Introduction

365 has deployed an update to SmartHQ that allows you (an operator) to check your OTI status and upgrade readiness. Just follow the steps below.

Check Your OTI Status & Upgrade Readiness

1. Sign in to **SmartHQ**. If you have access to multiple operations, select your operation.

2. Select **Manage Locations** from the top, left of the main menu.
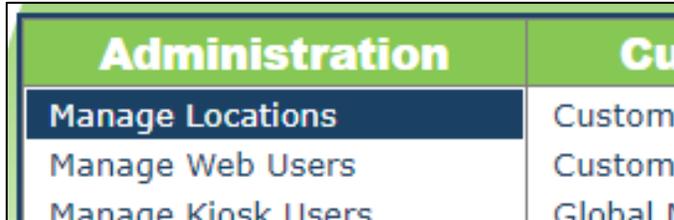
3. The **Manage Locations** table will display an additional column titled "*365 Secure*". This column has three values:

    a. **Upgrade Ready** – It has an IDTech reader now, but it is ready to add the OTI reader.

    b. **True (date)** – It has the OTI reader, and the date in parenthesis is the date of the upgrade. If it was shipped with an OTI reader, the date will show when the kiosk was staged in our warehouse (not the go-live date).

    c. **Attention Needed** – Click to get more information about the attention needed.

4. Click in any row to see you the **Normal Detail** view, plus a few new extras, for that location.

Manage Locations   HOME LOG (

ID	Location Name	Address	City	State	Phone	Active	365 Secure
2	338 Dart Container	3120 Howell Rd	Mason	MI	(800) 234-7650 x	True	Upgrade Ready
5	339 Magna Exteriors	5589 W Mt Hope Hwy	Lansing	MI	(586) 939-3600	True	True(6/27/2019)
4	340 Dart Container HQ	500 Hogsback Road	Mason	MI	(586) 939-3600	True	True(6/27/2019)
83	365 Retail Markets BR	1743 Maplelawn Drive	Troy	MI	888-365-7382	True	True(7/25/2019)
6	380 Magna North	5589 W Mt Hope Hwy	Lansing	MI	(734) 216-5848	True	Attention Needed
11	381 Roush B50	28200 Plymouth Road	Livonia	MI	(586) 939-3600	True	True(6/27/2019)
8	384 Munters	2691 Ena Drive	Lansing	MI	(586) 939-3600	True	True(6/27/2019)
40	385 DMC CHM	3850 Beubian	Detroit	MI	(586) 214-1562	True	Upgrade Ready
14	388 DPS.002	1301 3RD STREET DETROIT MI 48226-2503	DETROIT	MI	(586) 214-1562	True	True(2/27/2019)
88	390 Tecomet 1	5212 Aurelius Rd	Lansing	MI	(248) 840-6804	True	True(6/27/2019)

12345678

Normal Detail View

The new data is in the **Application Versions** section. It will be more useful to technical support than to operators, but it is visible to anybody who wants to see it.

5. Click any **Attention Needed** link in the *365Secure* column and the **Popup View** will display.

Popup View

380 Magna North

VSH315399

App	Version	Required
911	4.1.3 Build 1186.47 SP3	4.1.3 Build 1186.42 SP3
Valet	2.0.6.163	2.0.6.12
Sync	1.0.8.281	1.0.8.27
PDC	1.08.06	1.07.02
.Net	4.0.30319.42000	4.0.30319.42000
C++	14.0.23026	14.0.23026
TLS	1.2	1.2
OTI	Unknown	1.5.1.1

Close

The Popup View will show the exact applications that are being checked, with the:

- *Required* version on the right in **Black**

- *Version* on the kiosk on the left in:
    - **Green** – Good
    - **Red** – Bad
    - **Black** – Unknown, if there is no version of the software currently on that kiosk.

Note: The Popup View works well in Internet Explorer, Edge, Chrome, and Opera, but not in Firefox.

6. On the main page, the **Export** button will export data showing every kiosk at the operation and all details relevant to OTI upgrade readiness to an Excel Spreadsheet. This includes an upgraded indication of which kiosks are Standalones, MKL Servers, and MKL Clients.

Search:

Search Options:
All Locations ▼

Get Locations

Export

Main Menu

☑ Active Only

Show 10 ▼ rows per page.