RecChat Halloween Spooktacular Edition – Frequently Asked Questions

11/08/2019

Vermont Systems Inc. | 12 Market Place, Essex Junction, VT 05452 | 877-883-8757

Copyright Information

© 2019 by Vermont Systems, Inc.

This document is the property of Vermont Systems, Inc. and is provided in conjunction with an agreement between the customer and VSI for Licensed Software or Software as a Service (SaaS). The document(s) and software referred to in this publication may not be copied, distributed, electronically transmitted, posted on the web or altered in any way without the express written consent of Vermont Systems, Incorporated. The information contained in this document is subject to change without notice.

Vermont Systems, Inc.
12 Market Place
Essex Junction, VT 05452
www.vermontsystems.com

Contents

RecChat Halloween Spooktacular Edition – Frequently Asked Questions 5

RecTrac 3.1 5

Is there a way to filter out duplicate email addresses when running a RecConnect? 5

Is there a way to use CSS for custom Touch POS buttons? 5

What's the recommended "best practice" for entering addresses for other countries into household management? 5

Can we create a shortcut for just League Registrations or does everything have to go through Global Sales? 5

What is the difference between 'Builds' and 'hot fixes?' To verify, 3.1.10.00.02 was a hot fix, correct? 6

Does the 3.1.10.00.02 Interim Release contain the fix for WebTrac passwords sent to patrons by customer service staff? 6

How much downtime is involved when going from version to version in 3.1? When we upgraded from 3.1.09.04.02 to 3.1.10.01, I was told there was no down time, but during the upgrade, folks did get disconnected (but only for a few seconds). If I upgrade to 3.1.10.00.02, is it pretty much the same? 6

Can you provide functionality to see canceled classes in Global Sales so my CSRs can see canceled classes easily? 6

Q: How can we see the dates that our waivers were completed? 6

Is there an option to add a guest name when using the Daily/Guest Household in the Pass Visit Processing window? 7

RecTrac 3.1 Next Gen UI 7

Kiosk Mode – What features will be made available? 7

Will there be a Dark Mode for the Next Gen UI? 7

When will SSO be available for the Next Gen UI? 7

How can modify the background in Demo to read "Demo Demo Demo," like it does in the classic UI? 7

How do we remove a 'Favorite' from the Sidebar menu? 7

©2019 by Vermont Systems, Inc.

Will you be allowing for more than five (5) Favorites on the Sidebar? Alternately, is it possible to add a Favorite to the Dashboard without adding it to the menu bar? 8

Can you provide any hints or information about the the Next Gen UI design for WebTrac? 8

General Questions 8

Please tell us more about RecTrac Lab 42! 8

How many of your total customers are hosted? 8

How many Canadian customers do you guys have - roughly? I have always been curious! 8

Can you do a RecChat on customizing reports and/or screen design? 8

What is the cost for the virtual symposium? 9

Please tell us what your favorite features are in the software! 9

©2019 by Vermont Systems, Inc.

RecChat Halloween Spooktacular Edition – Frequently Asked Questions

RecTrac 3.1

Is there a way to filter out duplicate email addresses when running a RecConnect?

We do not have a duplicate check for RecConnect. The best way to reduce email duplication is to use one of the Match Options on the RecConnect Results screen. This is done during the initial fetch.

Is there a way to use CSS for custom Touch POS buttons?

Technically, all the Touch buttons are now CSS. This allows for scaling, but there are no special options for custom code.

What's the recommended "best practice" for entering addresses for other countries into household management?

There is a Country list on the Static Parameters profile, which should be pre-populated. This field can be edited as well, in the event the Country you need isn't already on it. Use Screen Design to add a Country field to your Household Update screen. You can set USA as your default entry and then overwrite it as needed when adding a new household.

Can we create a shortcut for just League Registrations or does everything have to go through Global Sales?

All processing goes through Global Sales, but you can use the Daily Processing profile and/or screen design to limit Global Sales to see only the League module.

©2019 by Vermont Systems, Inc.

What is the difference between 'Builds' and 'hot fixes?' To verify, 3.1.10.00.02 was a hot fix, correct?

To be clear first on terminology, a 'hot fix' is actually an Interim Release.

