uAttend Staffing

FE Series Time Clocks Product Manual

FE2000
Voice Control and Facial Recognition
FE2500
Voice Control, Facial Recognition + Temperature Reader

CONTENTS

01 INTRODUCTION

Setting up your uAttend Staffing time clock requires connecting your time clock to the Master Console.

First, we'll set up the Master Console, then the time clock.

Once you've completed the following steps, you can start tracking your employees' time and attendance.

Create your Master Console account

Add your client account

Add your employees

Assign your employees to your clients

Set up your clock

Register employee faces

02 CREATE YOUR MASTER CONSOLE ACCOUNT

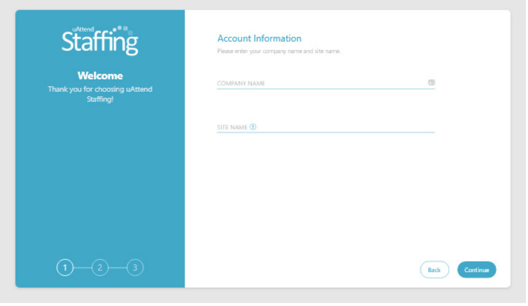
Before you can set up your new uAttend Staffing time clock, you will need to set up your Master Console and your first client.

Visit **https://admin.staffmyclients.com/signup** then follow the prompts.

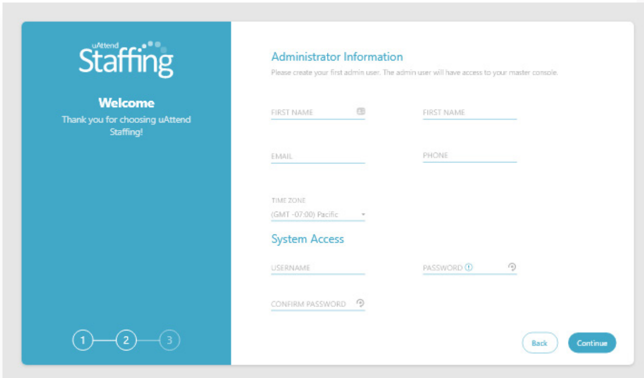
Your **Dealer ID** will be found on the back of your **Quick Start Guide**. If the **Dealer ID** is missing, please contact **Customer Support**.

Enter your **Company Name** then enter your **Site Name**. Your **Site Name** will become the **"web address"** for your company's uAttend Staffing Master Console.

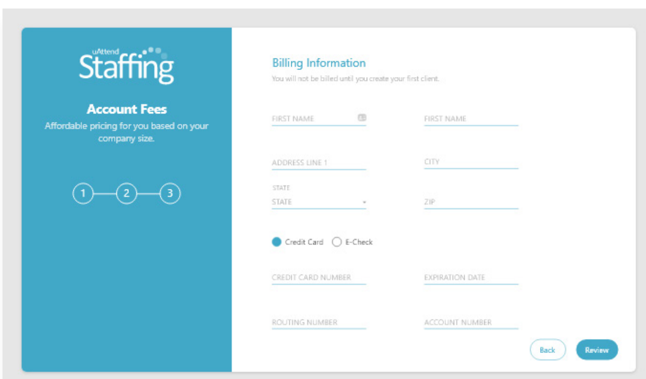
For example, "The Great Cookie Co" may become **admin.staffmyclients.com/gr8cookieco**.



Next, add your Administrator Information and create your Username and Password.



Finally, enter and confirm your **Billing Information**.

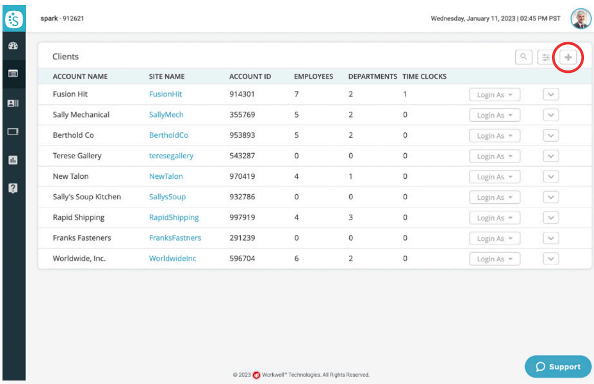


Your monthly bill will be reflective of the number of employees on your account. You will be charged a flat rate for the first 100 employees and will be charged an additional per employee fee for any employees starting with the 101st.

