MOTIONMD DASHBOARD UPDATE - FAQ

Effective: January 26, 2026

What is changing with the MotionMD dashboard?

MotionMD is introducing an updated dashboard interface on January 26, 2026. As part of this update, dashboard data will no longer load automatically. Users will instead select "Load Dashboard" button to display their information.

Why is this update being made?

This change is designed to significantly improve overall application performance and speed. By loading dashboard data only when requested, the system can operate more efficiently, resulting in a faster and more responsive experience for all users.

Will the landing page still function the same way?

Yes. The landing page will remain fully functional, and users can continue accessing their standard workflows without interruption.

How will I load my dashboard data after the update?

After navigating to the dashboard, simply click the "Load Dashboard" button. This will display your most current dashboard information.

Can I still start a new patient agreement?

Yes. The "New Patient Agreement" button will remain clearly accessible from the landing page. You can begin a new patient agreement the same way you do today.

Does this change affect any existing data or workflows?

No. All existing data, workflows, and processes—such as creating agreements and accessing patient information—will continue to function as they do now. The only change is the transition to manual dashboard data loading.

Do I need to prepare or take action before the update?

No preparation is required. We encourage users to familiarize themselves with the updated dashboard workflow once it becomes available.

What should I do if I encounter issues after the update?

If you experience difficulties loading dashboard data or navigating the updated interface, please contact the MotionMD Customer Success team. Assistance will be available to ensure a smooth transition.