



# **Florida Department of Financial Services**

**Division of Consumer Services  
CRM Modernization**

**Portal Release Notes – February 28, 2026**

# Introduction

The document communicates the new features and fixes in this February Release for State of Florida Division of Consumer Services.

## Intended Audience

These changes will impact users using the Portal.

## February Release

Impacted Area	Description
Respondent Portal	Users were unable to select the associated entity on the homepage at start up.  The associated entity is now accessible on the homepage.
Respondent Portal	Users default view of cases is set to “All Cases” with a Status of “All”.
Respondents and Consumers Email Notification	Users will receive the Mediator name and contact information once a Mediator accepts.
Respondent Portal	Users will have access to the virtual conference hyperlink added by the Mediator.
Respondent and Mediator Portals	Users can now access a PDF version of any active invoice generated since 12/15/2025.
Respondent Portals	Respondents are now able to update Mediator Fee Invoice Payment details.