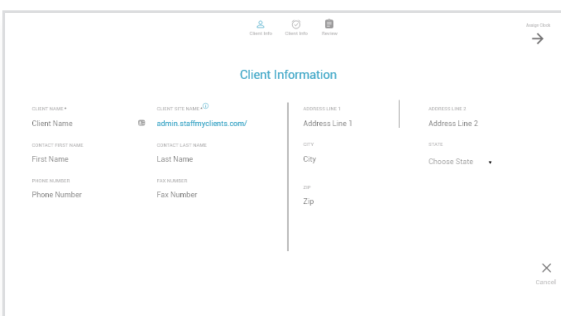
03 ADD YOUR CLIENT ACCOUNT FROM THE MASTER CONSOLE

From your dashboard, hover over the left side menu and select **Clients**.

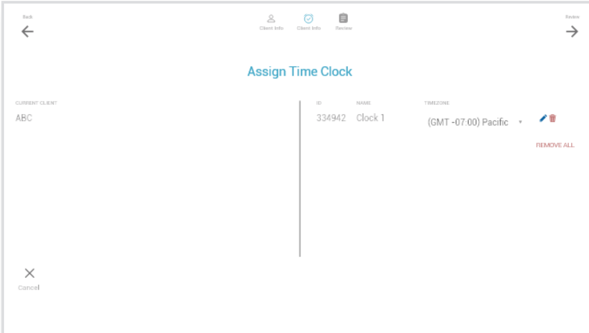
On the Client dashboard, Select the ‘**+**’ button in the right-hand corner to add a client.



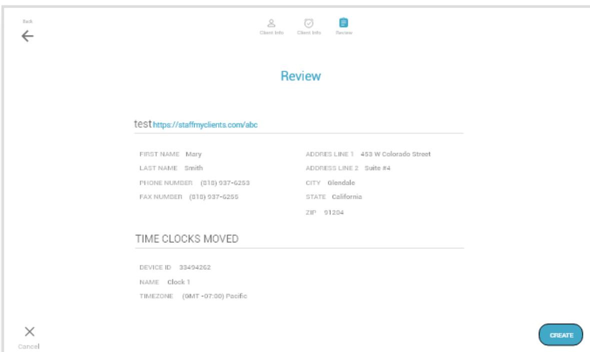
Fill out all the fields to enter your **Client Information**.



Next, assign a time clock to the client account. Click the ‘**+**’ button to expand the drop-down menu and select an unassigned time clock. If you do not have any time clocks added to your Master Console account yet, you can skip this section by selecting “Review” and assign time clocks later as outlined in Section 6.



If you have unassigned time clocks available, select one to assign to the client then click **Review**.



Review your client information to confirm all fields are correct, then click **Create**. After selecting **Create**, you can close the window to return to the client dashboard in your Master Console.

To complete set up for your client account, you need to create at least one department. Use the following instructions to add a department from your client menu:

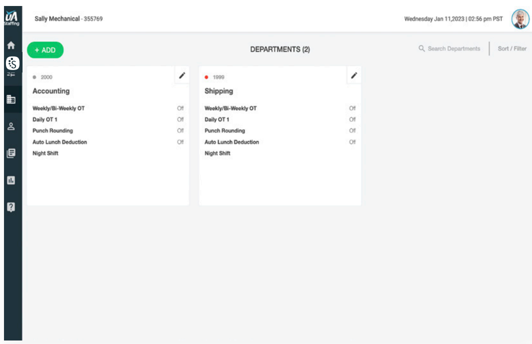
This will open your client's portal account in a separate window. To complete set up for your client account, you need to create at least one department in their account.

ADD DEPARTMENTS AT CLIENT LEVEL

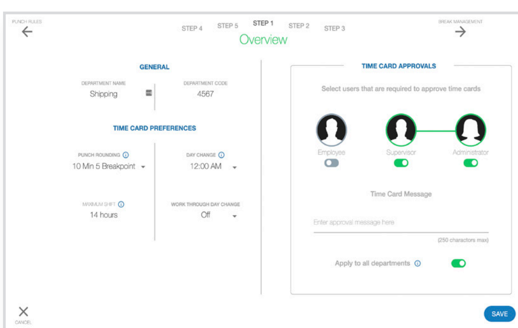
From your client menu, click **Login As** for the client account you just created, then select an administrator account to be directed to your client's account.

Select **Departments** in the left side menu. Then, select **Add** in the top left corner.

Fill out the Overview fields for your client's **General** department information, **Time Card Preferences**, and **Time Card Approvals**.



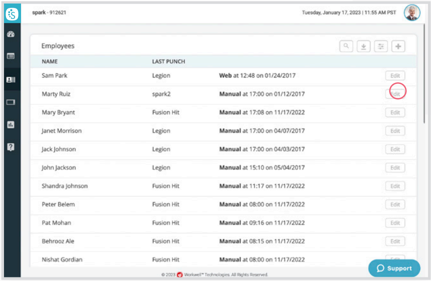
Then, click **Save** and close the window tab for your client portal. Keep your Master Console window open and continue with the following steps to finish setting up your account.



