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LMS
Product Release Notes

2nd November 2026

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TL;DR – What's new?

We've been busy! Between 29th June and 2nd November, we've delivered a stronger approach to security, powerful new tools for admins and learners, and more than 40+ fixes and enhancements, many of them driven directly by your feedback.

The big news for this autumn: **Multi-Factor Authentication** arrives, accounting for an extra layer of protection. Learners can now **enrol themselves onto Programs and Certifications**, and admins can create beautifully formatted notifications with the new **HTML editor for Program and Certification notifications**.

Multi-Factor Authentication

New Feature

Don’t see this feature?
Contact the Customer Support Team to discuss.

What it is

The LMS now supports **Multi-Factor Authentication (MFA)** for users who log in with a username and password. Once MFA is switched on, users enter their username and password as usual, then confirm their identity with a **code from an authenticator app** on their phone or via **a code sent via email**.

Why you’ll love it

Passwords alone are no longer enough. MFA adds **a strong extra layer of protection** to every account, helping keep your data and your organisation safe.

How to use it

Help Center Guide:
https://helpcenter.confirm.com/hc/en-us/articles/40320844000157/live_preview/01M69EZNCKHP3XFMV55WC6Y7FK

Program and Certification Self-Enrolment

New Feature

Don’t see this feature?
Contact the Customer Support Team to discuss.

What it is/What’s changed [Delete as appropriate]

Learners can now **enrol themselves** onto Programs and Certifications, and withdraw if allowed, without waiting for a Site Manager. **Site Managers** set this up using a new **self-enrolment Group**, where they decide whether learners can enrol, whether they can withdraw, and what due date applies.

Why you’ll love it

Learners have the **freedom to choose their own development** and take ownership of their learning, while **saving site managers time** on assignments. You stay in control of who can enrol, when learning is due, and who can withdraw.

How to use it

Help Center Guide:
https://helpcenter.confirm.com/hc/en-us/articles/40320762704285/live_preview/01M69ETR6SFGFYXGH525RX5557

HTML Editor for Program and Certification Notifications

Improvement

Don’t see this improvement?
Contact the Customer Support Team to discuss.

What’s changed

Program and Certification notifications now use the **same rich text editor** as the rest of the LMS. Anyone who manages Programs and Certifications can add **headings, formatting, links and images** to their notification emails, in place of plain text.

Why you’ll love it

Plain-text emails can look unprofessional and are easy to overlook. Now you can send **clear, formatted messages** that look consistent with your other LMS communications, helping learners notice and act on them. Pair it with the new first name placeholder for a truly personal touch.

First Name Placeholder for Notifications

Improvement

Don’t see this improvement?
Contact the Customer Support Team to discuss.

What’s changed

Site Managers can now use a **first name placeholder** in notification templates across Courses, Programs and Certifications. When the message goes out, the placeholder fills in automatically with each learner's first name.

Why you’ll love it

You asked, we listened! Addressing learners by name makes your messages feel **warmer and more personal**, which helps **boost engagement** with reminders and announcements.

Certification and Audience Change Warnings

Improvement

Don’t see this improvement?
Contact the Customer Support Team to discuss.

What’s changed

We've added clear **warning messages** in two areas where small changes can have big effects. When editing messages on a live Program or Certification, admins now see a reminder that changes can **re-send messages to learners**.

Why you’ll love it

Changing a live audience rule or certification message can unexpectedly unenrol learners or trigger repeat emails. These prompts help you **avoid unintended consequences** and make changes with confidence.

Bug fixes and small enhancements

- Cloze (embedded answers) questions now work correctly when attempting, editing and previewing quizzes [LPLMS-10904]
- Learners should not longer see an Error writing to database message when submitting questionnaires [LPLMS-11652]
- Questionnaires now save correctly when a learner selects 'Other' on a checkbox question [LPLMS-11749]
- 'List of responses' now displays correctly for questionnaires with a single response [LPLMS-11890]
- Attempt to assign 'mapinfos' on null error when uploading SCORM packages fixed. [LPLMS-11974]
- Activity completion now records reliably in Chrome [LPLMS-12002]
- Admins can now grade assignments regardless of which filters are enabled [LPLMS-11813]
- Bookkeeping Assessment fatal abs() type error on grading fixed [LPLMS-11014]
- Activity completion settings now update correctly for activities linked to a gateway activity [LPLMS-11029]
- Rapids activity assets now included in course backups [LPLMS-10663]
- Knowledge Bank category images are all saved and restored [LPLMS-10664]
- Grid format course pages now display section images in all common image formats [LPLMS-10967]
- Courses now display correctly after a linked course is deleted [LPLMS-11883]
- Admins can now add the Resources block to category pages [LPLMS-9921]
- Exception - htmlspecialchars(): Argument #1 ($string) must be of type string, pix_icon given error message when attempting to view programmes [LPLMS-10907]
- 'Edit Details' tab on Learning Plan does not respect 'Allow/Deny' advanced check in permissions [LPLMS-10864]
- Hotspots blocks cannot be configured and existing nodes cannot be added/edited with progress bar enabled [LPLMS-11028]
- Certificates are now only issued to active learners, not when a user is deleted [LPLMS-11731]
- CPD agents assigned mid-cycle now stay assigned after the deferral window closes [LPLMS-11821]
- CPD uploads now create a single, accurate record for each entry [LPLMS-11070]
- Report Builder PDF exports now include pie charts and other charts [LPLMS-11661]
- Reports with URL custom field filters now search correctly [LPLMS-11033]
- KPI Dashlets now display their correct icons [LPLMS-11073] and can be added without a date range [LPLMS-10995]
- The Appraisal graphs block now displays correctly when a data set has no data points [LPLMS-11710]
- Appraisal pages now load correctly when personal goals with custom fields have been deleted [LPLMS-11646]
- Admins can now send integration welcome emails on their own, without switching on the main welcome email [LPLMS-11897]
- Audience rulesets now open correctly when a rule refers to a deleted certification [LPLMS-11844]
- CSV uploads showing invalid messages [LPLMS-11742]
- Invalid RPL grade values will throw a TypeError exception and prevent all records being imported [LPLMS-11664]
- The Automated Sync 'Upload File' error: Automated Sync "Upload File" page fatals with in_array(): null [LPLMS-11645]
- User API data integrations now read custom profile fields regardless of capitalisation [LPLMS-11657]

- Sites with multiple single sign-on providers now show the provider chooser correctly [LPLMS-10897], [LPLMS-10910]
- Attempting to log in returns a default 500 error page: Login now works reliably on sites using push notifications [LPLMS-10935]
- Menu sub-items now expand correctly in Safari on iPhone and iPad [LPLMS-10618]
- The Welcome Text block now displays correctly for visitors who aren't logged in [LPLMS-11067]
- The 'Site Manager + Blocks' role can now configure background options in 'Desktop / Mobile / Tablet Settings' [LPLMS-9523]
- Fatal - Cannot add to basket error when learners add to basket. Learners can now add items to the Shopping Basket reliably [LPLMS-11928]
- Creating Shopping Basket product with duplicate produce code throws duplicate key error: Admins can now merge products that share a product code [LPLMS-11912]

Future developments

We are working on lots of new features and functionality.

Find out more on our roadmap **here!**

If you have any questions, please reach out to your Confirm contact.