



Insurance Certificate Tracking and Document Management Software iFastrack© - Web Version Frequently Asked Questions

Can I run Fastrack on the Web?

Yes, iFastrack, is our web version. The Web version uses .NET technology, SQL Server databases, MS Word letter templates and Crystal reports.

Can I run iFastrack on a 64bit server?

Yes, the iFastrack application and SQL database can run on a 64bit server, however, the SQL installation process must be run from a 32bit workstation. The standard installation process assumes 32bit servers. If you have a 64bit server for the SQL database, please inform GG-One Software as a special installation process is required for the database.

How many users can access Fastrack?

The license supports unlimited users. Users must be entered into the software under System Maintenance and assigned a username, password, access rights and company level access.

Can I restrict users to view but not change data?

Yes, one of the user rights options is View Only.

Can I change the format of my insurance follow-up letter?

Yes, you can have multiple custom letter templates. Go to Follow-up Letters / Letter Templates. Templates are maintained using Microsoft Word.

Can I email follow-up letters?

Yes, you can both email and print follow-up letters. Select 'Email' in the Vendor record and enter the email address. The next time you Print Letters, the letter will have an 'E' in the 'P/E' column and will automatically be emailed when selected for processing.

How do I know how many certificate modules to purchase?

Modules applies only to the Fastrack license. iFastrack comes with unlimited vendors records.

How do I know how many company levels to purchase?

The initial iFastrack license comes with one company level and unlimited vendors records. If you need to track data for multiple companies or subsidiaries and want to keep the data separate for viewing and processing by users, you will need to purchase a company level license for each company you want to track. If you don't need to keep the data independent, you can use the Group field to designate the separate companies and just purchase one company license.

What is an Insurance Requirement Category?

This is a unique setting of policy and additional terms requirements you create in the Maintenance section. When you enter in a vendor certificate, you select the category it must meet from a drop down box on the screen containing all the categories you built in Maintenance. Each Category allows you to select unlimited policies and additional terms requirements. Policy names and terms are completely customizable for the verbiage you require.