A Build provides both new functionality and defect remediation. An Interim Release addresses defect remediation only. The difference is in the numbering scheme. An Interim Release increments the last two digits by 1. A Build increments the fourth set of digits by one. For Example:

- 3.1.10.**00.02** is the current release level of 3.1.10.**00**.
- 3.1.10.**01.00** will be the next Build.

Does the 3.1.10.00.02 Interim Release contain the fix for WebTrac passwords sent to patrons by customer service staff?

Yes. RecTrac 3.1.10.00.02 fixes the issue with sending passwords to patrons.

How much downtime is involved when going from version to version in 3.1? When we upgraded from 3.1.09.04.02 to 3.1.10.01, I was told there was no down time, but during the upgrade, folks did get disconnected (but only for a few seconds). If I upgrade to 3.1.10.00.02, is it pretty much the same?

The update.exe runs a background process to ensure your AppServers refresh. Users logged into RecTrac when this happens may notice a stutter if the AppServers are restarted. Users typically should not notice this, but sometimes a disconnect or two may occur. This is why we always recommended running updates at a quiet time.

Can you provide functionality to see canceled classes in Global Sales so my CSRs can see canceled classes easily?

This is a great idea, and we will write this up as an enhancement!

Q: How can we see the dates on which our waivers were completed?

When going into Household Management, the Document/Waiver Tab has the date that each waiver was viewed/agreed upon.

©2019 by Vermont Systems, Inc.

Is there an option to add a guest name when using the Daily/Guest Household in the Pass Visit Processing window?

Your best bet here is to add a Question on your Daily Passes and have the answer be the patron's name. This will record it to Daily Household.

RecTrac 3.1 Next Gen UI

Kiosk Mode – What features will be made available?

Kiosk mode is currently planned for visit processing. Standalone system that customers can use to scan their key fobs, change their visit purpose, and other check in features. More to come in a future RecChat.

Will there be a Dark Mode for the Next Gen UI?

Yes! Dark Mode has been highly requested and is on the way in a future build. We have no release date information yet.

When will SSO be available for the Next Gen UI?

In process, Task # RT31-14618507714.

How can we modify the background in Demo to read "Demo Demo Demo," like it does in the classic UI?

This was missing from initial release but is available now. Simply download the latest Interim Release.

How do we remove a 'Favorite' from the Sidebar menu?

'Favorites' can be added/removed from the Sidebar in Edit Mode on the Home screen. On the Home screen, find and click the pencil icon just above the Favorites area. The top row (i.e. the first five (5) icons) are the same icons that appear in your Sidebar. When in Edit Mode, you can add, delete, and move Favorites. Arrange as desired and click the Checkmark icon to save your changes.

©2019 by Vermont Systems, Inc.

Will you be allowing for more than five (5) Favorites on the Sidebar? Alternately, is it possible to add a Favorite to the Dashboard without adding it to the menu bar?

The Sidebar was built to display the first five (5) Favorites, as defined by the user. After that, you may add as many Favorites to the home screen as you wish.

Can you provide any hints or information about the Next Gen UI design for WebTrac?

We will be discussing this in an upcoming RecChat. More to come!

General Questions

Please tell us more about RecTrac Lab 42!

Lab 42 will be the premium offering from VSI EDU. This will have all content from the base RecTrac Lab, but it will also include named licenses for each of your users. This will allow for an account admin to track individual course completions for each user. We'll also be including Management level e-learning courses at this level. Expect to hear more by Q2 of 2020

How many of your total customers are hosted?

We currently have 144 fully hosted 3.1 customers, and 50 who are Web hosted only.

How many Canadian customers do you guys have - roughly? I have always been curious!

We have roughly 15-20 customers located in Canada, eh?

Can you do a RecChat on customizing reports and/or screen design?

Beginning in Q1 2020, we will be offering virtual symposiums for training on topics such as these. These virtual symposiums will offer more in depth training, where RecChats are more for general discussion on topics.

©2019 by Vermont Systems, Inc.

What is the cost for the virtual symposium?

This has yet to be determined. We will provide further details soon!

Please tell us what your favorite features are in the software!

Mike - The filter menu because it offers a fast and easy way to filter down to find what you want.

Goodwin - The DataGrid. It's great for reporting and filtering to find exactly what you want.

Zach - The RecTrac Lab. I mean, have you seen how well those guys teach???

©2019 by Vermont Systems, Inc.