


Troubleshooting Employees Who Cannot Clock in at a Kiosk

 time-help.frontlineeducation.com/hc/en-us/articles/115003454487-Troubleshooting-Employees-Who-Cannot-Clock-in-at-a-Kiosk

Admins must occasionally assist an employee who cannot clock in at a kiosk. These complications sometimes stem from a few common problems such as an improper internet connection or an incorrect PIN/ID/barcode entry but at other times, these problems may prove a bit more complicated.

Always ask your employee whether the kiosk provided an error message and what this message entails. These errors help identify the problem and can save you a great deal of time and effort.

Kiosk Specific Location

One problem may arise when kiosks only allow punches for people who have a position assignment at that specific location.

Admins can create or edit these location permissions when determining the [kiosk setup](#) as seen in the example below. In this case, only employees affiliated with Alliance HS can use the kiosk at that location.

Edit Clock Kiosk ×

* **Name**

Description

* **Timeout** seconds

* **Kiosk Type**

* **Locations**

All Locations

Alliance HS

Corvallis HS

Granville HS

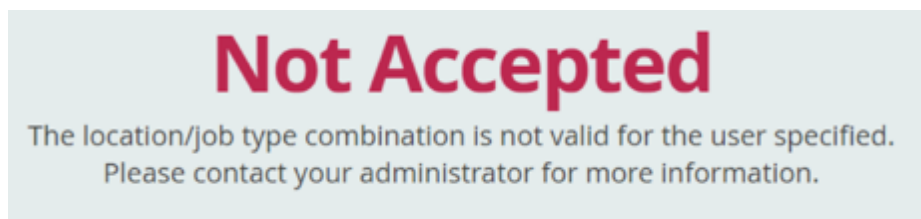
Licking Heights ES

Loveland ES

Lyndhurst MS

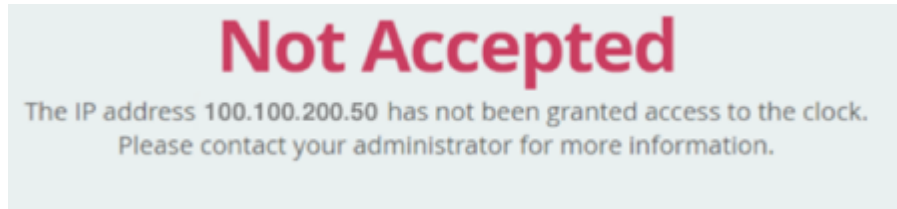
1 of 22 selected [Clear](#)

Any employees who try to use a kiosk at Alliance HS without the proper position assignment will then receive the following error message.



IP Address

Districts which utilize Kiosk IP Blocking may experience problems following the change of an IP address. The IP address change can interfere with the time and attendance kiosk and potentially block any employees from using any kiosks. When this occurs, the following error message appears.



Luckily, you can fix this issue within a few quick steps! You must first temporarily turn off the Kiosk IP Blocking within the time and attendance General Settings. Once complete, you can enter the new updated IP address(es) on the IP Address Safelist and then turn on the Kiosk IP Blocking once more.

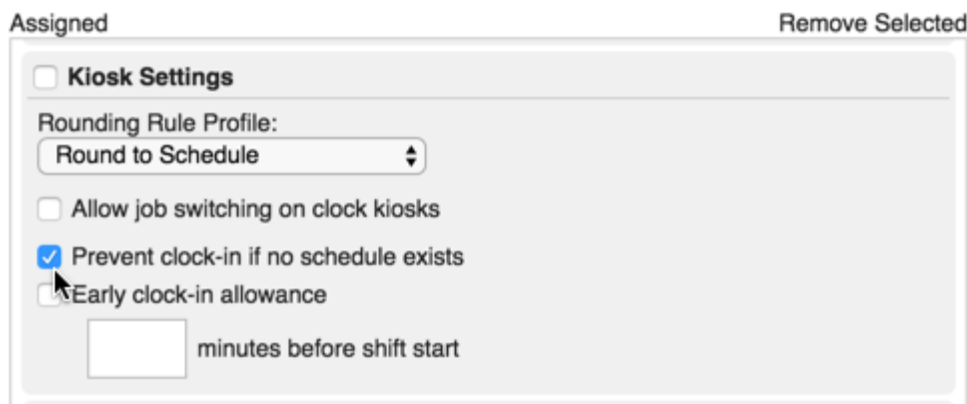
To avoid this error, your IT Department must perform any necessary updates to the External IP Address Range(s) in time and attendance at the same time or prior to your employees' attempting to clock in once an IP address changes.

