

RecChat Kiosk and Next Gen Updates Edition

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RecChat Kiosk & Next Gen Updates Edition

Kiosk Scan/Swipe/Lookup Functionality

Does the Kiosk work with finger vein readers?

Not yet. The Kiosk currently supports standard Keyboard Emulation USB barcode scanners/readers.

Does the Kiosk work with a physical keypad attachment for doing Manual Lookup?

Yes, the RecTrac Kiosk Interface will work with a physical keypad attached to the workstation.

Can members look themselves up if they forgot their membership card/fob?

Yes, it is possible for a Kiosk to be configured to allow manual lookup. In this configuration, the patron must know their Cross Reference or Member ID to lookup their account.

Note: The Kiosk will not support member lookup by name.

Can a patron type in a number using an on-screen keypad for lookup?

Yes, the beta version of the Kiosk will work with your Windows Operating Systems built-in on- screen touch keyboard. Limitations may apply based on the version of Windows running on your device. Mobile devices such as tablets require no additional configuration to utilize the on- screen keyboard.

Vermont Systems is planning to implement an application controlled on-screen keyboard in future versions. This will allow you more control of the configuration of the on-screen keyboard to better tailor your patron's Kiosk experience.

Can the Kiosk read QR Codes for members?

The Kiosk will be limited only by your physical barcode reading hardware.

Hardware Configuration

Can a Kiosk session be run on a patron-facing touchscreen while running a standard RecTrac User Session on a staff-facing monitor from a single workstation?

This is not a supported Kiosk configuration. The Kiosk utilizes a keyboard emulation input device, which will place the scanned/swiped id value wherever the cursor is on the workstation. This would not work in an environment running multiple sessions. For this type of scenario, RecTrac's existing Background Visit Processing capability is still the best solution.

Can I run the kiosk on an iPad or other Mobile Device?

Yes and no. A mobile device capable of proper OS lockdown, a minimum resolution of 1366 x 1024, and a supported RecTrac browser can run the Kiosk application. If you plan on taking payments or printing receipts from your Kiosk however, then the device will also need to be running a Windows 10 operating system. This will rule out iPads and other Android devices but there are still Tablet solutions, which run on a Windows 10 OS. Stay tuned for more information on Vermont Systems's recommended and supported hardware configurations for Kiosks.

To run the Kiosk would we need to setup Windows into Kiosk Mode to lock down the OS?

Yes. We strongly recommend that any workstation operating the RecTrac Kiosk be locked down. This may include but is not limited to running Windows in Kiosk Mode, disabling specific keystrokes, removing physical access to USB ports and more. Consult with your local IT professional for more details and information on configuring a workstation to act as a kiosk or digital signage.

Can the Kiosk be used to open an Access Control point such as a turnstile or door?

No, at this time the Kiosk cannot act as an Access Control point. Vermont Systems will continue to monitor demand for this functionality in the field. The kiosk will however support Access Ticket printing in Phase 2, and those access tickets can be scanned at your existing access control points.

Customization Options

Can we display Members, Passes, Purposes, etc. in multiple columns to prevent scrolling?

Not yet. The current Kiosk solution supports only list style selections. A grid style has been considered and we'll be looking for additional Patron and Customer feedback before adding this as an option.

Are the Purpose prompts shown in the demo customizable?

Yes, these prompts are based on the Visit Purposes you have configured on your Memberships and your individual Kiosks.

Can we customize the patron facing messages that are displayed in the Kiosk (Example: "Member not found" message on an invalid swipe)?

Not yet. The messages displayed in the Kiosk during our beta phase are fixed. Vermont Systems is looking for customer feedback on which messages require customization capabilities, which should be fixed, and what messages are maybe missing and/or not needed at all.

Other Functionality Questions

Will the Kiosk support Activity Drop In and Attendance?

