November 22, 2026 – Registration and account recovery updates

2026 · https://www.primaryrecord.com/docs/november-22-2026-registration-and-account-recovery-updates/

Enhancements

Smoother registration and account recovery

We've updated sign-up and password reset to fix the places where people got stuck or thought something had gone wrong. These changes should cut down on duplicate accounts, abandoned sign-ups, and support requests about access.

- **Finishing sign-up on a different device or after closing the page.** People often start signing up on one device and open the verification email on another, or close the tab before entering the code. Before, verifying in those cases opened a blank sign-up page, so it looked like the account hadn't been created and many people started over. Now they go to Sign In with an "Email verified" confirmation and their email already filled in. They only need to enter their password to continue.
- **Signing up with an email that already has an account.** Before, this showed an error with no next step. Now people see "Already have an account?" with buttons to sign in or reset their password. That points returning users to their existing account instead of leaving them stuck or creating a second one.
- **Password reset for unverified accounts.** Before, using "Forgot Password" on an account whose email was never verified just returned an error, leaving the person locked out with no way forward. Now the app sends a verification code first and then goes straight to resetting the password, all in one flow.
- **Password reset signs out other devices.** Resetting a password now ends every other active session on the account. People often reset because they think someone else may have access,

and this makes sure anyone using the old password is logged out right away.

Bug & Issues

- **AdvancedMD practice search now shows the office key.** In the portal's AdvancedMD search, locations with the same or similar names couldn't be told apart, so users could pick the wrong one. Each result now shows its AdvancedMD office key so users can confirm they've chosen the right location.