support team.

With the 2FA feature, a new profile permission is introduced. Users with access to the **Administration** → **Action: Can Reset User Two-Factor Authentication** permission can clear out an account's 2FA standing. By default, this permission will be enabled for Manager & Owner accounts.

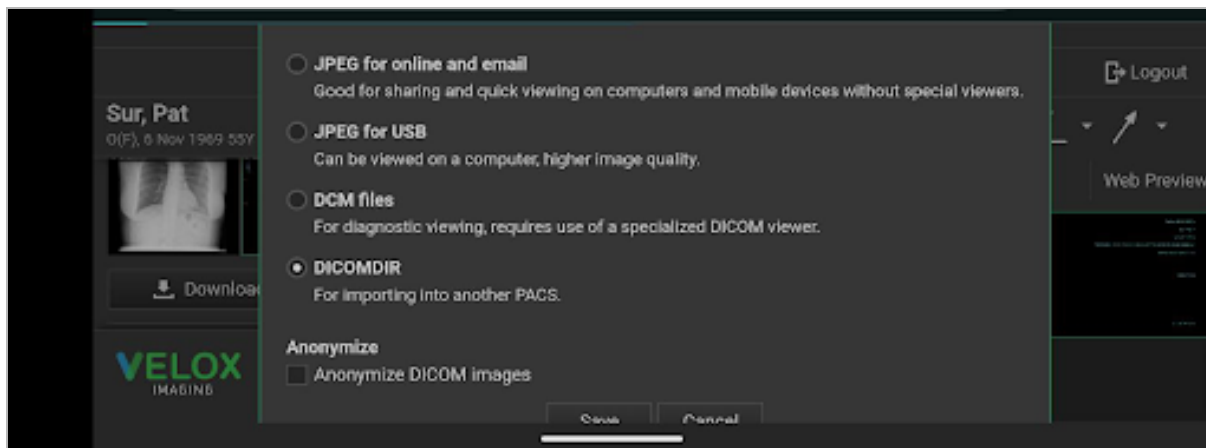
Management can also see a summary of their 2FA setup from the new “2FA Statistics” page, located at the top-right of the Staff page. This will show which methods are the most popular, and which users use 2FA methods the most.



Updated – User Portal Download Options

The User Portal (for both patients & referrers) has been updated with a number of changes to both functionality & visuals.

Users can now choose additional formats when downloading images. Whereas previously, only DCM/DICOMDIR options were available (primarily targeting medical professionals), the menu now allows for JPEG-format exporting, which can be viewed on any device, whether PC or mobile, making it more convenient for patients. JPEG files can be downloaded from either higher or lower quality, depending on user requirements.

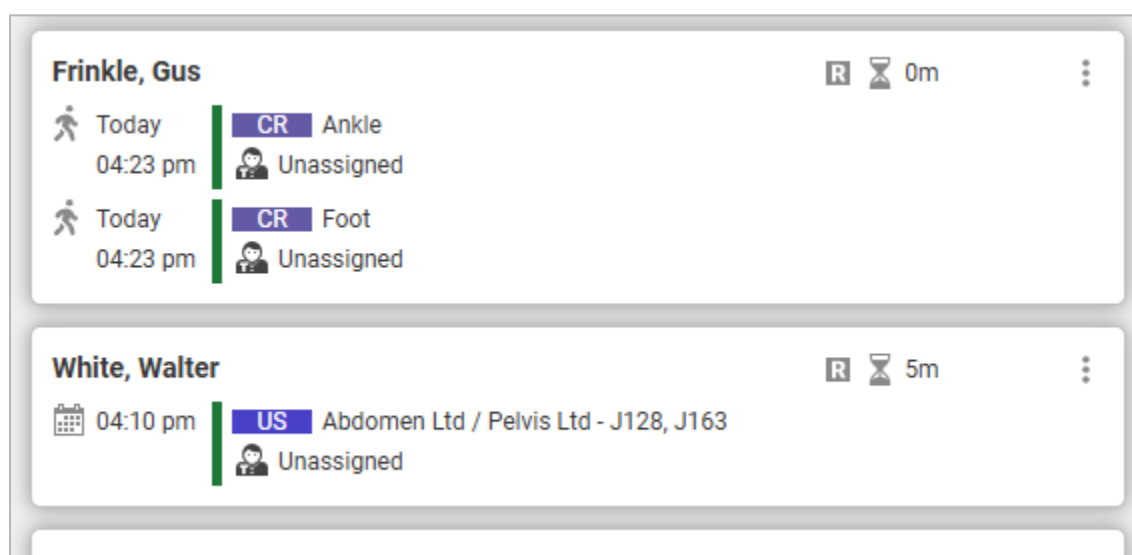


After starting the file download, users will now be given additional instructions on how to open & view their files.

