3.16.1 Release Notes

Contents

Overview
What's New?

COMPanion is pleased to announce the release of KeepnTrack 3.16.1, offering improved performance and new features!

In this update you will notice a new administration module, rounding out the look, feel, and function of the program across the Administration and Kiosk components. In addition, a number of areas have been enhanced to offer additional functionality. Here are some of the many changes in 3.16.1.

- **New Administration Module.** All areas of Administration have been updated and enhanced for performance, security, and usability. These improvements are not only visually attractive and functional, they are built upon the latest in web technologies, paving the way for a number of exciting enhancements to come. Be sure to look over any area you regularly use, including Person Management, Volunteer Application Management, Criminal Background Checks, and others—they have all been improved!

- **Select a Facility.** Operators will now select a facility when logging into Administration, just as they have done at the Kiosk in the past. This improves security and allows KeepnTrack to better configure the user's environment. For example, the search windows and selection options in reports and utilities will be preconfigured for the facility you are currently logged in to.

- **Person Effective Dates are now Classification Specific**. People can be added to the system in advance and be prevented from signing in, under a particular classification, until a certain date has arrived. Conversely, they can also be prevented from signing in after a certain date.

- **Updated Preferences.** Preferences are now organized so that you can easily access all account and current facility settings in a single view, provided you have the necessary security access.

Unknown macro: 'multiexcerpt-include-macro'

New & Improved
New & Improved

Special Considerations

- **Clear Browser Cache.** Due to changes in the web interface architecture it may be necessary for users to clear their browser cache and recreate new bookmarks for commonly used modules before using KeepnTrack. If you do not do this, some pages may not load correctly or they may appear to load but not function as expected!

- **Review Security.** With numerous improvements to classification and facility security, it is recommended that you review your security groups and operators to ensure your users have appropriate record type access.

- **Reconfigure 2D Scanner.** Due to changes in People Management, you must reconfigure any 2D scanners that you'd like to use with KeepnTrack for the purpose of creating new records in this module. You can do this by simply scanning the appropriate configuration barcodes found HERE.

Improvements

Applications

- KeepnTrack now provides you with the ability to disable your volunteer application and display a message of your choice. This is useful during the times you are not taking applications, such as over the summer break.

- Volunteer Application Notifications now support HTML.

Background Checks

- If you run Background Checks through KeepnTrack, you'll be happy to know the window has been redesigned in a similar format to the Sex Offender window. When you run a Background Check, and finish looking through the results, you have the option to mark that the person either Passed or Failed; OR, if you can't make a decision right now, Defer to set the status to Needs Review and you can easily find those records later.

Help

- In an ongoing effort to improve communication with our customers, we have created a new Message Center within KeepnTrack. Use this new tool to watch out for important announcements on software updates and other significant events.

- Administration offers a new "About" module with help links and information to orient new users, as well as a form to email Customer Support, Account Information, and a quick link to supplies.

Management

- People and Application Management have been reorganized and enhanced with improved search options.

- The rules for Person IDs are now more explicit — they must be 4–15 UPPERCASE alphanumeric characters long, contain at least 1 numeric character, and be unique. Upon conversion to 3.16.1 the system will validate existing IDs and enforce the case requirements. We will not automatically remove or change any IDs that do not adhere to the new requirements; however, the system will now enforce these rules in both the management modules as well as for data import.

- People now have a primary phone so you know which number to call first.

- KeepnTrack now supports both lifetime hours and current period hours for volunteers and other classified people. Operators have the ability to define the current period and reset that counter when necessary. With this improvement we have deprecated the archiving of history records to a summary file — lifetime hours now reflects the current period activities as well as any previously archived hours. As history records are removed in the future, the current period hours can be adjusted but the lifetime hours will be maintained indefinitely. In all cases it is recommended that administrators run and save history reports for any activity they wish to permanently record.

- Security enhancements have been made to History to ensure that if anyone changes a History record, KeepnTrack keeps track of that change in a History Change Log. The record tells you at a glance if the record was created manually, and if it has been modified. When you change a record, you can now make a note explaining why you made that change.

- History record Transaction Start and End are set when the record is created and are no longer editable, but you can modify the Duration on a case-by-case basis in order to adjust for discrepancies or user error and award proper minutes to your volunteers (or other people).

Preferences

- Preferences and facility management have been separated. Preferences are now organized so that you can easily access all account and current facility settings in a single view.

- You can now configure an Account Announcement that shows at all of your facilities, as well as individual announcements and welcome messages for each facility.

- Ethnicities, Volunteer Types, and Staff Types are now all Account preferences.

Printing

- KeepnTrack now offers the ability to override printing behavior on a person-by-person basis. Options include Never Print, Ask to Print, and Respect Workstation Settings.

Security

- KeepnTrack now enforces the logged in operators classification and facility access in management windows. For example, if an operator only has access to manage person records for staff they will not be able to manage those person records that are classified as a student only. We recommend that administrators review their security settings for all security groups and operators following this update.

Removals

- The utilities to 'Archive History Records' have been removed since this is no longer necessary.

Maintenance Updates
Maintenance Updates

17 February 2017

Kiosk

- The Person Identification improvements released in 3.16.3 now also apply for sign-in and sign-out scenarios where birthdates are not being required. Access Denied Alert email and text messages are now being sent in all cases where there is at least one identified record, marked as status 'Access Denied', with matching name, classification, facility, and birthdate for the person attempting to sign in. Corrected an issue that could cause the camera to not work in the Kiosk.

Miscellaneous

- A number of minor aesthetic and functionality improvements have been made throughout the program. Application Notes and Preferred Times can now be edited in both People and Application Management.

Preferences

- Alert preferences now contain an option to 'Also Alert for possible Sex Offender matches in Self-Service'.

System

- Various reliability and performance improvements.

Management

- Corrected an issue which could cause the Government ID (SSN) field to be cleared and not saved during various management operations, such as merging records.

Kiosk

- Improved handling and error messages for certain edge case scenarios, such as attempting to sign out a person who has been deleted since they were originally signed in.

Preferences

- Corrected an issue with Account IP Access (restrictions) which could cause the system to block user access from more addresses than specified.

Printers

- Improved support for USB badge and slip printing in all currently supported browsers. Please see the Install Guides page for more information and to download the latest drivers.

Volunteer Applications

- The Volunteer Applications window will no longer re-lock after each approval or rejection.

Kiosk

Restored functionality to the Reprint Last Label (RP) Command.

SOR and CBC Checks

Restored the sex offender results list link to the alert email that can be sent, optionally, when the system has identified possible matches for the person signing in at a self service kiosk.