04 ADD YOUR EMPLOYEES FROM THE MASTER CONSOLE

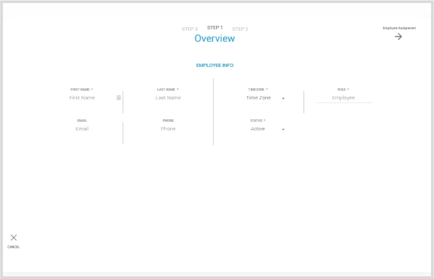
From your dashboard, hover over **Users** in the left side menu and select **Employees**.

Select the '**+**' button in the right-hand corner to add an employee.



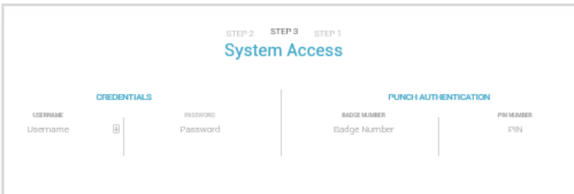
Follow the three-step process to add each employee:

1. Enter basic employee information.



2. Assign the employee to a client and a department. You can skip this step and add an employee to a client later.

3. Create your employees' **System Access** information by assigning them **Credentials** and **Punch Authentication**. Face templates can be registered from the clock once the Employee's account has been created. Then select **Create** to finish adding an employee. Facial recognition authentication feature requires face template set up for each employee and can be added from the time clock later.



Credentials are used to log into the Web Portal where the user can review their time card or Punch on a Client account.

Punch authentication is used on the time clock if the user does not have a face template (or is having trouble scanning).

Repeat this process for as many employees you would like to add.

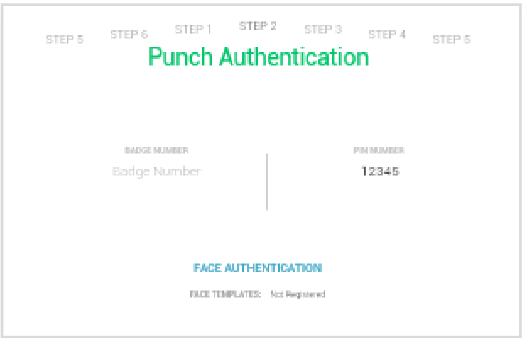
QUESTIONS? Call 800-518-8925 or email **support@uattendstaffing.com**

05 ASSIGN YOUR EMPLOYEES TO YOUR CLIENTS

Any time after an Employee is created their Client Assignments can be updated using the Edit Employee screen.

From the left side menu, hover over Users and select Employee. Select **Edit** next to an employee's name and assign them to one or many clients. When assigning a client, the employee must be assigned a Home Department. Then, press **Save**.

When the employee does not have a registered template, their Edit view will display 'Not registered'.



Next, you will set up your new time clock.

06 SET UP YOUR CLOCK

To activate your time clock, you must first turn on your time clock and connect it to the internet, then add and assign it in your Master Console account.

You will not be able to access the full features of your time clock until it is added to your Master Console account and assigned to a client. Follow the instructions below to set up your time clock.

ACTIVATE YOUR TIME CLOCK

1. Power on time clock by plugging it into an outlet.

2. Click the on-screen "**Let's Get Started**" button.

3. Connect to the network by selecting Wi-Fi or LAN.

   - If choosing **LAN**, the time clock will connect automatically.

   - If choosing **Wi-Fi**, follow the on-screen prompts to select your Wi-Fi network and enter your password.

   - If your Wi-Fi network is hidden you will need to select the 'connect to hidden network' option and type in the network name.

4. Your time clock will automatically check for a firmware update and will install, if found. After applying the update the time clock will restart. If your time clock reboots, click the "**Let's Get Started**" button to move on to the next screen.

5. Follow the on-screen instructions to finish setting up your time clock:

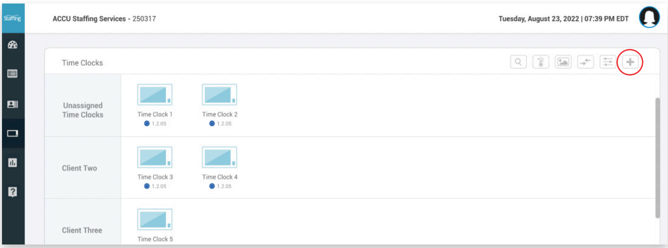
   - Login to your Master Console
   - Click Time Clocks
   - Click Add Time Clock
   - Enter Device ID: Your Device ID is listed on this time clock screen

ADD YOUR TIME CLOCK

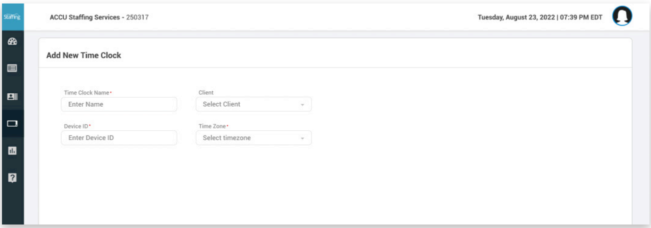
1. Log into your Master Console cloud account.

