

Tracertrak - Next Generation Console (NGC) Release Notes 2024 Q2 – V1.1

New People Centric Methodology

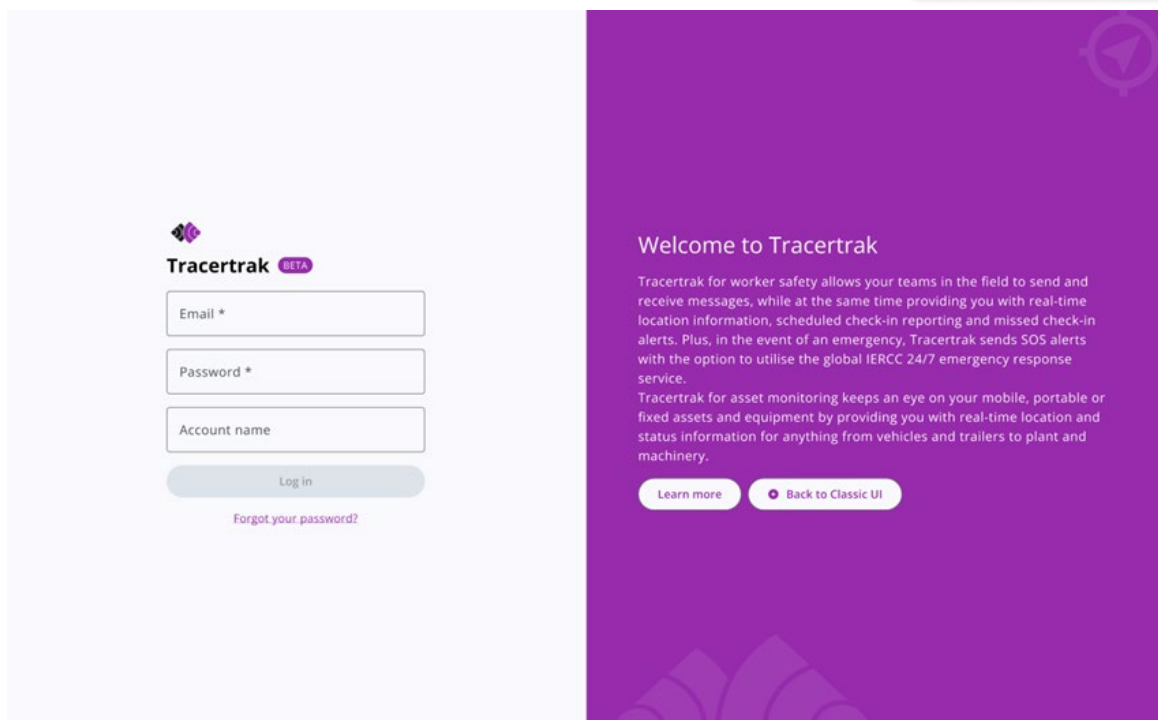
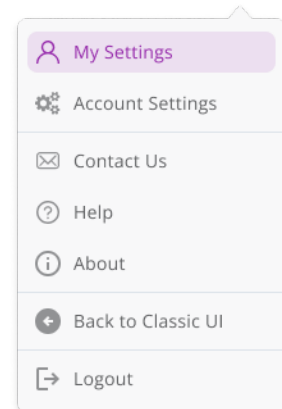
We have moved from Blue (Tracertrak Classic) to Purple (Tracertrak NGC)! As a result, you will experience a more intuitive, efficient, and future-ready solution with new features, enhanced functionality, and an improved user interface that takes Tracertrak to the next level.

With Tracertrak's evolution, Pivotel has made an integral change to the way devices and users' function within the system i.e., from a device centric to people centric profile.

Navigating the New Tracertrak NGC Console

Once you log into the new Tracertrak NGC Console you can return at any time to the Tracertrak Classic Console by selecting the Back to Classic UI option in the menu under the Avatar in the top right-hand side of the screen.

You can also return to the Classic UI by selecting the back to Classic button on the new NGC login page.



Tracertrak NGC Console Features

While we provide for the majority of current features in the new Tracertrak NGC console, we are still putting the finishing touches on some of the additional features that will be released in upcoming deployments.

What does this mean?

We are almost there, and you can now experience the features set out below in the V1.1 Release of Tracertraks NGC. For those customers using features being released in V1.2 you will have to use Tracertrak's Classic Console to configure and view these features.

The expected actions for customers using features that have not migrated in the 1st and 2nd release of NGC will be to navigate between Tracertrak Classic and Tracertrak NGC to view and configure these features, and then refresh those pages when changes are made.

Planned Tracertrak Version 1.1 Release Date 3.12.2024

- Device Status Page- Dashboard
- External Messaging Reply
- Live update for Map and Alarm
- Configure POI Group
- Configure POI
- Configure Geofence
- Configure Device Group

Planned Tracertrak Version 1.2 Release Date 28.02.2025

- Configure Activities
- Additional Dashboard Features
- Notification Bell
- Configure Device - home location
- Alarm- Map Filter & Cluster
- Device Activation/Suspension
- Reporting
- Route & Journey Management
- Avatar Image Displayed

Additional Notes:

1. The Safe Worker Application will continue to Operate as normal
2. Messaging History from the Classic Tracertrak console will not be able to be viewed in the Tracertrak NGC Console

3. any users that are assigned to Worker roles in the Classic console and have not had an email address updated will only be able to receive messages sent from the Tracertrak console on their device.
4. In Q4 2025 Tracertrak's NGC will support GeoJSON files via MapBox, no longer KMZ files

Accessing The Tracertrak NGC

Tracertrak NGC Log In Page

<https://console.tracertrak.com.au/home/login>

Where To Get Support

Pivotel Customer Care

Telephone: [1300 882 448](tel:1300882448) (AU)

Telephone: [1300 882 448](tel:1300882448) (NZ)

International Phone: [+61 7 5630 3000](tel:+61756303000)

<https://www.pivotel.com.au/contact-us> (AU)

<https://www.pivotel.co.nz/contact-us> (NZ)

Tracertrak NGC User Guide

Tracertrak Next Generation Console User Manual

[Pivotel-NGC-User-Manual-V1.1.pdf](#)