

# KeepnTrack Makeover



This page has been moved to <https://support.keepntrack.com/keepntrack-makeover/>

*subject to change until the official release of the KnT Makeover.*

It's finally on its way—the new KeepnTrack will be released summer 2024. We'll be switching over the old KeepnTrack v3 servers and ending support for the old KeepnTrack.

Keep reading to learn more.

## What's happening?

This summer, KeepnTrack v3 customers will be upgraded to the brand new web-based KeepnTrack.

## Why now?

KeepnTrack v3 is an outdated program that has not been in development for several years. In short, KeepnTrack v3 will not be able to run efficiently on new operating systems and web browsers. Moving all of our customers to the new KeepnTrack this summer will give us the ability to adjust for industry standards and changes for many years to come.

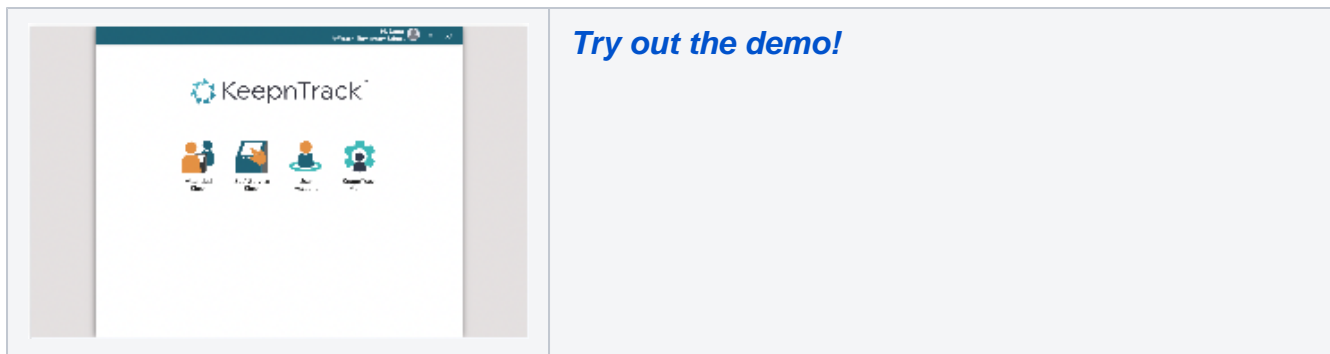
## What should I look forward to?

- Enhanced performance and stability
- Modern web technology
- Stronger web and data security
- Web responsiveness
- Simplified preferences and settings
- Persistent Kiosk Settings
- Customizable Roles (classification names)
- Customizable terminology
- Branding with logos in Kiosk
- Saved reports
- More granular security settings
- Terms: "Facilities" are now called "Sites". "People" are now "Users".
- Coming later: User management with SIS integrations like GG4L

Read on to learn more about the new KeepnTrack, what will NOT be included, and more about the timeline.



See also [KeepnTrack Makeover FAQs](#).



## About KeepnTrack

KeepnTrack (KnT) is a straightforward visitor/volunteer management system.

Here is the basic workflow:

- Add user records for the people in your facility. Or, these people can be added when they first sign in to a kiosk.
- All users are of the role Visitor and can be assigned to additional roles (e.g. Volunteer).
- Set up Activities, or reasons for signing in, which show on kiosks for a specified role.
- Front office personnel can set up an Attended or Self-Service kiosk for people to sign in.
- Users sign in to Activities at kiosks, and this creates history.
- Run reports on history to see summaries of hours or individual visits.

## What is NOT available in the new KeepnTrack?

It's not all peaches and cream—the new KeepnTrack does not have many of the features of the old KeepnTrack.

- Background checks are not available in the KnT demo but will be available in summer 2024; tokens are required.
- Sex offender checks are not available in the KnT demo but will be available in summer 2024; tokens are required.
- ⚠️ There are no more free automatic sex offender checks.
- ⚠️ There are no volunteer applications at this time. You can always use Google Forms and save responses to a spreadsheet, then import the users into KeepnTrack.
- NO camera support for Users or Kiosks yet.
- NO history UI and no editing history
  - NO manually adding history
- History is kept for 2 years (24 months) then automatically removed.
- NO merging patrons to start
- LIMITED classifications: Visitor, Role 1 (Volunteer; term), Role 2 (term)
  - Roles are basically just tags; i.e. designations to pull reports and set activities
  - There's no special data for any role
  - Effective/expiration dates for volunteers only
- LIMITED activities; no Destinations (i.e. sub-activities)
- NO blocked sign-out
- NO alerts; this includes sign-in alerts, sign-in messages, operator messages, sor/check alerts
- NO verify (volunteer verification)
- KnT site access becomes admin/manager access. All visitors/etc can sign in at kiosks for any site.
- LIMITED reports (with limited selections), limited utilities; imports to come later; NO exports (at first)
  - YES Saved operations
- Job # is no longer supported, because nobody uses it.