2. In the left-hand menu, select **Clocks**.

3. Select the '+' button in the right-hand corner to add a time clock.



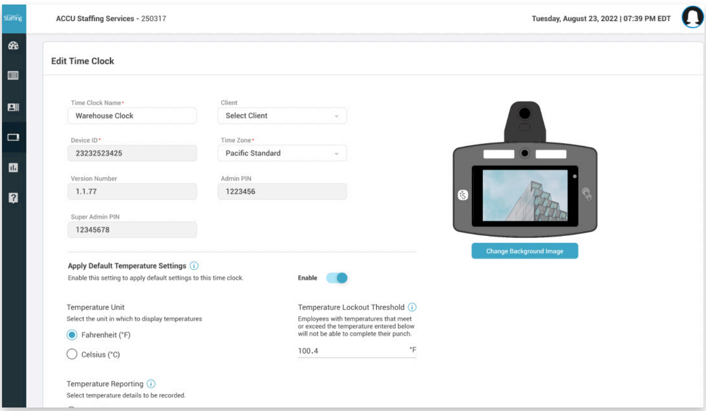
4. Enter the following information:
   - **Device Name** – name your time clock for internal use.
   - **Device ID** – the Device ID can be found on your time clock screen.
   - **Time Zone** – set the time zone for the time clock. It's recommended to use the appropriate time zone for your client.
   - **Optional: Client** – assign the time clock to a client from thedropdown menu. You can skip this step and add unassigned time clocks to a client account as outlined in Section 3.

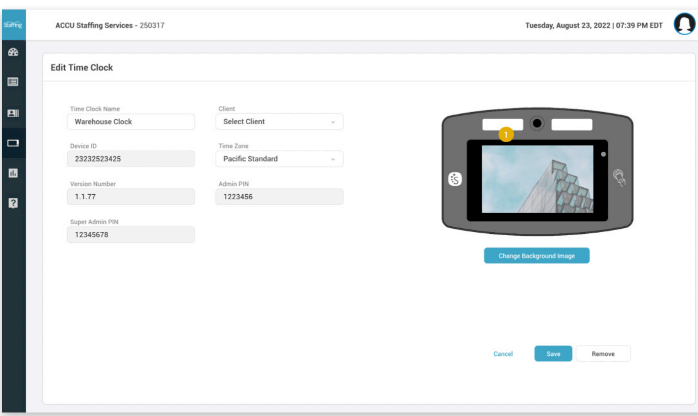


5. Press **Save** after you have filled out the fields.

6. From here, you will be directed to the Time Clock menu. You can add additional features by selecting the time clock, including:

- Edit time clock background image.
- If you added an FE2500 model with a temperature reader, you can add individual temperature reader settings here. If you want to apply default temperature reader settings to all of your time clocks, follow the directions outlined in Section 7.





QUESTIONS? Call 800-518-8925 or email **support@uattendstaffing.com**

ASSIGN YOUR TIME CLOCK

To be fully functional, the clock must be assigned to a client. You can assign your time clock to a client in these ways:

To existing clients

1. Time clock can be assigned from the **Edit Clock** screen.
2. If the clock has already been previously assigned, you can reassign from the time clock **Admin Menu**.

To new clients

Assign time clock during client set up as outlined in Section 3.

Once assigned to a client, go back to the time clock to finish the onboarding process.

CREATE ADMIN PIN

This will be the PIN associated with the time clock and will transfer between clients. If you'd like to change the Admin PIN later, you can via the device admin menu.

Your time clock Admin PIN can always be found in the 'Edit Clock' screen.

Your time clock is ready to use! Make sure your employees have their own authentication methods set up in order to use the clock as outlined in Section.

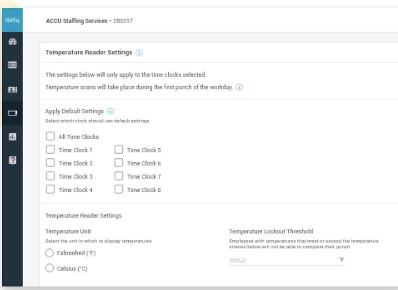
Your employees can use any time clock assigned to the client they are assigned to.