Staff Groups

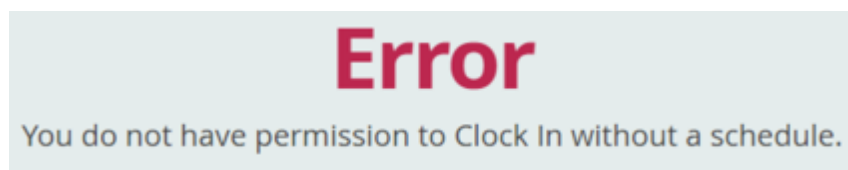
Staff Groups also contain a series of potential settings which can interfere with employees' attempts to interact with a kiosk. Access the "Rules" portion of the Staff Group settings and examine assigned kiosk settings to reference your own system setup.

Prevent clock-in if no schedule exists

If selected, the setting titled "Prevent clock-in if no schedule exists" prohibits any employee who does not have a schedule from using the kiosk.



If this scenario occurs, any employee who does not have a schedule but uses the kiosk will receive the following error message.



Keep in mind, this schedule scenario has a few additional factors which affect how the kiosk functions.

The system requires an employee to have a schedule for a given day but it does not require the employee to have a single schedule for every position which they are assigned.

For example, an employee who has a schedule on a given day while working at Job A can also access the kiosk for a job which does not have a schedule at Job B. But, if an employee who has a Mon-Fri schedule at Job A and no schedule at Job B attempts to work on a Saturday, the kiosk will not allow them to punch in and the following error message appears.

⚠ There is no schedule for you on this day. You may not clock in or out.

The system accepts the first scenario because it recognizes the employee's schedule for their Mon-Fri job but it does not work for the second scenario because it does not recognize the Saturday based on the employee's Mon-Fri schedule.

You can fix this scheduling issue by accessing a [User Template](#) and assigning the "Can Override?" permission to this employee.

Keep in mind, this only applies to employees who are set up to use schedule based clocking.

Permissions

In this area you define which features your users will be able to access in the system

- View Timesheet
 - Modify Timesheet
 - Can Modify Entire Timesheet
 - Can Modify Timesheet Comments Only
- View Work Detail Report
- View Users Schedule
- View Clock
- View Leave Balance
- Schedule Based Clocking
- Can Override?

This allows the person to select the "Standard" mode on the kiosk and clock in on a Saturday from there.

Early clock-in allowance

If selected within the Staff Group settings, the option titled "Early clock-in allowance" establishes a timeframe for how soon an employee can access the kiosk. Any attempts made outside this timeframe then become blocked by the system.

Assigned
Remove Selected

Kiosk Settings

Rounding Rule Profile:

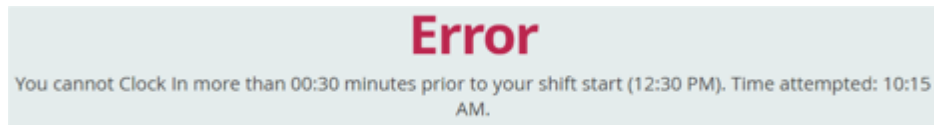
Allow job switching on clock kiosks

Prevent clock-in if no schedule exists

Early clock-in allowance

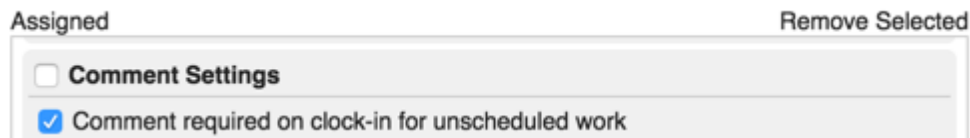
minutes before shift start

These blocked attempts prompt the kiosk to provide the following error.

