

AdviceOS Release 1 (August 2026)

We wish to inform you of recent updates to AdviceOS, and the Dynamic Fact Find as part of our current release. For your convenience, these changes have been organised according to the relevant areas of the software and categorised based on whether they introduce new functionality or address issues raised by users or staff. Please refer to the table of contents below for a summary of the updates:

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AdviceOS

In preparation for our release scheduled for the evening of 03/08/2026, please review the following items outlining changes that will impact various modules within AdviceOS. The specific module/s impacted are listed within each item.

Enhancements

Update any alphanumeric tags sent from AdviceOS

Module: SMS

Reference: 96821

Details: Updated automated SMS notifications across AdviceOS to comply with new ACMA Sender ID registration requirements. All system-generated SMS messages, including multi-factor authentication (MFA) notifications for AdviceOS users and Digital Portal clients, now use the registered Sender ID "Midwinter" instead of unregistered tags such as "AdviceOS" and "Portal". This ensures SMS messages are delivered with a verified sender name and improves message recognition and reliability for recipients.

Configurations required:

Actions: Clients using a custom SMS Sender ID, or those who would like an existing Sender ID to be reviewed, registered, or approved for use, should contact Midwinter Support at info@midwinter.com.au. Midwinter will assist with the registration and approval process.