

Visual Traffic in the Cloud FAQ

Marketron is committed to providing the tools that will enable your team to stay safe and productive during these unprecedented times. We are offering customers the option to migrate immediately to the Visual Traffic Essentials bundle at **no cost for four months** in hopes of easing the impact of today's environment and helping to allow your employees to work remotely.

Visual Traffic in the Cloud (VTC) is a safe and secure way for Marketron to host Visual Traffic (VT) and your company's database on our servers, allowing your station's users to access VT over the internet. It is cost effective, secure and always up to date with the most recent functionality.

Below are answers to the most frequently asked questions.

Will there be a cost to moving to VTC after four months?

Yes, there will be a cost for the Visual Traffic Essentials bundle after the promotional period. The one-time setup fee will be waived, but an ongoing monthly fee in addition to your current VT rates will be applied. Your Marketron sales representative will be happy to speak with you about VTC and answer any questions you have.

What happens if the impacts of the coronavirus last longer than four months?

If negative economic conditions persist past four months, we will discuss extending the promotional period to make sure you are supported without financial burden.

We aren't currently VT customers. Can we implement VTC?

Our priority is to support our customers during this challenging time, so we are only making this offer available to customers who currently use Visual Traffic. If you are not a current VT customer, please contact us at sales@marketron.com to discuss how we can support you.

What else is included in the Visual Traffic Essentials bundle?

In addition to the remote capabilities, secure backups and other benefits of VTC, you will have access to Extended Order Manager as well as Electronic Orders and Invoicing. [Visit our website to learn more about these benefits](#). Once you've been migrated to VTC, our team will be happy to schedule time to implement these other products.

When can we start using VTC?

We know that your business is likely facing a lot of disruptions. We have increased our capacity for VTC implementations and trainings. We will be scheduling customers on a first-come-first-served basis. Our sales team will work with you to get you scheduled quickly.

What if we want to revert to our on-premise, client-hosted version of VT?

We know you are going to love the VTC experience. We have thousands of customers using VTC and have never had a customer revert to the old version. The technical details of reverting back to legacy technology are difficult. There would be a significant fee to support that effort and you would likely need to purchase new hardware.

Can we access our VT system from any location?

Yes, you can log in to the VTC from anywhere you have an internet connection. With a permission-based user login system, each designated user will have his or her own login credentials that allow access solely to his or her user-level permissions. Using a unique username and password, a member of your team will log in to VTC via our secure portal and then will be able to work within VT normally.

Will VT be loaded on our local machines?

No, Marketron will safely and securely host VT and your station's data. Users will open their browser of choice and the free Citrix receiver client to access VT.

How do we log in?

Every user logging in to the VTC will have a username and password. The username will be the station user's email address. Users will log in and access their applications from our secure portal at <https://mtc.emarketron.com>. Marketron will create the login credentials. New VT users will be added in the new user manager application.

How do we setup permissions?

A user, designated as the administrator, has the rights to setup user permissions in VT's security maintenance. The admin can create profiles, which are then assigned to users of the system. The profiles define the level of access the users have to the various areas of VT, as well as reports in the report center.

Can we log in using a Mac computer?

Yes, you can access the VTC from any computer that supports Citrix for Windows, Mac, Linux and Chrome OS.

Can we log in with a cellphone or other devices?

It is possible to log in with devices such as a cellphone or iPad, but the applications are not optimized for tablets or mobile devices, so navigating within the application may not provide a good user experience.

What is the minimum bandwidth requirement to log in to the VTC?

We recommend at least 125k–256k per active connection.

Can we do a backup of our database to keep on our own external drive?

No, it is not possible for you to maintain a local backup copy. Marketron retains two months' worth of daily backups for each database. Backups are saved daily and replicated to our disaster recovery platform in the unlikely event the primary platform suffers a major catastrophe or natural disaster. Backups can be quickly restored upon customer request.

Can we use Extended Order Manager with VTC?

Yes, your salespeople simply log in to the VTC from any location with internet service. Using VTC eliminates the need for your station to set up a VPN and then use remote desktop to access the traffic system on your local machines.

Will we still be able to use scheduled reports from the report center?

Yes, that functionality will not change.

Will there be any change in performance? Will VT be slower in the cloud?

If you have good internet connectivity and updated machines with which to log in to the hosted platform, you should expect excellent performance. Since our servers are enterprise-grade and extremely robust, you might actually see an improvement in performance.

Can we print to our local printers?

You can print to just about any printer you can currently print to as long as it meets VT printer requirements. Each user will be able to print to their default printer, which must be set before launching VTC.

Can we export the log to automation using our local network?

Yes, the way logs are currently exported and reconciled does not change. You will just need to change the mapping of the files in your configuration settings. We will provide easy-to-follow instructions for this one-time adjustment.

Can our staff log in to different markets?

If a user is given permission to access multiple markets, upon logging in to the hosted platform, the user will have the option to select the market he or she needs to access.

Which version of Visual Traffic will my team be using?

The VTC always has the latest version of VT running. Now, upgrades will be available to you as soon as they are ready with no effort on the part of you or your IT department.

How do I learn more about VTC?

Just contact your Marketron sales representative or email sales@marketron.com - they will help you get started!