

RecChat Next Gen Edition – Frequently Asked Questions

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Contents

RecChat Next Gen UI Edition – Frequently Asked Questions5

 Access to the new UI5

 Is the new UI free or is this something I purchase?.....5

 Do I have to use the new UI immediately?5

 Can I limit which users have access to the new UI?5

 My RecTrac is hosted by VSI, when will be able to access the new UI?5

 So, I don't have to change over to the new UI right away. Will there come a time when I will be forced to switch to the new UI?5

 How much downtime will be involved with moving to the new UI?6

 Can I switch between the classic UI and the new UI on the fly within a session?6

 Where can my users get more exposure to this new UI prior to our 3.1.10.00.00 update?.....6

 I'm upgrading from 10.3 to 3.1 soon. Should I expect to see the new UI from day one?6

 Announcements6

 The new UI showed announcements on the home screen. Will system admins be able to create these announcements or are they VSI announcements only?6

 Can the announcements on the home screen be turned off for specific users or groups?7

 Custom Screens7

 What will happen to my custom screens in the new UI? Will I have to rebuild them all?7

 Is it possible to not move over my custom screens when going to the new UI?7

 Can I still put buttons in a group header in the new UI?7

 The new UI showed buttons grouped into lists. If I want to pull one of those buttons back out of the list on a custom screen can I still do that?7

 Can I add buttons to an existing More button group? Better yet, can I create my own button group?.8

 Customer Support and the RecTrac Lab.....8

 Can the RecTrac Lab and Customer Support be disabled for end-users?8

 Is the RecTrac Lab open to all users or is it an added fee?8



Is the RecTrac Lab accessible from my demo database?8

Menu and Favorites8

 Will the filter in the menu give users access to items that have been removed from their menu?8

 Can the Menu Icons and Favorite Button Sizes be modified?8

 As an administrator, am I able to prescribe, pre-load, or set fixed favorites for specific users or groups?9

RecTrac Help9

 Will Topic Documents and Knowledge Articles be updated to reflect the new UI?9

 How do I access Help in the new UI?9

WebTrac9

 Will the new UI affect my patrons on WebTrac?9

 When will WebTrac be updated to the more modern look?9

Miscellaneous 10

 Will this new UI still use VIC for printing and interacting with peripherals? 10

 Are there any changes to how profiles work or how screens are managed? 10

 Can I customize the color palette of the application (dark mode)? What about customizing the background image? 10

 What will my Demo look like? Will it still be very easy for my users to tell they are in Demo? 10



RecChat Next Gen UI Edition – Frequently Asked Questions

Access to the new UI

Is the new UI free or is this something I purchase?

The new UI is free and included as part of your annual maintenance.

Do I have to use the new UI immediately?

The new UI will be available immediately following your 3.1.10.00.00 update. Don't worry though! Your users won't see the new UI until you enable it for them.

Can I limit which users have access to the new UI?

Yes, you can. After updating to 3.1.10.00.00, you will see a new NextGen interface parameter in your RecTrac database. The NextGen interface parameter will give users access to your production system using the new UI.

You can also turn on the New UI in your demo environment via the "Enable Modern UI" toggle in your demo interface parameter. Once you're ready to make the switch permanent, simply turn on the "Enable Modern UI" toggle in your default RecTrac_1 interface parameter.

My RecTrac is hosted by VSI, when will be able to access the new UI?

The 3.1.10.00.00 update for VSI Cloud customers is scheduled for 10/15/2019. You will be able to access the new UI immediately upon completion of the update.

So, I don't have to change over to the new UI right away. Will there come a time when I will be forced to switch to the new UI?

Not immediately. We will deprecate the classic UI and move all users to the New UI at some point during the Q1 2020.

The New UI is available to all customers in the current release of 3.1.10.00.00. It is available to on premise customers as of 10/4/2019 and hosted customers will receive this version on 10/15/2019.



How much downtime will be involved with moving to the new UI?

None! Once you have updated to 3.1.10.00.00 (or higher), you can access the new UI by using a URL with the NextGen interface parameter or by turning on "Enable Modern UI" in your default interface parameter.

Can I switch between the classic UI and the new UI on the fly within a session?

Not right now. The new UI is triggered on initial access to the application. However, you can resume a classic UI session in the new UI and vice versa.

Where can my users get more exposure to this new UI prior to our 3.1.10.00.00 update?

We are working our public facing demo and should have that in November 2019. We will also be showing the new UI during our Fall user groups and state park and rec conferences.

I'm upgrading from 10.3 to 3.1 soon. Should I expect to see the new UI from day one?

Yes, going forward the standard practice will be for new 3.1 customers to onboard with the Next Gen UI.

Announcements

The new UI showed announcements on the home screen. Will system admins be able to create these announcements or are they VSI announcements only?