*It's important to note...*

Your license cost will not be any more than what you are paying now!

If you decide to keep running sex offender checks on your visitors, this will require purchasing sets of tokens. The checks will be run manually through Users Management, or set to run automatically via kiosks.

## Timeline of availability

1. A KeepnTrack beta/demo will be available for you to try in **March 2024**.
2. If you decide to move to the new KeepnTrack, we can migrate you starting in **May 2024**.
3. The Sex Offender database will not be updated after **June 30 2024**. If you run checks, they will only be run on the archived database.
4. You will have the option to continue on KnT v3 for a limited period of time, if you fill out the proper forms by **May 30 2024**.
5. By **June 30 2024**, unless other arrangements have been made, we will migrate your KnT license to the new system.
6. Due to outdated OS requirements and security reasons, we are going to shut all remaining KnT v3 servers down by **July 30 2025**.


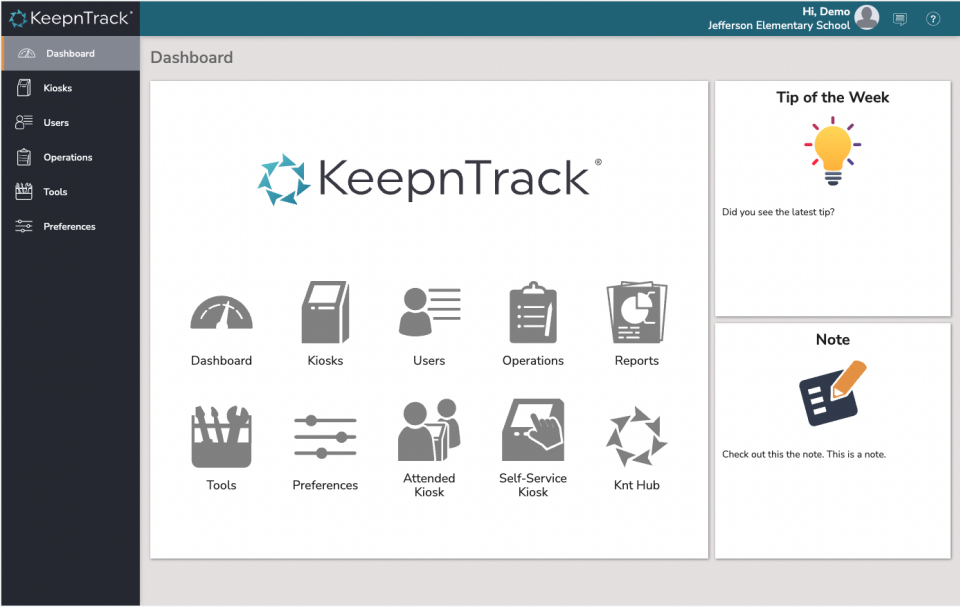
## Do you want to switch your license?

We understand that the new KeepnTrack might not meet your needs.

Please fill out this form (COMING SOON) to let us know whether you intend to use the new KeepnTrack or if you will be seeking alternative software.

Then we can contact you with more details about the move or about canceling your subscription.

### Here's what exists in the new KeepnTrack

Feature	Screenshot
<b>Hub:</b> Replaces the Application Picker. Your landing page for KnT.	
<b>Dashboard:</b> NEW! Allows quick access to some modules and space for COMPANY messaging (coming soon).	

**Kiosks Builder:**  
NEW!  
Lets you customize kiosk settings such as logo (branding) and messaging

KeepnTrack<sup>®</sup> Hi, Demo Jefferson Elementary School SITE-K

Dashboard Kiosks Users Operations Tools Preferences

Kiosks

Display

Site Notice

System Notice

Go to...

Self-Service

Attended

Hub

Branding

Upload your site or account logo to show on the hub page.

