Tracertrak - Next Generation Console (NGC) Release Notes 2024 Q2 – V1.0
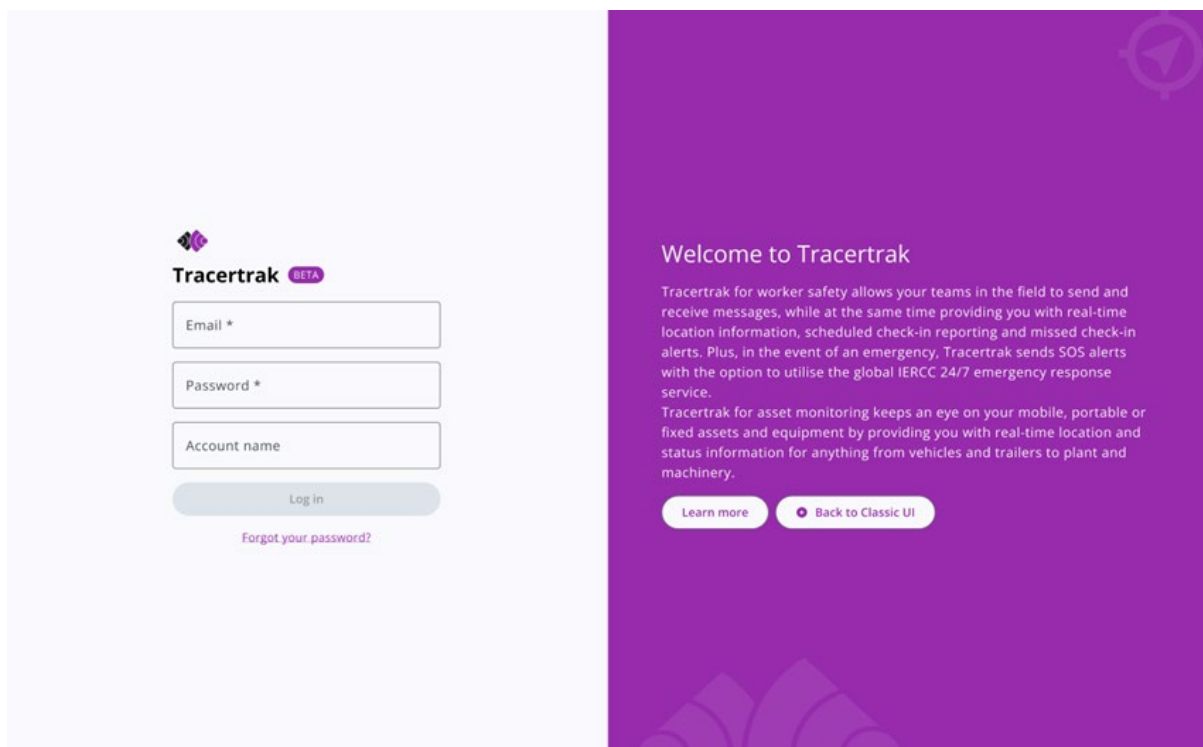
New People Centric Methodology

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.

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.
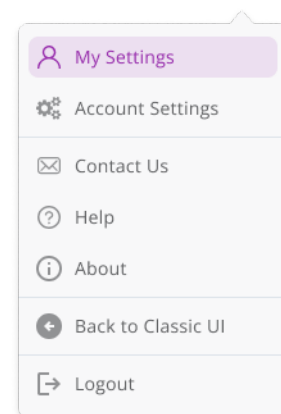
What does this mean?
If you are using any of the following yet to be released features currently in Tracertrak you still must use the Tracertrak Classic Console to configure and view these features.

The expected behaviour for customers using these features that are not migrating in the 1st release of NGC will be to navigate between Tracertrak Classic and Tracertrak NGC to view and configure these features, and refreshing pages when changes are made.

Features not included in the Version 1.0, 24.10.2024 Release

- Device Status Page -> Dashboard
- Configure Geofence
- Configure GIS
- External Messaging Reply
- Configure Activities
- Alarm - Map Filter & Cluster
- Device Activation/Suspension
- Reporting
- Route & Journey Management
- Display KML
- Avatar Image Displayed

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

Planned Tracertrak Version 1.1 Release Date 28.11.2024

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

Planned Tracertrak Version 1.2 Release Date 28.02.2025

- Configure Activities
- Alarm- Map Filter & Cluster
- Device Activation/Suspension TBD
- Reporting
- Route & Journey Management
- Avatar Image Displayed

Additional Notes:

1. The first release of Tracertrak NGC is for a select group of customers
2. The Safe Worker Application will continue to Operate as normal
3. Messaging History from the legacy Tracertrak console will not be able to be viewed in the Tracertrak NGC Console
4. Device to device messaging will not be displayed in the NGC
5. Display KML map layers may be discontinued

Accessing The Tracertrak NGC

Tracertrak NGC Log In Page
https://console.tracertrak.com.au/home

Where To Get Support

Pivotel Customer Care
Telephone: 1300 882 448 (AU)
Telephone: 1300 882 448 (NZ)
International Phone: +61 7 5630 3000
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
https://www.pivotel.com.au/pub/media/Doc/Pivotel-NGC-User-Manual-V2-20241001.pdf