

09-16-2025 DocFast Release Notes



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DocFast: 11.2.0 HOTFIX RELEASE

Release Date: September 16, 2025

FIXES

- **Manual UI – SSO Logins Cannot Search for Captive Agents in the CAC-CA Workflow:**

(Applies to carriers using SSO logins, the CAC-CA workflow, and the Manual UI to create cases — all conditions must apply)

As a carrier case manager administrator or carrier case manager user accessing DocFast through SSO, if you created a new case in the CAC-CA workflow via the Manual UI, you were unable to search for an agent to assign the document package; the search results were empty. With this release, agents can now be properly searched and the correct results are returned.

- **DocFast Partner Portal Header Language Displayed Differently Between Manual User IDs and SSO Logins:** (Applies to carriers using both SSO logins and manual user IDs)

As a carrier user logging into DocFast with both a manual user ID and an SSO login, the Partner Portal header sometimes displayed different text (e.g., “DocFast Center” vs. “Carrier DocFast Center”). This was a display-only issue and did not affect functionality. With this release, the Partner Portal header now displays a consistent message regardless of whether you log in with a manual user ID or an SSO login.

- **Carrier Users Accessing DocFast via SSO Receiving “Sorry Error” When Using Manage Users Feature:** (Applies to carrier case manager administrator users accessing DocFast via SSO)

Previously, carrier case manager administrator users accessing DocFast via SSO who attempted to use the Manage Users feature to view a specific distributor user received a “Sorry Error,” preventing them from viewing the distributor user’s details. With this release, carrier case manager administrator users can now successfully access distributor user details.

- **SSO Distributor Case Managers Unable to Search for Policies via Main Dashboard:**

(Applies to distributor users accessing DocFast via SSO)

In some instances, distributor users accessing DocFast via SSO were unable to retrieve results when using the search feature on the main dashboard or applying filters. With this release, distributor users accessing DocFast via SSO can use the search feature and filters as expected and receive proper results.

- **SSO Carrier Users Receiving “Sorry Error” When Selecting “More Details” from the Main Dashboard:** (Applies to carrier users accessing DocFast via SSO)

In some cases, carrier users accessing DocFast via SSO who selected “More Details” from the Main Dashboard received a “Sorry Error,” preventing access to the Policy Detail screen or Group Dashboard. With this release, carrier users accessing DocFast via SSO can select “More Details” from the Main Dashboard and properly navigate to the Policy Detail or Group Dashboard screens.