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/ NEWSLETTER

Kyruus Health Product Updates

The following product updates were released on or before January 22, 2026.

/ Kyruus Connect

January 22, 2026. Generally Available: User Export Downloads

We updated the user export workflow for Kyruus Connect Admin to ensure user exports are saved and stored in a central location. Admins can now access and download completed files in one place, rather than wait for a file to download to their computer that may be incomplete or stall due to file size. All exports will be stored in this location for up to 30 days.

This update has been deployed for all customers.

/ Analytics

January 2026

We have updated the user identification logic for the **Search for Payers dashboard**, transitioning proprietary tracking system. This change enhances our data independence and ensures more reliable reporting moving forward. As a part of the change there was an initial decrease in the Return Session Rate within your Performance Summary and Session Detail reports.

- **The Cause:** Because the new tracking value only exists for sessions occurring on or after January 1, all users are initially identified as "New."
- **The Normalization:** Sessions that previously would have been flagged as "Returning" are temporarily categorized as "New" until the user visits a second time under the new system.
- **The Result:** This is a technical "cutover" effect rather than a loss of actual traffic. Metrics will normalize over the next few weeks as the system establishes a new baseline for returning users.

For more product updates, visit the Release Notes section of the Kyruus Health Help Center.

Support is available Monday to Friday from 9 AM - 9 PM (Eastern)

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