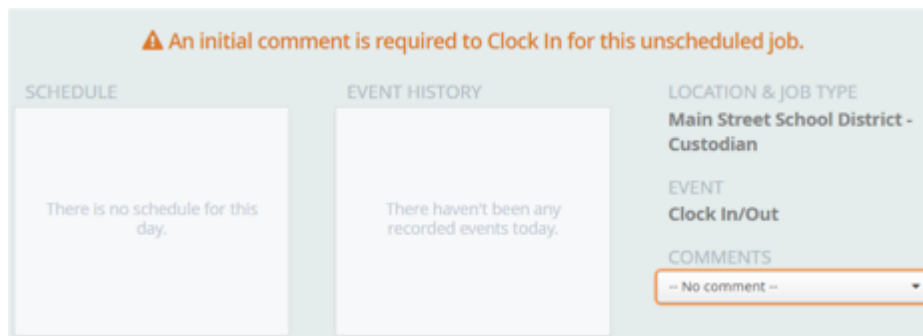


Comment Settings

Admins can also set up a kiosk to prompt unscheduled employees for a comment.

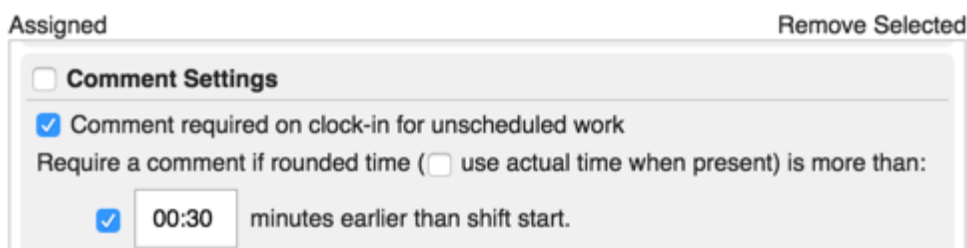


This setting prohibits the employee from punching in until they choose a comment from the dropdown and/or enter a custom comment, if allowed.

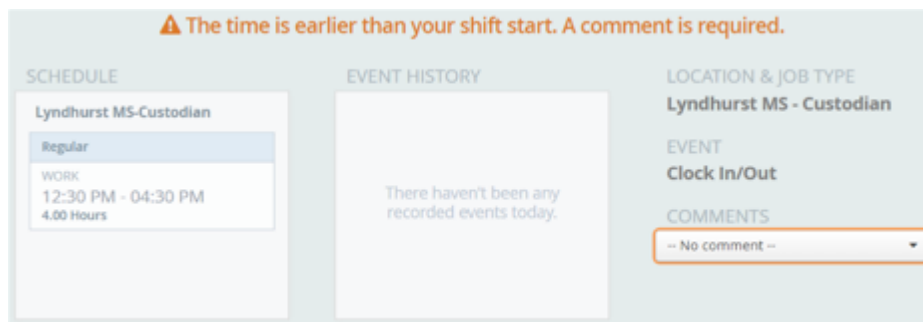


Conditional Comments

In addition to a comment requirement, Admins can also determine a clock-in timeframe.



Any attempts made outside this timeframe become blocked by the system and produce the following warning.



Schedule Based Clocking

Schedule based clocking serves as a useful feature for employees but under certain circumstances it can block employees from accessing a kiosk.

As an example, let's theorize that you set up an employee to work in three positions but one of those positions does not have a schedule. The employee cannot identify which of these three positions lacks a schedule when they attempt to use the kiosk and this may cause some level of confusion.

With this in mind, it is important to enable the "Can override?" permission (found in their User Template) for any employees who use schedule based clocking and who have the permission to enter time for jobs which do not have a schedule.

Permissions

In this area you define which features your users will be able to access in the system

- View Timesheet
 - Modify Timesheet
 - Can Modify Entire Timesheet
 - Can Modify Timesheet Comments Only
- View Work Detail Report
- View Users Schedule
- View Clock
- View Leave Balance
- Schedule Based Clocking
- Can Override?

This permission allows the employee to select **Standard Mode** on the kiosk and access the necessary options.