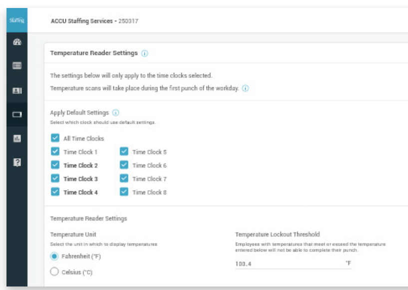
07 CONFIGURE TEMPERATURE READER SETTINGS

Before the time clock can scan employees' temperatures, you need to configure and enable the temperature reader settings. Once enabled, the time clock will record temperatures on the first punch-in of the day.

You can apply default and individual temperature reader settings by following the next steps that are applicable **only** for devices with a temperature reader.

DEFAULT TEMPERATURE READER SETTINGS AT THE MASTER CONSOLE LEVEL





Set up your default temperature reader settings by selecting **Settings > Temperature Reader Settings** in your Master Console. Then, select **Edit** and fill out the following information.

1. **Enable/Disable:** The global temperature reader settings is enabled by default. Toggling off this setting will disable new clocks automatically inheriting the default settings. When disabled, each clock must be individually configured.

2. **Temperature Unit:** Fahrenheit or Celsius.

3. **Temperature Lockout Threshold:** The time clock will lockout employees who meet or exceed this number.

4. **Temperature Reporting:** Choose how employee temperatures will be recorded in your Master Console as either “Actual Temperature” or “Pass/Fail.”

5. **Temperature Lockout Message:** This message will display on the time clock screen if an employee is locked out of punching.

6. **Apply Default Settings:** Select which clocks will use default settings. Clocks can be de-selected here or on their individual settings and can then be individually configured.

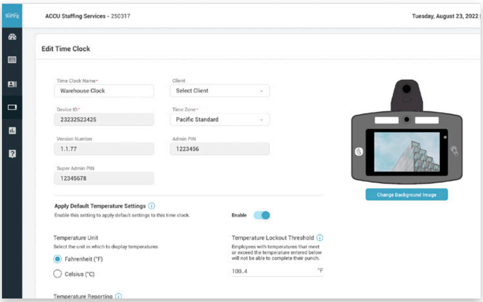
7. **Save.**

If you have multiple time clocks on your account and would like to apply Individual Temperature Reader Settings, proceed to the next section.

INDIVIDUAL TIME CLOCK TEMERATURE READER SETTINGS AT THE MASTER CONSOLE LEVEL

Individual temperature reader settings are optional. If you have multiple time clocks and at least one requires different temperature reader settings from your default selection, proceed with the next steps.

1. Select **Time Clock** from the side menu in your Master Console, then select the name of the time clock you wish to apply individual settings.



2. **Enable/Disable:** The temperature reader is enabled by default. Toggling off this setting will disable the temperature reader on this time clock.

3. **Use Default Settings**: Toggle on if you decide later that you want this clock to use default settings.

4. Fill out the rest of the settings by following steps 3-6 in the previous **Default Temperature Reader Settings** section.

5. **Save**.

Please note: Workwell is not advertising its products for use in the medical industry or for medical purposes. Our products are not intended to diagnose or exclude contagions such as COVID-19, SARS, or any other medical condition and should not be used as such. Our products are intended to serve as a first-line filter by assisting an organization and its employees in identifying those employees who may have an elevated body temperature. While our products may archive readings for reporting and audit purposes, it is solely the responsibility of the organization to communicate the use of the information to its employees, to obtain any necessary consent from its employees and to determine how the information is used. The organization should not rely solely on our products for making such a determination. Various environmental and methodological factors can impact thermal imaging; therefore, the readings from our products should not be relied upon as the sole determinant of a person's body temperature. Competent medical advice and further checks should be sought if there are concerns regarding an employee's health or possible illness. Workwell hereby disclaims all liability with respect to the conditions and limitations described in this paragraph.

08 REGISTER EMPLOYEE FACES

Before registering face templates, your clock must be assigned to a client. Employee face templates are part of an employees' profile and will move with the employee's assignment between clients and clocks. Once an employee has registered their face templates it will be automatically added to the Employee Account on the Master Console.

REGISTRATION TIPS

- Employees should not wear face masks while registering. Once registered, employees can successfully authenticate even when wearing a face mask.
- Register employee faces in a location with bright ambient lighting. Dim lighting, back lighting or shadows may result in failed scans.

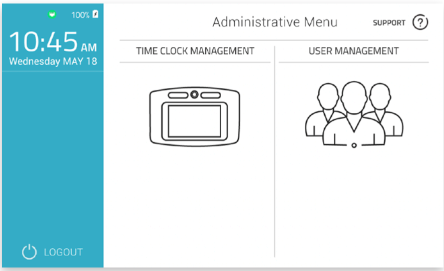
REGISTERING FACE TEMPLATES

Before registering face templates, please ensure you have added the employee to your client account in your Master Console as outlined in section 3.

