

ubiAttendance Troubleshooting Guide

Troubleshooting Checklist

Phase 1

1. Please specify the device model & RAM
2. Please describe the problem
3. Attach the video/screenshot of the problem

Phase 2

4. Fix a problem sharing call on GoToMeeting
5. If the problem is still not fixed by the Sales & Support team , share it with ubiAttendance Technical team coordinator

Troubleshooting FAQ's

Company Registration

1. How can I register my company?

To register a company, open the app, click on “Not Registered? Sign Up” and select Register Company. By filling out the details, you can register your company.

2. What is a CRN number and where should I find it?

CRN stands for customer reference number. You will be receiving the CRN on your registered Email ID. CRN number is also shown once you login to the Admin Panel on the top right corner.

3. After downloading the app, we are unable to register.

The issue might be due to following reasons

- Poor network connection
- Data network not enabled

You should ensure that either your phone is connected to the internet or the mobile data is enabled.

4. How can employees be registered?

If you are an employee, you don't need to register your company. There are 3 ways to register Employees

1. The Employer/ Admin also add employees through the web admin panel by importing their data through a sample excel spreadsheet
2. The employees can also be added one by one through the web admin panel
3. Admin can add Employees through the mobile App by clicking the "+" icon on the Home page

Login to App

1. We are unable to login to the application? Getting an error as "Invalid username or Password"?
 - a. The issue can be due to an incorrect email Id or password.
 - b. It can also persist if the mobile is not getting a good internet connection or proper speed.
2. I changed my password for the mobile app. I am unable to login now. Please guide me?

You can reset your password using the "Forgot Password" link. If you are unable to reset your password, you can reach out to us at attendancesupport@ubitechsolutions.com.

Punch Attendance

1. I clicked on Punch Attendance, but the screen faded. Why am I facing this issue?

If the screens get faded, it means the phone is not getting enough memory to run the app smoothly. Try to free some space in the suggested ways below

- Clear the phone cache
- Stop heavy applications running in the background
- Restart/Reboot your phone
- Check the phone internet connectivity
- Disable some unused apps to free the RAM

2. I punched my attendance but I am unable to view the log?

The issue comes only when the internet connectivity is improper. The attendance thus is not synced with the cloud server and hence the logs do not show.

Please enable mobile data/wifi on the phone and check again. If the issue persists, please get in touch with us on attendancesupport@ubitechsolutions.com

3. The app is not able to capture my selfie. Why so?

It seems your phone does not have sufficient memory to store the selfie. Free some space and try again.

4. I tried to punch in my attendance using the QR code? It's showing invalid username and password?

If you are facing issues in marking attendance using QR code, try punching it using your Email/registered Phone number and password to check whether you are able to punch attendance. If you still face issues in marking attendance, you can contact your system Administrator to generate a fresh QR Code for you.

Attendance Configuration

1. I am unable to add employees from the web admin panel using the “Import option”.

The error comes when the data in the CSV file is not in the format as specified on the web panel. To resolve this issue, check the below conditions:

- The columns which are mandatory should be filled
- There should not be any vacant row or column (**Employee code optional**)
- Data should be entered in the format specified

If still you face any issues in importing the CSV file, you can reach us at attendancesupport@ubitechsolutions.com .

2. I have a list of employees in an excel sheet with extension (.xlsx). My system does not support files with .csv extension. How to import the file now?

Our system only supports CSV files so in this case, you can use an online file converter like [\[https://www.zamzar.com/convert/xlsx-to-csv/\]](https://www.zamzar.com/convert/xlsx-to-csv/) to convert your file from .xlsx to .csv.

3. I added a new shift in my company from the mobile app. I am unable to edit the same shift?

The existing shifts are non-editable. **You cannot edit a shift. You can only add a new shift and can delete it.**

4. How do we map the shifts with employees?

You can do so by following the below steps:

- Navigate to “Active Employees” and select the employee(s) to whom you would like to assign the shift
- Click on shift on top and select the required shift from the drop down

Your employee will be mapped with the selected shift.

5. We are facing issues with the Geofence feature. We are unable to get on Google Maps to set geo location?

You have to search your area name in the search bar to set the location. Once you find the location on the Map, click on the required location, enter the desired radius to create a boundary, click on save. The Geo Fence will be created

Fetch Location

1. We are unable to fetch the location? It's not showing the exact location?

Step 1 - Increase Accuracy of GPS

- a. Go to **Settings** and search for the option named **“Location”** and ensure that your location services are **ON**.
- b. Now the first option under *Location* should be **Mode**, tap on it and set it to *High accuracy*.

Step 3 – Refresh your GPS Data

Sometimes your device gets ‘stuck’ on certain GPS satellites, even if they’re not within range, causing it to work improperly. We recommend to open Google Maps and check location in the app, once it shows accurately, log back into ubiAttendance & you’ll get the true location

Step 4 – Update Google Maps

This could potentially fix the problem as updated **G-Maps** contain patches to fix any issues with existing app versions and system OS.

Step 5 – Update Google Play Services

Also, update Google Play Services because they act as the link between Google Apps installed on the device to the Google Servers for smooth functioning of the G-Maps.