Time Clock Terminal Troubleshooting

Steps to follow once the determination is made that the issue is with the clock and not a user set up issue.

Job Aids referenced in this guide can be found by navigating to the following:
https://www.usg.edu/oneusg/documentation/oneusg_connect_job_aids_time_clocks

**Note: This job aid will need to be done by a Time Clock Administrator.

Steps

1. Does the Time Clock Terminal have power?
   a. **No** – Check the following
      i. Make sure clock is mounted correctly
      ii. Check to see if a power outage has occurred and that the surrounding area still has power.
      iii. If other areas have power – contact your institutional Time Clock Terminal Admin for further assistance to dismount the clock and move it for further validation.
   b. **Yes** – go to Step 2.

2. Attempt to Reboot/ Restart the clock, see Job Aid TL_JA003
   • If attempt to reboot/ unplug does not resolve, proceed to Step 3.

3. At the Time Clock Terminal - gather the following information - Terminal IP, GID and DID.
   a. Press the Menu button (≡ for K5 Models) or (i) for K6 Models with Finger Swipe).

   Figure 1 – K5 Model
   Figure 2- K6 Model
4. Document and/or take a screen shot of the error message or behavior occurring on the terminal (Offline, “Error loading...”, “frozen”, “unresponsive”). This will provide necessary information to assist in determining the issue.

5. Log a ticket with ServiceNow - OneUSG Connect Time Clock support via email at usg@service-now.com.
   a. The information gathered from Step 3 & 4 will need to be included with the ticket submission.
      i. Has the reboot been completed? Y/N. If no, please see step 2. If yes, continue to gather the following information:
         ii. GID
         iii. DID
         iv. Serial Number
         v. Screen Shot
         vi. Error Message
         vii. Terminal IP
   b. Support will confirm the following:
      • The information provided will be compared to the OneUSG- Time Clock Config worksheet. If the information does NOT match the worksheet, additional validation will be needed.
   c. If you don’t have access to SmartSheet, you will need to email usg@service-now.com.