Yes, Phase 2 of the Kiosk will have support for both paid Activity Drop In as well as enrolled Activity Attendance tracking. These will be presented to the patron exactly like the Visit Purposes displayed in the RecChat demo. For classes with drop-in fees associated; the fee will be displayed directly in the button.

Will the Kiosk support both free and paid Guest Visits for patrons without a household in the RecTrac system?

Yes, Phase 2 of the Kiosk will have support for Daily Guest Check-In.

How does the RecTrac Session Cleaner affect my Kiosks? Will it timeout my Kiosks sessions requiring user intervention to bring them back online?

Good news, Kiosk sessions are not affected by the RecTrac Session Cleaner. Kiosk sessions are designed to be long-lived sessions capable of running for days, weeks, months, and beyond. The only timeout sessions related to Kiosk sessions are for an individual swipe process and those settings can be controlled on a per Kiosk basis from within RecTrac.

If a member is using a punch pass, will the Kiosk tell them how many punches are remaining? If a member's pass is going to expire soon, will the Kiosk inform them?

When members have multiple pass types and one is a Punch Pass, then the pass selection screen will show the number of visits remaining on the Punch Pass prior to selection. At this time, we have not implemented membership expiration warnings, or punch visit warnings during check-in on the Kiosk. These are features we are certainly planning to add in a future release.

Would tickler messages or household balance owed messages be displayed on the Kiosk during check-in?

Currently these messages are not included in the check-in process. Vermont Systems will be actively seeking feedback from customers during the beta period to identify the types of messages customers are looking to have displayed on a Kiosk interface versus a staff facing visit check-in.

Will Kiosk visits show up on our visit processing screen in RecTrac at the front-desk?

Yes, the visit processing DataGrid at your front desk will display Kiosk visits as long as the Visit Location used for kiosk matches the Visit Location set at your front desk.

Will patrons be able to swipe out on the Kiosk?

No, the current Kiosk logic does not support swiping out on a Kiosk. However, if your memberships are setup to track swipe-outs, then a member can check-in at the kiosk and later swipe out at your existing point of exit. Vermont Systems will continue to monitor demand for this functionality.

Cost

Is there a cost associated with the Visit Check-In Kiosk?

Yes. Use of Kiosk requires a subscription service at \$50.00 per month per kiosk (\$300.00/year/kiosk). Additionally, you must be licensed for the Pass Module. Contact Vermont Systems Sales (sales@vermontsystems.com) if you have further questions or require a quote.

RecTrac Next Gen Updates

Did you know you can hide In-App Product Announcements, and disable access to the RecTrac Labs and Vermont Systems Support sidebar contents in the Next Gen User Interface (UI)?

These settings are controlled in your Permissions Profile under Interface Settings on the Button/Misc Settings tab.

Dashboard Charts are coming to the Next Gen UI.

Dashboard Charts from the Classic UI will be migrated to the Next Gen UI starting in version 3.1.10.03.00 slated for release in early April 2020. There will be some changes to dashboard chart delivery that will affect both the Classic and Next Gen UI in this release. These changes will allow you to retain the existing functionality of your charts while also allowing for them to easily transition into the Next Gen UI. Don't worry, none of your existing charts will go away, and we won't be making any changes to the chart creation process (yet). You will have the same dashboard charts you've come to know and rely on with a facelift. Look for more information on this in a future RecChat.

Enhanced RecTrac SSO Offering Deprecation of VIC Client Active Directory Authentication

The RecTrac Next Gen UI comes with a new SSO solution leveraging Shibboleth to replace the current functionality of VIC Client Active Directory Authentication. With this new functionality available, the VIC Client Active Directory Authentication feature will be deprecated in the Next Gen UI. If your organization currently relies on VIC Client Active Directory Authentication, please contact Bryan Gillilan (bryang@vermontsystems.com) for more information on making the transition to Shibboleth in the RecTrac Next Gen UI. For more information regarding Shibboleth visit <https://www.shibboleth.net/index/>.