1. Tap the PIN icon in the bottom right-hand corner of the time clock screen and enter your Administrator PIN.

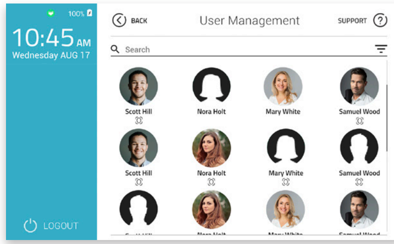
   This is the PIN which you chose during device setup. It can be found in your Master Console by going to **Clocks > Clock Detail.**

2. Select User Management from the menu options.

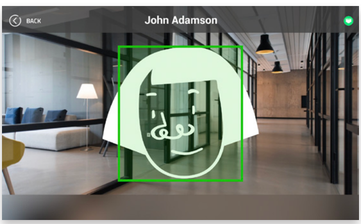


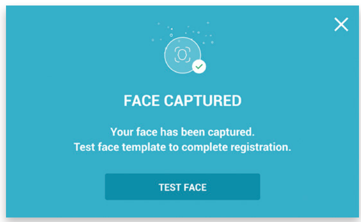
3. Select the employee you wish to register face templates for from the list provided.

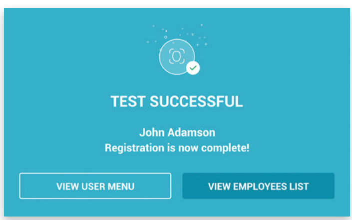
(Note: existing customers may display employee photos – this is not supported for the FE device at this time)



4. Follow the onscreen prompts to scan the employee's face.





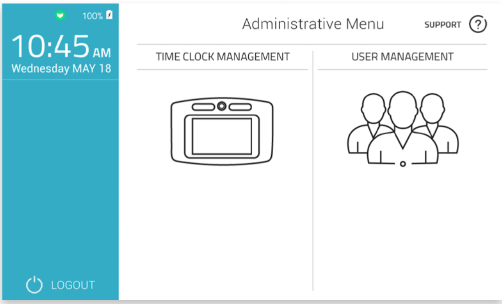


5. Repeat steps 1-4 for every employee who will authenticate with facial recognition.

09 ADMINISTRATOR MENU OPTIONS

The Administrator Menu can be accessed with the Administrator PIN you chose during device set up. If forgotten, the PIN can be found by logging into the Master Console, clicking Time Clocks then choosing the name of the clock you'd like to access.

Here are the different settings and tools within the Administrator menu:

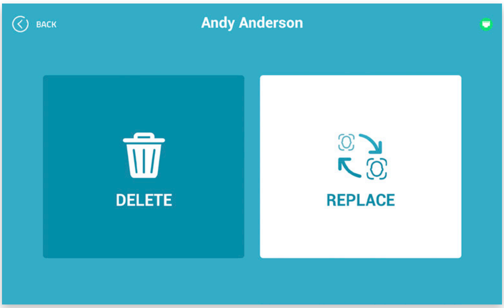


Admin Menu Options:

1. User Management

- Register Face Template – Select an employee to register face templates.

- Replace/Delete Face Template – If a face template already exists for that employee, the device will present the option to delete or replace.



2. Time Clock Management
   - Network Settings – Edit network settings. To change LAN/Wi-Fi, select a new Wi-Fi network or disable DHCP and set custom network values.

   - Update Software – Check for software updates. Follow on-screen prompts to apply the update. The time clock will reboot after update is installed

   - Assign Device to Client – Assign time clock to a client. Select from clients listed and set time zone.

   - Upload Device Database – Uploads a snapshot of the Device Database for customer service support. Should only be used at the request of customer service.

3. Support – Displays support screen.

10 WALL MOUNT

Everything you need to mount your timeclock to the wall is included in your purchase: metal back plate, LAN cord, power adapter, four drywall anchors, four screws, and two small bracket screws. You will need your own Phillips-head screwdriver.

CHOOSING A LOCATION

For best optimization of voice and facial recognition, mount your time clock in an area that has:

- Minimal background noise to avoid interference with voice commands.
- Ample ambient lighting (without back-lighting) for successful facial recognition.

MOUNTING YOUR TIME CLOCK ONTO YOUR WALL

1. Select a location for your time clock near a power outlet and LAN port (if applicable).
2. Place the provided mounting template against the wall. Drill holes through the targets using a 1/4” (6.35mm) drill bit.
3. Insert drywall anchors into the center of the wall marks (Fig. A).
4. Align the metal back plate with the holes. Ensure that the prongs are facing away from the wall, then secure the back plate to the wall with the screws provided.
5. Attach the power adapter and the LAN line (if applicable).
6. Align the two slots on the back of the clock with the two prongs on the back plate. Push down slightly to ensure the clock is securely fastened (Fig. B).
7. Optionally screw the time clock to the metal back plate with the included bracket screws at the bottom of the time clock (Fig. B).

