



# Known Issue: KI9.2-003-TL – KABA Time Clocks Displaying Incorrect User Information

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**POSTED:** January 22, 2018

**STATUS:** Active

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**Audience:** Time Clock Employees

## Known Issue:

Intermittently, when an employee swipes their ID Card or enters their badge number on the KABA Time Clock and perform a function (Clock in, Meal, etc.), the next employee to swipe their ID card or enter their badge number sees clock functions for the previous employee, not themselves. This issue happens regardless of how much time has passed between the employee actions: 1 minute, 10 minutes, 10 hours, etc.

For example, if employee A clocks in for the morning and employee B then clocks in for the morning, it will show the Meal buttons that would be for employee A, not the Clock In / Quit options that should be there for employee B.

This Issue has been reported by Valdosta State University, Gordon State College, Middle Georgia State University, and Georgia Southern University.

**Functional Workaround:** No workaround is currently available. Please have your employees watch and report the issue if it happens.

**Tentative Resolution Information:** OneUSG Connect Support is investigating and working with KABA to resolve the issue. Additional information will be provided once it is available.

Update on Feb. 7, 2018: The vendor has confirmed the issue and will be releasing a fix on Friday, Feb.9. Details regarding delivery of this fix will be forthcoming pending successful internal testing.

**More Information and Support:** Contact OneUSG Connect Support at [oneusgsupport@usg.edu](mailto:oneusgsupport@usg.edu) or 877-251-2644 (toll free).



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