

***Economis* Implementers Handout:**

TIPS AND TROUBLESHOOTING

Student is unable to clock in to a program:

- make sure student is registered if this is required for this program – see pg.11, bullet 5
- student is currently clocked in to another program and must clock out of that first
- student has been clocked in too long to another program – staff must clock them out – from *Administration, Program Management*, select “Timeclock Error Report”, the student should appear on the Report with a “suggested” clock out time of 15 minutes after clocking in (this can be changed if desired), click on the box in the “Change” column, then press the “Update” button
- verify the start and end times of the timeclock for the program – see pg.11, bullet 7
- verify that the student card ID number has not been inactivated – from *Administration, Card Management*, select “View Card IDs” – if the student is not on the list, add a card for him/her by selecting “Add Card for Person”
- the card may be damaged and needs to be replaced – staff can add timeclock entry – from *Administration, Program Management*, select the appropriate program and timeclock – there are options for “Add Timeclock Entry”, “Edit Timeclock Entry”, and “Delete Timeclock Entry” – when adding or editing, the clock in time must be used, but the clock out time is optional

Student received too much “time” (another student clocked them in, the student clocked in but actually attended a different program, etc.):

- if payroll has *not* run yet, staff can edit or delete the timeclock entries – see above
- if payroll *has* been run, then a manual debit transaction will be necessary – see pg.23, *Using Manual Adjustments to Punish Students*

If the power goes out while timeclocks and programs are in progress:

- if the power comes back on before the program has ended, simply re-start the timeclock as if you were initially setting it up
- if the power comes back on after the program has ended, re-start the timeclock with the “Use Times?” button (at the bottom of the page) set to “No” and have the students clock out
- if it was necessary to have the students leave before the power comes back on, a staff person should enter clock out times through the “Edit Timeclock Entries” function

If the timeclock is showing the wrong time:

- the timeclock is programmed to get its time from the computer it is running on – change or adjust the time on the host computer

If you change a required field (when adding new users) to a non-required field, but the field still shows as tinted yellow (meaning it is still required):

- Check and make sure the changes from setting your required fields was saved.
- If the problem still persists, check any toolbars that you may have installed in your browser (e.g. Google). Some of these toolbars have “Auto-Fill” tools that highlight fields automatically. If it does this, you can ignore it (it doesn’t affect *Economis*), or you can change the settings of your toolbar.