



AccessTrack
VISITOR MANAGEMENT

IMPORTANT UPDATE

End of Support for Older Android Handheld Scanners

Dear Valued Customer,

We would like to inform you of an important update regarding the handheld scanners used to connect to the Access Track platform.

As part of our ongoing efforts to modernize our systems and introduce new functionality and enhanced security features, we will be phasing out support for older Android operating systems on handheld scanners.

Please take note of the following key dates:

- **Android 5 and 7:**

These operating systems have already reached end of support and will no longer be supported to connect to the Access Track platform from March 2026.

- **Android 9 and 10:**

These operating systems have already reached end of support and will no longer be supported to connect to the Access Track platform from June 2026.

- **Android 11, 12, and 13:**

Scanners using Android 11 and above are still supported to connect to the Access Track platform, and no changes are required at this time.

As per our Service Agreement, Access Track will continue to provide support and maintenance and allow connection of at least the latest two generations of scanner devices based on the Android OS version used.

We encourage all customers to begin planning for the transition to supported devices to ensure uninterrupted access to the Access Track platform.

Should you have any questions or require assistance in upgrading your devices, please do not hesitate to contact our sales team.

Thank you for your continued support.

Warm regards,

Bianca Janse van Vuuren

Operations



Visitor Authorisation

We offer visitor pre-authorisation using QR codes as well as on-demand visitor authorisation via the Tenant App.

[Learn more](#)



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