

# ETRACS Prerequisites

## Approved Devices List

- Laptop or desktop running Windows 7 or higher with Internet Explorer 11 update version 11.0.38 or higher, ideally with a resolution of 1920 x 1200.
- iPad 3, iPad 4, any iPad with retina display, iPad Pro, iPad air.

Not fully supported:

- ProjectStore will not work on mobile devices; shared network drive links can be opened only with Internet Explorer.
- Chromebooks and Android devices will not work with documents/SharePoint.

## Prerequisites

- Users read the User Guide documentation before using the system.
- Users should be able to copy/paste content, and navigate using multiple browser tabs before using the system on the iPad
- Users should be able to filter, sort, freeze frames, and perform other basic MS-Excel functions in order to use the ETRACS reports.
- Users must have a valid NCID, password, and role. Contact [ETRACShelp@ncdot.gov](mailto:ETRACShelp@ncdot.gov) for setup.
- User is operating a device in the approved devices list
- User has installed MS-Excel or equivalent application for spreadsheets

## Assumptions and Constraints for ETRACS on the iPad

- Requestors will create and submit requests from their desktop computer or laptop. They might occasionally search/view the dashboard and some requests on an iPad.
- Supervisors will assign requests from their desktop computer or laptop.
- Specialists will update/complete internal details from their desktop computer, laptop AND/OR in the field (iPad).
- Everyone can view reports from their desktop computer, laptop, AND/OR on an iPad
- ETRACS requires a stable internet connection (Ethernet, Wi-Fi, or 4G) at all times.
- ETRACS will not synch up if used with an offline browser. The mobile device must have a 4G data plan. There is no assurance if ETRACS is used on a mobile device in a limited-service area.
- The reports available on mobile devices will be the same as the reports on desktop computer / full feature. There's no exclusive report to one version or the other.

## Webtrends Reports

- Instructions for viewing Webtrends reports are given in the Admin Guide.
- These reports are sent as a .ZIP file, but DOT IT Security reformats these files to .ZIP\_RENAME before they are delivered. This means that it's much easier to use a desktop or laptop to receive, rename, and extract these files. Once the PDF report files have been extracted from the .ZIP format, they could be easily viewed on a mobile device.