KeepnTrack<sup>®</sup>

Logo Link

png: >250K file size: 50-100 pixel height recommended

**Users:**  
Previously "People". Manage your person records, including their personal and contact information, roles (classifications), security access, and emergency notes.

KeepnTrack<sup>®</sup> Hi, Demo Jefferson Elementary School Actions

Dashboard Kiosks Users Operations Tools Preferences

Users Management

Name Search Advanced Search

Last Name First Name

Super Admin

Laura Aguilar

Albert

Quon Albert

Alford

Xerxes Alford

Allen

Dylan Allen

Alton

May Alton

Amstead

Lonnie Ann Amstead

Anders

Spencer Anders

Anderson

Darla Anderson

Anthony

Wilda Anthony

Apple

Rosalyn Apple

Archives

Sunny Ralph Archies

First | Middle | Last \*

Super Admin

Barcode \*

1601

Birthdate

10/6/2008

Status

Active

Site

Select a site

Overview Personal Contact Roles Security Emergency

Overview

Security Group:

Sites: Adams Middle School, Jefferson Elementary School, Washington High School

Location:

Authorized Roles: Visitor

Primary Phone #:

Primary Email:

Emergency Contact:

Medical Note:

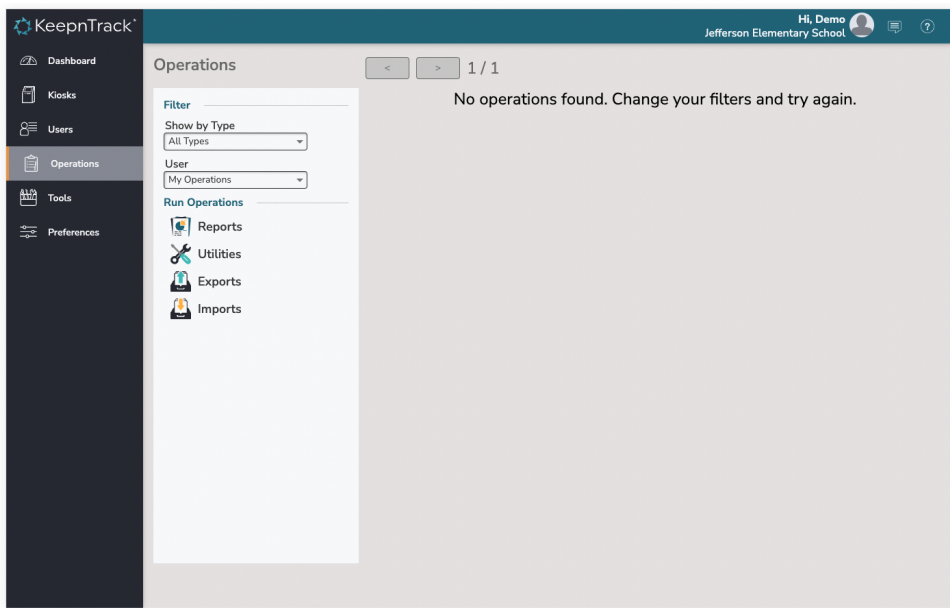
RSN: 603

Added on 06/24/2016 at 5:44 PM

Operations: queue of operations such as reports, and where you download reports

Reports and Utilities are available.

Exports /Imports coming soon.



