

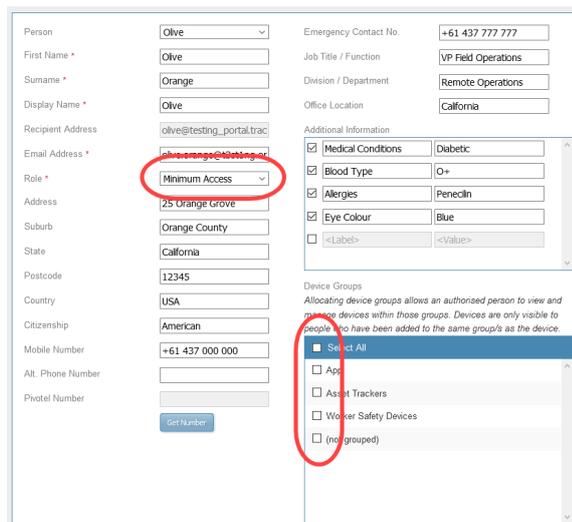
Tracertrak People

History

Historically, Workers and Users have been managed separately within Tracertrak. While this approach provided simplicity for access control and device allocation, it generally resulted in a duplication of administration effort with many Users also being Workers and thus needing to be entered as both a User and a Worker. The 2020-Q3 release introduces Tracertrak People, a consolidation of Workers and Users into a single representation which we call "People".

People

A notable difference with the introduction of People is a Person has both the ability to login to Tracertrak AND have a device assigned to them. Access permission for the Person is managed by the Role they are assigned and device visibility for the Person is controlled by the Device Groups they are given access to. To prevent a Person from having ANY permissions and ANY access to Devices, they should be added to the Minimum Access Role and not have any Device Groups selected. While they will still have the ability to login to Tracertrak, they will not have visibility to any device data or have any permissions to change anything. There is no way to prevent a Person from being assignable to a device.



The introduction of People into Tracertrak has been a delicate exercise and the Tracertrak Team has gone to great lengths to ensure that the integration is seamless and relatively pain free for administrators to implement. As the removal of Workers from Tracertrak is essential for future feature capabilities, it is hoped that ALL Tracertrak Administrators will take the initiative to migrate Workers into People.

NOTE: All Users will automatically be migrated into People and do not require any attention from Administrators.

Migrating Workers

There are two methods which Administrators can use to migrate a Worker into a Person:

1. The Migration Button

Administrators can use the migration button within the Configure > People screen (Show by Role). The migration button will be displayed next to any Worker that has a corresponding User, identified by the Worker and User having the same first name and last name or having the same email address. Clicking on the Migration Button will take the administrator through the migration process, resulting in the Worker and User details being merged and the Worker being deleted. Any devices allocated to the worker will be moved over to the user.



2. Adding a Role

Workers do not have roles and thus to migrate a Worker into a Person, the worker details must be edited to assign a role. A worker requires an email address and a role, upon receiving both, they will be migrated from being a Worker to being a Person, grouped under the Role they have been assigned. Workers who are assigned a Role rather than migrated using the Migration Button will receive a Tracertrak Welcome email so they have the ability to login to Tracertrak.

Minimum Access Role

The "Minimum Access" role has been added to offer a reliable means of migrating a Worker into a Person without giving that person any significant permissions within Tracertrak, however, any Role can be assigned to a Worker to make them a Person. The Minimum Access Role is not editable.

Controlled Release

The release of People into Tracertrak accounts will occur selectively over the months of October and November 2020. If you are keen to have People enabled on your account, please submit a request through the "Contact Us" form through the Tracertrak console. Once a sufficient number of customers have completed the migration, People will be enabled on all accounts.

Future Feature Enhancements

While the Tracertrak Team expects the migration of Workers and Users to require some small level of effort from Tracertrak Administrators, we believe the benefits will be well worth through both simplified account administration and future enhancements. Tracertrak People will enable a number of future enhancements including Contact Syncing, Device Notifications, Proximity Notifications, Improved App capabilities and more. We look forward to bringing these features into Tracertrak throughout 2021.

Tracertrak Console App

With the completion of the 2020-Q3 release, the Tracertrak Team is now packaging up the Tracertrak Console App. While some hurdles remain to be jumped, particularly with the Apple App Store, we are hopeful we will have a Console App release before Xmas 2020. Stay tuned.