TRACK-PRO

by RezApp.net

Users Guide

For troubleshooting, please see frequently asked questions. If a problem is not found or the problem continues after following the instructions, contact us at 480.256.8250.

Track-Pro is an internet based program that will provide ease and efficiency for your movie library program. These instructions should be used as a reference to get the most use out of this program.

Residents:

The Residents tab is the place where you can see the list of residents, edit individual information, and add a new resident.
To add a resident, click on the new resident button on the bottom of the window (avatar image with plus sign). Fill out the information asked for on each field such as Name, Apartment number and Email or Mobile number. On the Carrier pull down menu several of the largest service providers are listed. If the resident uses a different carrier, please let us know, so we can add it. Click on "Add Card" and scan a new library card to activate it. Then click save.

To import a list of resident at once, click on the Import File icon at the bottom next to the New Resident icon. It will let you import an Excel spread sheet as long as your list has the following headings: First Name, Last Name, Apartment, Email, and Mobile. Click save and the residents from the list will be imported with the corresponding information.

To edit individual information, or to add a note about a resident, simply double-click on the resident's name.

The "Suspended" checkbox will block that resident checking out movies until it is unchecked.

Library Discs:

The Library Disks tab gives a list of the disks currently checked out to the property along with the media type, genre, whether it's checked in or out and which apartment currently has it. By clicking on any of the headings (Title, Type, Genre…) the list will be sorted by the specified column. Right clicking will give the option to mark a disk as lost.

Check Out:

To check out a disk, simply click the "Check Out" icon, scan the resident's library card, and then scan the disk.

Check In:

To check in a disk, click the "Check In" icon and scan the disk.

Settings:

To change the settings on fees, rental policies, or the amount of days to gather back the movies, click on the "settings" icon and make the necessary changes.

The amount specified on the "Days to Gather" box will specify the amount of days before the next exchange date that the system will stop allowing disks to be checked out. This will help to have a maximum amount of disks returned before the exchange takes place.

Please make sure the "Email Address for Reply" box is filled out with an accurate email address. When residents reply to the emails they receive when checking out or in a disk, they will be sent to this email.

Other settings options are covered in the Package Notification section

The next scheduled exchange date is displayed at the bottom of this box

Movie Log:

Clicking on the "Movie Log" icon brings up a complete list of the movies the property has ever been sent.

Fees:

The Fees tab brings up all the late fees that have been accumulated. To find fees for a specific month or day, change the start and finish dates by using the pull-down menu, or typing in the date. Then click refresh to generate the updated list.

Clicking the export button generates a printable version of the list.

Clicking the residents name will show information about the fees.

Package Notification

Packages:

Clicking on the package button shows the list of residents that currently have on or more packages to pick up. By clicking on the headers, this list can be sorted by apartment number, name, or the number of packages. You can click on each name to bring up the Pickup box to see each package individually with any notes or to mark them as picked up.

Pickup:

When a resident comes in to pick up a package, start typing in the name or apartment number in the top left of the Pickup window for a list of possible matches to show up. The more information that is typed in, the shorter the list will be. Click on the correct name and that resident's package or packages will show up below. If a resident doesn't have any current packages, the option to see a recent history will pop up to show what packages have already been picked up by that resident and any notes.

Dropoff:

When a package comes, click on the Dropoff button and then in the top left box. Start typing in the name or apartment

number to bring up the list of matches and click on the correct name. Then type how many packages there are for that person and, if shown, the package carrier (see Settings). The box on the top right is for scanning the tracking number from each package if the settings require it (see Settings). Otherwise, this box can be used for notes to be seen at pickup. Click save to add the delivery to the system and notify the resident his package is in.

Report:

To generate a list of packages delivered during a certain period of time, first select start and finish dates by typing them in or using the pulldown menus. Then, choose how you would like the information broken up (month, week, day, or all together), and click refresh. Clicking the Not Picked Up checkbox will only show packages still waiting for pick up.

Once the information is generated, each item can be clicked on to see information for individual deliveries. Right clicking in this window will let you export it to be printed or saved as an Excel spreadsheet or PDF.

The Graph button generates a visual representation of the generated data that can be printed or saved as well.

The Export button allows the timeframes and quantities to be printed or saved.

Settings:

Back on the Home tab, the settings box also has specification for package notification.

Clicking the Show Package Carrier Box will add an extra pull down menu in the Dropoff window to specify which delivery service dropped off the package.

Under Package Mode you can select the option to scan tracking numbers. This will require a tracking number each time a package is added in the Dropoff window.

Under Package Reminders, you can customize how often a resident receives notifications until the package is picked up.

Clicking the Delay Package Reminders box will delay all package notifications for a week or until you uncheck the box.

Click save to keep changes.

Frequently Asked Questions

Q: How do I block a resident from checking out movies?

A: Click on the resident's name in the Residents Tab and check the box at the bottom that says "Suspended." Then click the Save button.

Q: What do I do if Track-Pro is giving me an error message every time I try to check in or out a disk?

A: Click the continue button. If it continues, shut the program and open it again. **If the program is installed on multiple computers, you will need to shut the program on all computers.** If problem continues, open your internet browser to make sure the internet is working. If it still is not working call us at 480.256.8250.

Q: Why does it say that checkout has been suspended until the exchange date?

A: Track-Pro is set up to help in the gathering process before each exchange. A set amount of days before the exchange date, Track-Pro goes into "gathering" mode and will not allow residents to check out movies. This helps to make sure there is the maximum amount of movies to exchange for new titles each month. The specifications for this are found in the settings tab under "Days to Gather."

Q: What do I do if a resident loses his/her card?

A: Open the residents tab and double-click on the resident. When the information window pops up, click on the button that says add card. A smaller window will pop up asking if you are replacing the card. Say yes. It will ask if you will be charging the lost card fee set up in settings. When you click save it will ask you to scan a new card.

Q: How do I remove a resident from the system that has moved out?

A: Click on the resident's name in the Residents Tab and check the box at the bottom that says "Suspended." Then click the button that says "Mark Resident as Moved Out." Click "Okay" on the window that pops up and then click the Save button.

Q: What do I need to do if I get an error code saying that the library key is invalid when opening the software?

A: The probable cause is from a computer name being changed. **Any change in the name of your computer will cause the software to not work.** Please change it back to the name it had when the program was installed. If there are still issues, contact us.

Q: Why are some of the residents highlighted with different colors?

A: If a resident is highlighted in red, it does not have enough information to send notifications to the resident. Double click on the resident to make sure there is a valid email or cell number with carrier. If a resident is highlighted in pink, there is enough information, but there is no library card linked. This is okay if the resident is only using the package notification.

Q: What do I do if I accidently closed the window asking if I wanted to update?

A: If you miss an update for any reason, close Track-Pro and go to mynag.com/track-pro. Then click install to update Track-Pro to the newest version.