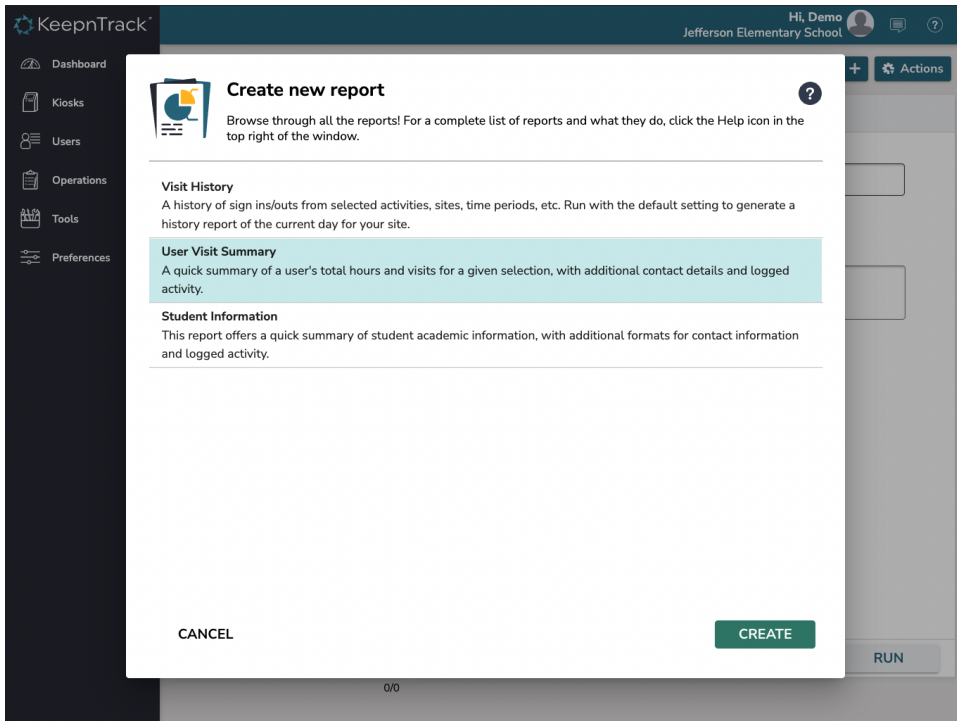
Reports: create and run new reports.

Reports available:

Visit History

User Visit Summary

Student Information



KeepnTrack®

Hi, Demo  
Jefferson Elementary School

Dashboard  
Kiosks  
Users  
Operations  
Tools  
Preferences

Reports

All saved reports  
Visit History  
Student Information  
User Visit Summary

Overview

Selections

Options

Report Name \*

User Visit Summary

Created by: Demo, Demo

Template: User Visit Summary

Notes

Keep notes to help you remember the details and why you run it.

RUN

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Hi, Demo  
Jefferson Elementary School

Dashboard  
Kiosks  
Users  
Operations  
Tools  
Preferences

Reports

All saved reports  
Visit History  
Student Information  
User Visit Summary

Overview

Selections

Options

This report offers a quick summary of student academic information, with additional formats for contact information and logged activity.