Initially these announcements will be created by VSI and updated with each new release version. We have heard a demand for system admins to have this ability as well. This is certainly functionality we will consider adding in the future.

Can the announcements on the home screen be turned off for specific users or groups?

Not right now. This has come up as a potential demand and we're listening. Stay tuned for more development with announcements in future releases.

Custom Screens

What will happen to my custom screens in the new UI? Will I have to rebuild them all?

Don't worry! Your custom screens will be intact and untouched in the new UI. The default application theme will be applied to the elements in your custom screens, but the layout and functionality of those screens will remain intact.

Is it possible to not move over my custom screens when going to the new UI?

This isn't a selection you can make on update. For customers wanting to start over without custom screens in the new UI, VSI recommends removing your custom designs from your Screen Design profile rather than deleting your custom screens. This will give you the ability to revert to your custom screens in the event you want to make the change more incrementally.

Can I still put buttons in a group header in the new UI?

Yes. While VSI is moving away from this design pattern with our default screens, the functionality is still supported in the new UI.

The new UI showed buttons grouped into lists. If I want to pull one of those buttons back out of the list on a custom screen can I still do that?

Yes. Button groups are maintained in Screen Management as they were in the past. Individual buttons can be removed from a group entirely or simply pulled out of the group to live on their own on the screen.



Can I add buttons to an existing More button group? Better yet, can I create my own button group?

Yes, and yes. Buttons can be added to an existing button group through the Advanced Field Params option on a Button Group in Screen Management. We have also introduced a new generic Button Group field that can be added to a screen to group existing buttons.

Customer Support and the RecTrac Lab

Can the RecTrac Lab and Customer Support be disabled for end-users?

Currently the RecTrac Lab and Customer Support items in the sidebar can't be disabled.

Is the RecTrac Lab open to all users or is it an added fee?

The RecTrac Lab is free to all users and is included as part of your annual maintenance.

Is the RecTrac Lab accessible from my demo database?

Yes, The RecTrac Lab is accessible from both your Production and Demo environments within the new UI.

Menu and Favorites

Will the filter in the menu give users access to items that have been removed from their menu?

No, it won't. The menu filter is specifically filtering menu items that the user has access to.

Can the Menu Icons and Favorite Button Sizes be modified?

The icons used for the application sidebar, menu, and favorites are fixed in the application. The icons are a representation of the traditional RecTrac modules and a sub-icon representing the function the menu item represents (processing, reporting, management, etc). The text and button size will be dependent on the screen resolution, browser zoom/font settings, and the operating system font size settings.



As an administrator, am I able to prescribe, pre-load, or set fixed favorites for specific users or groups?

Favorites have been designed as a user-defined element to help personalize the RecTrac experience for end-users. For that reason, favorites can't be prescribed or fixed for an end-user or group of users. Admins will continue to have full control over a user's Menu, specifically the classic Home/Favorites group within the full menu. And don't worry, your users can only favorite programs you give them access to in the menu.

RecTrac Help

Will Topic Documents and Knowledge Articles be updated to reflect the new UI?

Not all Topic Documents and Knowledge Articles will be updated to reference the new UI immediately, but we are working on it. In general, workflows and steps to processes have not changed, so the help is still accurate, and the screenshots will be updated as we roll out the new UI.

How do I access Help in the new UI?

The new UI contains an "Enable In-App Help" toggle within the Support sidebar. This toggle enables the "i" Information icon field level help you've come to know and rely on throughout the application. Click any "i" to access the full-page help.

WebTrac

Will the new UI affect my patrons on WebTrac?

No, the new UI is strictly for RecTrac and your staff only. We are currently working on modernizing the look and feel of WebTrac, but it's not quite ready yet.

When will WebTrac be updated to the more modern look?

WebTrac UI updates are currently in the works and will be available by the end of 2019.



Miscellaneous

Will this new UI still use VIC for printing and interacting with peripherals?

Yes, the new UI will still be using VIC. We are currently working on a new method for installing VIC. Keep an eye out for more information on VIC soon.

Are there any changes to how profiles work or how screens are managed?

No changes right now. Profile management and assignments continue to work as they have in the past. Screen and Menu Management are unchanged in the 3.1.10.00.00 release.

Can I customize the color palette of the application (dark mode)? What about customizing the background image?

Currently the RecTrac color palette is fixed within the new UI. We understand your desire to brand RecTrac for your staff and we are looking into it. Our current focus is usability and accessibility for all users. As we continue to progress with our new UI, adherence to various WCAG and 508 best practices are at the forefront of our development efforts.

What will my Demo look like? Will it still be very easy for my users to tell they are in Demo?

Initially the new UI will look the same in demo and production. Don't worry though, we're working on fixing that right now.