



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

POSTED: April 12, 2019

STATUS: Resolved

Impact: Time Clock Employees

Resolution Information: This issue occurs sporadically due to employees attempting to use the time clock too quickly after the prior employee. The recommendation is to allow the time clock time to refresh before attempting to scan in or out.

Original Known Issue Details

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.

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.

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

Information on all active and resolved known issues is available at www.usg.edu/oneusg_connect under Practitioner Services.