Fig. A

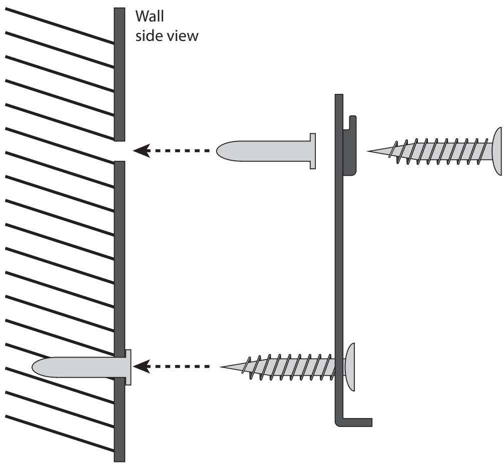
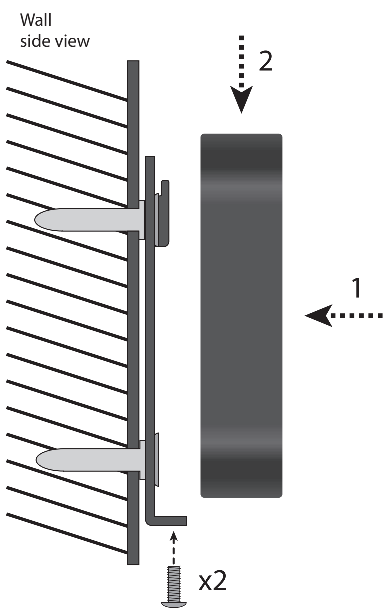


Fig. B



11 ADD/REMOVE TEMPERATURE READER

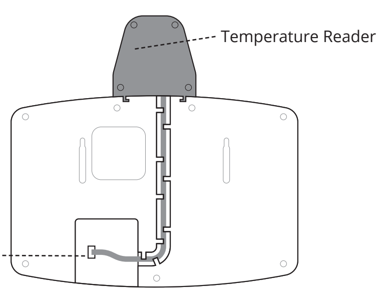
Unless you've purchased a temperature reader to add to your uAttend Staffing time clock or you are troubleshooting an issue, there should be no need to add or remove the temperature reader from your device. Should you need to add or remove the temperature reader, follow the simple steps below. On boot, the device will update its configuration with the Cloud to either enable/disable temperature settings.

ADDING THE TEMPERATURE READER

1. Disconnect your device from the power outlet.
2. Connect the temperature reader to the top of the time clock.
3. Plug the cord attached to the temperature reader into the corresponding port on the time clock.
4. Reconnect your device to the power outlet to turn on.

REMOVING THE TEMPERATURE READER

1. Disconnect your device from the power outlet.
2. Unplug the cord attached to the temperature reader from the time clock.
3. Disconnect the temperature reader from the top of the time clock.
4. Reconnect your device to the power outlet to turn on.



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12 TROUBLESHOOTING

See the following table for help with the error messages that you might encounter with your uAttend Staffing Time Clock.

ERROR MESSAGE	NOTES
CANNOT CONNECT TO INTERNAL NETWORK	If clock is not currently plugged into any networking device or the networking device it is plugged into is not turned on or functioning.
SORRY, DEALER ID NOT FOUND	TrackMyTime.com will report this error if the Dealer ID you entered is not valid. Please contact uAttend Support for assistance.
CANNOT CONNECT TO UATTEND SERVER	If a clock is placed into a functioning network, but is not able to communicate with the uAttend server.
CANNOT ACCESS THE INTERNET	If a clock is connected to the local network, but is unable to communicate with the Internet.
CANNOT LOCATE UATTEND SERVER USING DNS	If a clock is not able to properly resolve the hostname of the domain it is trying to contact because it either does not have a valid DNS server IP address to contact or the DNS server it is contacting cannot properly resolve the hostname for the server.
NO RESPONSE FROM DHCP SERVICE	If a clock is placed into a functioning network, is set to use DHCP, but gets no responses when attempting to contact a DHCP server during the Discover process of DHCP.

13 LIMITED WARRANTY

This Warranty covers all uAttend Staffing Devices and any Devices which may now or in the future be connected to your uAttend Staffing Account.

A. Warranty and Warranty Periods. Workwell Technologies, Inc. ("WWTech") warrants only to the original Purchaser that the Device will be free from defects in material and workmanship for the time during which (i) the original Purchaser subscribes to the uAttend System, and (ii) until such time the Device has been replaced (the "Warranty Period").