Site

Any

Users added

Date Range

7/15/1948

mmdd/yyyy

Users from

Homeschool

From

Through

User in Grade

7

Through

RUN

KeepnTrack®

Hi, Demo  
Jefferson Elementary School

Dashboard  
Kiosks  
Users  
Operations  
Tools  
Preferences

Reports

All saved reports  
Visit History  
Student Information  
User Visit Summary

Overview

Selections

Options

Sort by

Homeschool

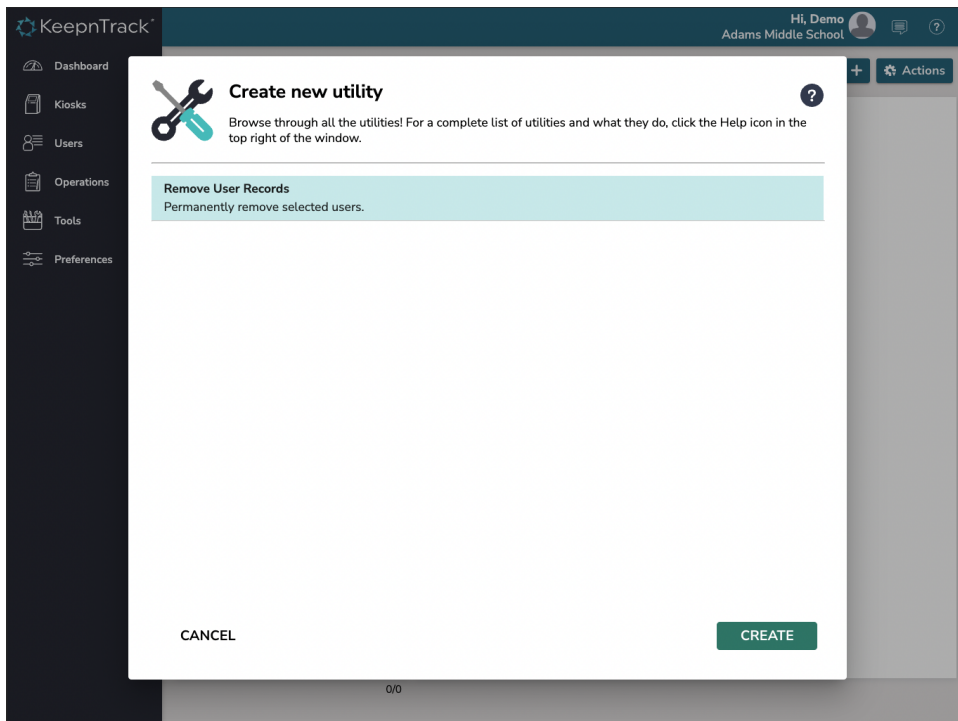
RUN

**Utilities:**  
create  
and run  
new  
utilities to  
change  
information.

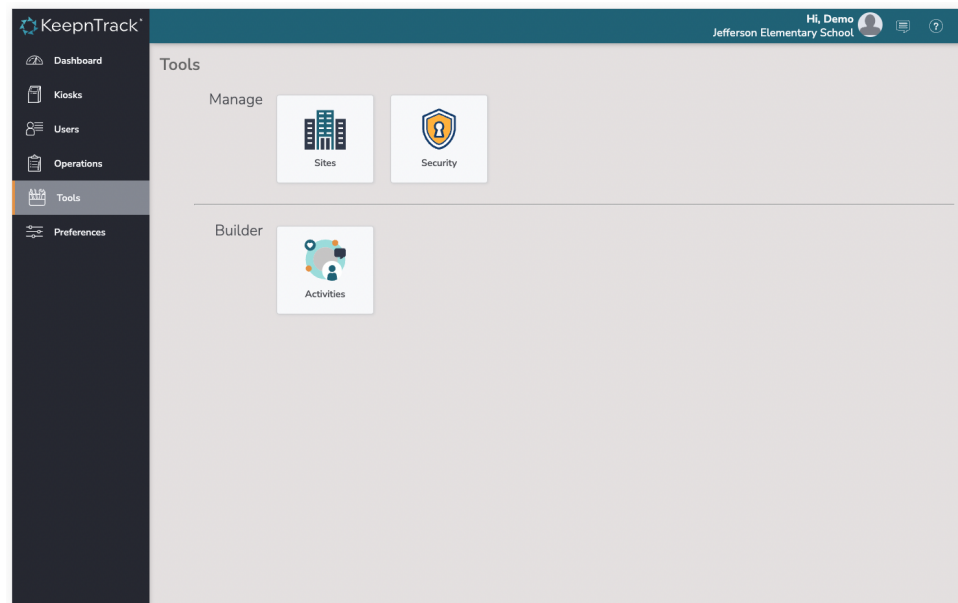
Utilities  
available:

Remove  
User  
Records

Set  
Current  
Hours  
(coming  
soon)



**Tools:**  
Access  
to tools  
modules



**Sites:**  
Previously  
"Facilities". Set site  
information such as  
emails

KeepnTrack

Dashboard

Kiosks

Users

Operations

Tools

Preferences

Hi, Demo

Jefferson Elementary School

Actions

Sites Management

Search

Adams Middle School

Jefferson Elementary School

Washington High School

Site Name \*

Jefferson Elementary School

Site Code \*

JES

Site Information

Site address and contact details are available to you operators in the Site Interface. Some of the information can be included in letter text or notices.

Site Notice

Site Contact

Micah

Relier

Contact Title

Administrator

Email

sales@keepntrack.com

Phone

801-943-7277

Address

1831 Fort Union Blvd.

Address 2

Salt Lake City

Utah

84121

Country

Site Record Notes

<?xml version="1.0" encoding="UTF-8"?>  
<Preferences application="KeepnTrack" NoteType="Facility">  
<group id="general">  
<reference id="kioskannouncement" />  
</group>  
</Preferences>

**Security:**  
adjust  
what your  
operators  
have  
access to

KeepnTrack

Dashboard

Kiosks

Users

Operations

Tools

Preferences

Hi, Demo

Jefferson Elementary School

SYSTEM-K

Security

Security Groups

Management

Kiosk

Tools

Operations

Account Administrator (0)

Facility Administrator (1)

Administrator (2)

Operator (3)

Person (4)

Visitor (5)

Give operators access to edit users, and perform user actions in both Users and Form Processing.

Users

Import, Export, and Utilities

☒ Add user history



**Activities**  
: Set up  
the kiosk  
sign-in  
reasons

KeepnTrack

Dashboard

Kiosks

Users

Operations

Tools

Preferences

Hi, Demo

Jefferson Elementary School

🔒

+

⚙️ Actions

Activities

Name

Search

🔍

Activity Name

Teacher Meeting

Activity Name \*

Teacher Meeting

Site

JES - Jefferson Elementary ...