Updated – Waiting Room

The Waiting Room page has had a number of changes to improve usability.

Any walk-in patients will now show the exact time of registration. To better support this change, a special symbol is shown to distinguish between scheduled patients & walk-in patients.



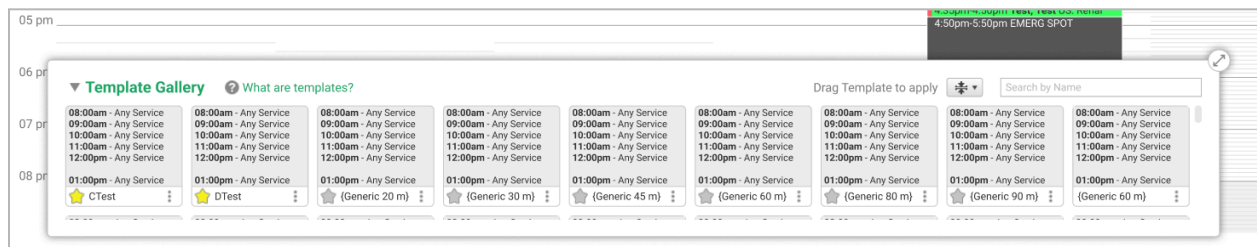
If a patient was registered on a prior day, then the specific date of registration will be displayed. For appointment-based patients, placing the mouse cursor over the appointment time will show the actual time of check-in.



In addition, new sorting filters have been added. The “*Registration time (earliest)*” and “*Registration time (latest)*” filters will allow users to sort their Waiting Room page by the time of check-in.

Updated – Calendar Templates

The Calendar Templates menu has received a number of tweaks to improve the ease of use. Preferred templates can now be favoured. To favourite any template, click the star icon at the bottom-left of the template.



The template window can now be resized. This can be done by dragging the arrow symbol at the top-right of the templates list. This will allow users to see more or less templates as needed, or alternatively, reveal more of the calendar.

Updated – Drawing Tools

- Re-arranged and updated a number of icons.
- The previously selected tool (and style setting) will now be remembered & applied when opening a new report.

- If a report has multiple drawing sections, the selected tool/styles are now synchronized between them.
- When using the Text tool, it can now be exited by clicking outside of the area, or pressing the Enter key.
- Various other tweaks & fixes.

New shortcut keys have been added. The full list of shortcuts is as follows:

Select: S	Pencil: P	Text: T	Line: L
Rectangle: R	Ellipse: O	Embryo: E	Placenta: C
Flip vertical: Ctrl + ↑	Flip horizontal: Ctrl + ↓	Rotate 90°: Ctrl + ←	Rotate -90°: Ctrl + →

Updated – Appointment Reminder Changes

The character limit for message content has been increased to 600. This will allow longer messages to be sent if desired. Standard SMS restrictions (i.e. character limits) still apply when calculating message usage.

Messages now feature improved language & character support. Messages with non-Latin characters can now be sent, supporting a greater variety of languages to better reach your patients.

Miscellaneous

- Adjustments to the Transcription page UI.
 - When multiple physicians are assigned to an encounter, transcriptionists are given the choice of which radiologist to transcribe. The time of dictation will now also be shown.
 - For in-report contents (where applicable), dictation time will now be more accurately shown.
- The colour scheme system-wide has been tweaked to improve visibility.
- DICOM-formatted files without visual elements (i.e. data files) will now correctly display a “No Image” notice.

- User Portal: Minor improvements to patient & referrer experience when searching for the clinic online. Search engines will now display the exact clinic name to reduce user confusion.
- Improved DICOM server performance.
- Minor fixes for NEODIN & FHIR integrations.