B. WWTech's Obligation Under Warranty. WWTech's sole obligation under the above warranty shall be to repair or replace Devices and parts during the Warranty Period. WWTech does not assume responsibility for delays in replacement or repair of products or parts. WWTech may, at its sole discretion, replace Devices with refurbished Devices. This warranty gives end users specific legal rights, and particular end users may also have other rights which may vary from jurisdiction to jurisdiction.

C. DISCLAIMER OF ALL OTHER WARRANTIES. NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, ARE GIVEN, AND WWTech EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING AND WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to particular end users.

D. Limitations. No salesperson, representative, or agent of WWTech is authorized to make any guaranty, warranty, or representation that contradicts the terms contained in this Limited Warranty. Any waiver, alteration, addition, or modification to the warranties contained herein must be in writing and signed by authorized representatives of WWTech to be valid, binding, and enforceable. WWTech does not assume responsibility for any specific application to which any products or parts are applied including, but not limited to, compatibility with other equipment. All statements, technical information, or recommendations relating to the products or parts are based upon tests believed to be reliable, but do not constitute a guaranty or warranty. WWTech SHALL NOT UNDER ANY CIRCUMSTANCES WHATSOEVER BE LIABLE TO ANY PARTY FOR LOSS OF PROFITS, DIMINUTION OF GOOD WILL, OR ANY OTHER SPECIAL,

CONSEQUENTIAL, OR INCIDENTAL DAMAGES WHATSOEVER WITH RESPECT TO ANY CLAIM IN CONNECTION WITH WWTech PRODUCTS AND/OR PARTS. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to particular end users.

E. What May Void the Warranty. This Limited Warranty shall be null and void in the following circumstances:

   1. Modification or repair by the end user or any non-authorized WWTech service provider; or

   2. Improper use or installation, or damage by accident or neglect, by the end user or any third party, or intentional damage by the end user or any third party; or

   3. Failure of the end user or any third party to exercise caution to protect from electrostatic discharge damage and adverse temperature, or physical abuse; or

   4. Failure by the end user to follow the Return Appointment Process set forth below.

F. Return Appointment Process. As a condition precedent to the above Limited Warranty, the end user must:

   1. Obtain a return material authorization (RMA) from Workwell Technologies, which will include an RMA number that must be prominently displayed on the outside of the shipping container. Returns without an RMA number may be rejected by Workwell Technologies and immediately returned to end user, freight collect.
   2. Ship the items being returned to Workwell Technologies, freight prepaid, together with a written description of the claimed defect.
   3. Pack the items being returned in the original packing carton or equivalent. Damage in transit is end user's responsibility and may be cause to void the warranty claim.

G. Transportation Costs. Except for New in Box items less than 30 days from purchase, end user will pay surface freight to return all products covered by this Limited Warranty. If covered by this Limited Warranty, Workwell Technologies will pay surface freight to ship replacement products to end user.

14 SAFETY INFORMATION

IMPORTANT SAFEGUARDS FOR SAFE OPERATION & USE

SAVE THESE INSTRUCTIONS

THIS PRODUCT IS FOR COMMERCIAL USE ONLY.

The time clock is an electrical device. In order to reduce the risk of fatal electrical shock and fire, basic safety precautions should be followed, including the following:

1. Read all instructions before operating.
2. This time clock must be properly installed and located in accordance with these instructions before used.
3. Do not use outdoors.
4. Do not expose to water or any liquid.
5. Do not place objects into the time clock.
6. For best operation, plug the time clock into its own electrical outlet.
7. Do not operate the time clock with a damaged cord or plug.
8. If an extension cord is used, the marked electrical rating of the extension cord should be at least as great as the electrical rating of the time clock.
9. Plug the time clock into a surge protector or uninterruptible power supply (UPS). If a surge protector is not used and there is a power surge, your warranty may be voided.

CAUTION/WARNING

DANGEROUS VOLTAGE

DO NOT CONNECT DAMAGED SUPPLY CORD

WARNING

RISK OF FIRE OR ELECTRIC SHOCK - DO NOT OPEN

WARNING: TO REDUCE THE RISK OF FIRE OR ELECTRIC SHOCK, DO NOT OPEN THE TIME CLOCK. NO USER SERVICEABLE PARTS ARE INSIDE. REPAIRS SHOULD BE COMPLETED BY AUTHORIZED SERVICE PERSONNEL ONLY.

Questions?

Call 800-518-8925

Text 858-683-7877

Email support@uattendstaffing.com

Visit support.staffmyclients.com

Designed, Developed, and Supported by Workwell Technologies, Inc.

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