Role

(1)Volunteer

Settings

Activity Settings

When sign in/out is not required, users will automatically be signed in/out. Minutes awarded is used when it exceeds the actual duration of the visit.

Transaction Type

☒ Untimed

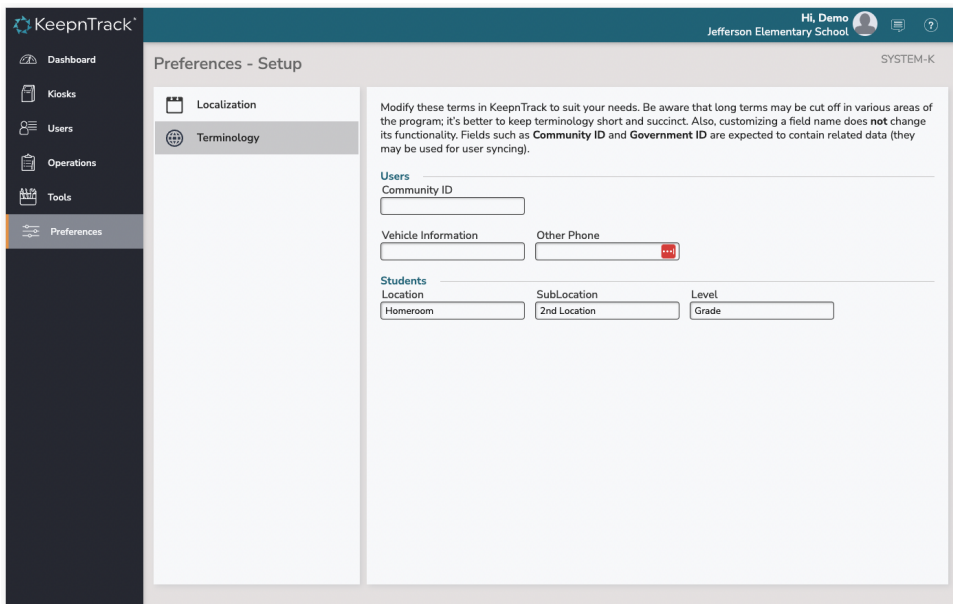
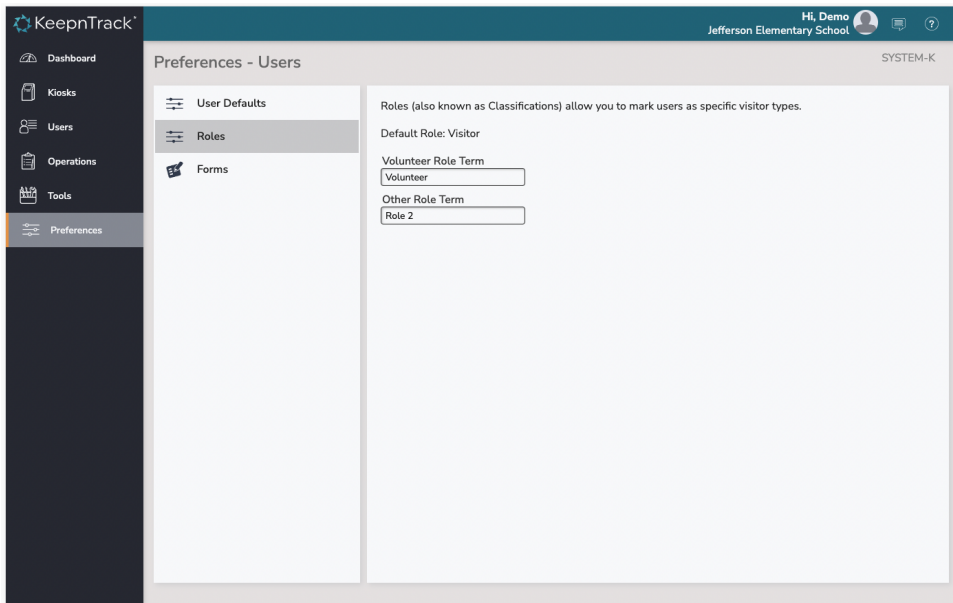
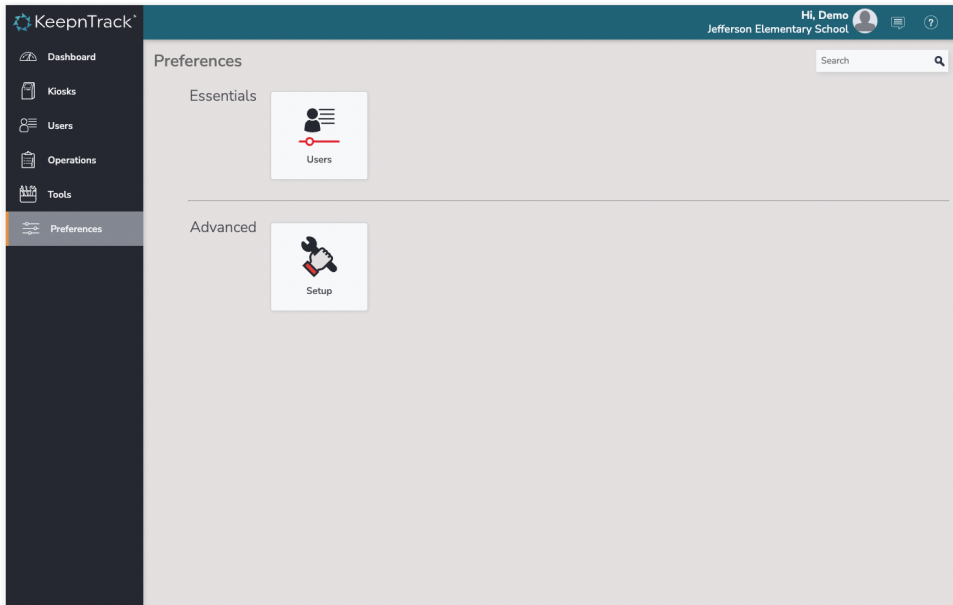
☐ Timed

