



Troubleshooting at the WorkRecords Kiosk

1. If the worker tries to clock in using their **card/badge** and they get the message “That ID not found”, here are the possible reasons why (in order of most common to least)
 - a. **there is no order confirmation in the system for this worker for this buying company**
Solution: supplier needs to put an order confirmation in the system
 - b. **there is an order confirmation for the worker at this company, but it has the wrong start date or the wrong time submission type** (meaning it’s not a timeclock order)
Solution: supplier needs to put a correct order confirmation in the system and terminate the old one
 - c. **the card or badge is poor quality and not being read properly**
Solution: have the worker punch in manually their Social Security number
 - d. **the worker’s Social Security number was changed in WorkRecords after the bar-coded card was created or the magnetic-card was registered**
Solution: use the Search Orders view to confirm which Social Security number is in WorkRecords; if it needs to be changed, alert support@workrecords.com
 - e. **the card reader is defective**
Solution: WorkRecords will ship a new reader; have the workers punch in their number manually

2. If the worker tries to **punch in their Social Security number** manually and gets the message “That ID not found”, here are the possible reasons why (in order of most common to least)
 - a. **they punched the number too fast**
Solution: punch each number slowly and carefully, watching the numbers below to ensure they are punching correctly. It’s very easy to double-punch a number, particularly if their ID has repeating numbers in it. Try 3-4 times before concluding that there is another problem entirely.
 - b. **there is no order confirmation in the system for this worker for this buying company**
Solution: supplier needs to put an order confirmation in the system
 - c. **there is an order confirmation for the worker at this company, but it has the wrong start date or the wrong time submission type** (meaning it’s not a timeclock order)
Solution: supplier needs to put a correct order confirmation in the system and terminate the old one
 - d. **the worker is punching in a different Social Security number than what was entered in WorkRecords**
Solution: supplier should use the Search Orders view to confirm which Social Security number is in the system and compare it to what the worker says they are entering; if it needs to be changed, alert support@workrecords.com

3. If the worker tries to clock in, but there is **no keypad on the screen**:
 - a. **the kiosk has lost internet connectivity**
Solution: ask the worker to press the “Connect to WorkRecords” button and wait up to 3 minutes for the kiosk to reconnect to the internet. Once the keypad reappears, trying clocking in again.
 - b. **if pressing the Connect button does not work**
Solution: let a workplace manager know immediately so they can turn the kiosk off and then back on. After a few minutes if the keypad still doesn’t appear and the Connect to WorkRecords button doesn’t have an effect, then let a workplace manager know so either you or they can contact WorkRecords Support (support@workrecords.com).