

KeepnTrack Makeover FAQs

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



When is v3 end of life? See the Timeline on the [KeepnTrack Makeover](#) page.

When can I move to the new KnT? See the Timeline on the [KeepnTrack Makeover](#) page.

Can I renew for a whole year? Yes, with the expectation that you will be switched to the new KnT on June 30th 2024 unless other arrangements are made.

Will Sex Offender Checks be included? No, customers must subscribe to the CBC/SOR utility to receive CBC and SOR checks through our data aggregator. Customers can always manually run SOR checks through another service provider or the NSOR website and log into KeepnTrack for free. Each customer will be provided 100 sex offender tokens as part of their utility subscription. (These checks will not be available to see in the KnT demo but will be available by June 30th.)

Will current driver's license scanners be supported? Yes, these can be used to quickly add people to the system and run SOR/CBC checks.

Will current badge printers be supported? The new KeepnTrack will only support the new badge printers. It will not support the Dymos and old Network Printers, so you must purchase new badge printers if you want to print badges. We will offer them a discount.

Benefits of the new printer:

- Network Printer supporting Cloud Print—it is a super simple setup and allows printing from multiple devices in different locations
- Compact in size
- Drop in and print paper loading
- Designed to prevent paper jams

Will current KnT cameras be supported? No, we will not use a camera in this initial release of KeepnTrack.

When will current sex offender checks be discontinued? We will discontinue updating SOR data June 2024. We will continue to store the SOR information so it can be used, but it will not be updated. After July 1st, 2024, users who require current SOR data will need to be on the new KnT and subscribe to the SOR/CBC utility. Customers will receive 100 SOR tokens as part of that utility subscription. Once these 100 tokens are used, the customer must purchase more CBC/SOR tokens to be leveraged by the utility or manually run and log the SOR checks through the NSOR website.

Why are we now charging for SOR checks? Due to our changes from our data aggregators, it is no longer financially feasible to offer unlimited Free SOR checks. We have done our best to keep the SOR check price point as minimal as possible for our customers.

Will data be transferred? Yes, we will transfer People data only. Please see all fields that will be transferred on the [Import Field Mapping](#) page; anything that has a "New Field Name" will be transferred.

What will happen to leftover tokens I've purchased? Leftover tokens will be transferred to the new KnT.

What if I don't want to switch to the new KnT? Any customer who chooses not to switch to the new KnT must be switched to a new system by the end of July 2025, as after this point you won't have access to your current KeepnTrack data; be sure to export or run reports for any data you want to keep.

Why are the badges more money than the current ones? The new KeepnTrack badges are less money. The old badge rolls came in boxes of 10 rolls per box, and only had 300 badges per roll. The new Keepntrack badges come with 12 rolls per box and 450 badges per roll. Old pricing was \$.053 /badge, and new pricing is \$.048/badge

That's it! If you have more questions, please email us at support@keepntrack.com.