The screenshot shows the kiosk interface with three main sections: SCHEDULE, EVENT HISTORY, and COMMENTS. The SCHEDULE section displays 'Corvallis HS-Maintenance' with a 'Regular' job type and work hours from 06:00 AM to 02:00 PM (8.00 Hours). The EVENT HISTORY section shows 'There haven't been any recorded events today.' The COMMENTS section has a dropdown menu set to '- No comment -'. At the bottom, there are three buttons: 'Log Out', 'Standard Mode' (highlighted with a red box), and 'Clock In'.

Once selected, the "Location and Job Type" dropdown menu becomes visible and the system allows the employee to utilize a dropdown with all their jobs (including those unscheduled).

Effective/Ineffective Date Ranges

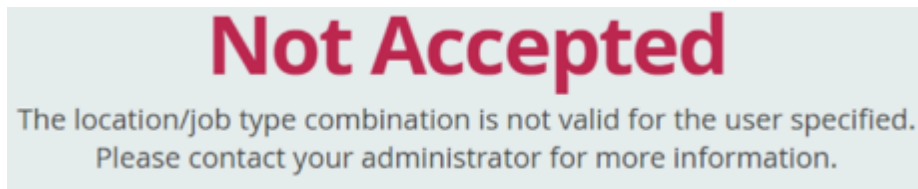
Effective dates function in multiple areas within time and attendance but the two most impactful areas in terms of kiosk errors occur with date ranges on the employee's position or within the position master date range.

The most common date range issue occurs when the employee's position assignment does not include the date for which they are trying to clock in.

As an example, this employee's position assignment ends on 9/10/2016.

EMPLOYEE		* Expired on 09/10/2016		Overridden
Candle, Marvin (E00150)				<input type="checkbox"/>
EFFECTIVE RANGE	LOCATION	SCHEDULE	ACCOUNTING	
05/25/2015 - 09/10/2016	Loveland ES	M-F 07:00-14:00	100.2542.0132.621.000.945	

Any attempts by the employee to use a kiosk beyond this date cause the following error message to appear.



In other cases, the problem may not stem from the employee's positions assignment settings. If these assignment settings remain in effect, the date range for the position itself may block the employee's ability to use a kiosk.

Custodians Effective on this date: 05/31/2015

Modify this Position | Add Users to Position

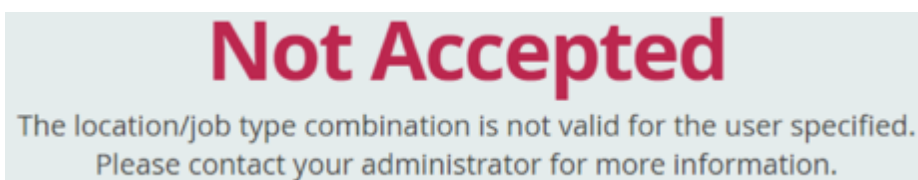
Settings: Description, Code, Job Type: Custodian

Defaults: **05/31/2015 - 09/10/2016** | Main Street School District

Note: 3 users have been hidden because their assignments expired one or more years prior to 05/31/2015.

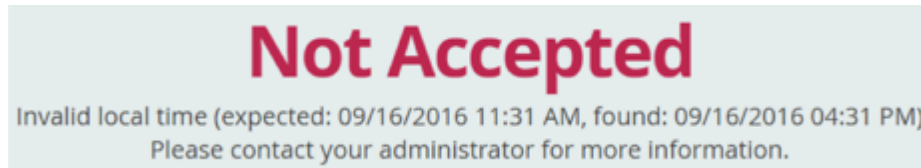
Name	Position Status	Details
EMPLOYEE Candle, Marvin (E00150)	✓ In Effect from 05/25/2015	Overridden

If the position's date range expires, the employee will receive the following message while attempting to sign in with a kiosk.



Date or Time not in Sync

In very rare cases, the date or time on a kiosk may become out of sync and this causes the time on that kiosk to no longer match the time and attendance system's expected time. This rare incident causes the following error message to occur if an employee attempts to use the kiosk.



You can only resolve this issue by examining the times on your devices and ensuring the kiosks are reasonably accurate.

And there you have it! (Congratulations on making it all the way to the end!) Consider your district's needs and determine which scenarios help solve the kiosk errors you currently encounter!

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