Minimum Minutes Awarded

0

1/1

**Preferences:**  
Customize  
terminology  
(including  
Role  
names),  
language,  
and dates  
/currency.



**Kiosks:**

**Attended Kiosk**, designed to have an active responsible operator running it; and **Self-Service**, designed to operate without a person running it.

Both kiosks can be put into **Express Mode**, which is designed for quick sign-in and/or visitor creation.

Both kiosks support badge printing and license scanning.

The screenshot displays the KeepnTrack kiosk interface. At the top, there is a dark blue header bar containing a language dropdown menu set to 'English', the text 'Attended Kiosk', and 'Jefferson Elementary School' next to a user profile icon and a help icon. Below the header, the 'KeepnTrack' logo is on the left, and a 'Start' button with a speech bubble icon is on the right. The main area is titled 'SCAN OR TYPE YOUR INFORMATION' and features a large rectangular input field for scanning. Below this, the word 'OR' is centered. Underneath, the section 'ENTER YOUR INFORMATION' contains three input fields: 'FIRST NAME', 'LAST NAME', and 'BIRTHDATE' (with a date picker icon). A 'CONTINUE' button is positioned below these fields. In the bottom left corner, there is a 'CANCEL' button. On the left side of the interface, there are two placeholder boxes, each containing a speech bubble icon, representing areas for additional information or instructions.

**Kiosk Settings**  
(previously Workstation Settings) let you set up a kiosk to fit your needs.

The screenshot shows the KeepnTrack application interface with a 'Kiosk Settings' dialog box open. The background interface includes a language dropdown set to 'English', a 'Start' button, and a user profile for 'Jefferson Elementary School'. The dialog box, titled 'Kiosk Settings', contains the following elements:

- A note: 'These settings are browser specific and will be reset if you clear your cookies.'
- A 'Kiosk Name' text field containing 'Self-Service Kiosk'.
- Two checkboxes: 'Require birthdate with name' and 'Allow new visitors', both currently unchecked.
- An 'Express Mode' toggle switch, currently turned off, with a link 'Mode: Set Express Mode'.
- A 'Roles' section with three checkboxes: 'Visitor', '(1) Volunteers', and '(2) Role 2', all unchecked. '(3) Role 3' is listed but has no checkbox.
- A 'Printing' section with the text: 'Printing is currently being worked on and should be available in a future update.'
- 'CANCEL' and 'OK' buttons at the bottom.

Thank you.

COMPAnion Corporation & KeepnTrack administration