

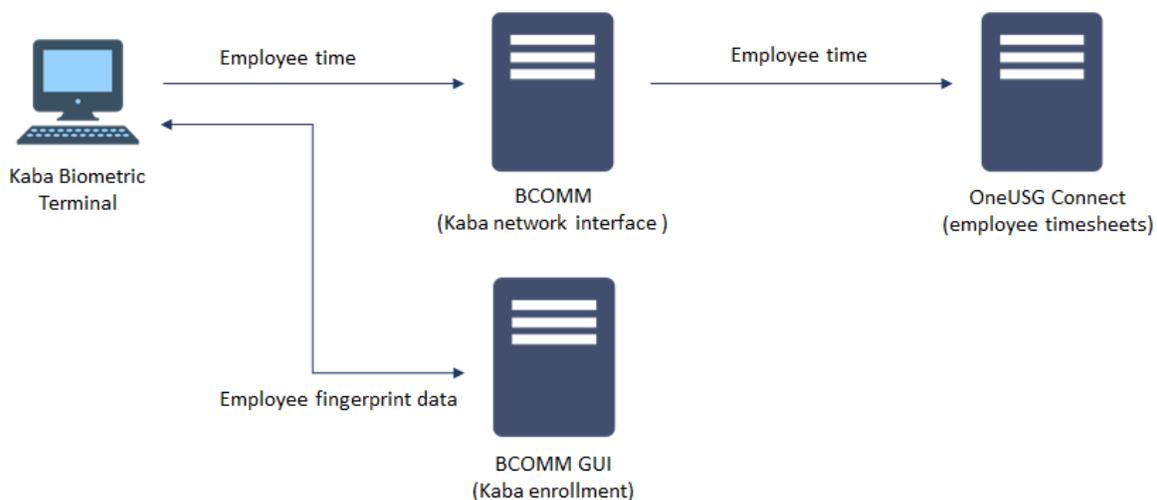
Overview

This SOP describes the process for resolving Kaba Clock issues. Kaba Clocks are the timekeeping devices that are used across several UGA units for biweekly employees (who are enrolled in OneUSG Connect Time Reporting as Kaba Clock users) to enter their time. The Kaba Clocks are integrated with OneUSG Connect, UGA's online HR/Payroll system, so that the punch in/out times entered at the clock are transferred to the employees' timesheets in OneUSG Connect.

Because the clocks are hardware devices that are connected to a network to receive and transmit human input, there are many opportunities for issues to arise. This SOP will document a troubleshooting workflow to help identify, diagnose and fix issues as quickly as possible when they arise.

Kaba Clocks at UGA

USG determined that Kaba Clocks would be used for punch in/punch out time entry at all USG institutions that have deployed OneUSG Connect. Kaba Clocks at UGA are set up as "biometric terminals" meaning that they read an employee's fingerprint to identify the employee in the system. The terminal reads the employee's fingerprint and records their punch in/punch out data, which is shared with the Kaba network interface (BCOMM). BCOMM then communicates the time entry data to OneUSG Connect.



All employees who are set up to enter time at a Kaba Clock should be enrolled at the clock biometric terminal by the unit's HR Practitioner. Enrolling an employee at the clock involves recording the employee's fingerprint and connecting that piece of data to the employee's UGA ID (81x number issued to all UGA employees, sometimes referred to as a "badge number"). This information is stored on the BCOMM GUI server.

Roles and Responsibilities

Roles involved in identifying and diagnosing Kaba Clock issues are as follows:

- **Kaba enrolled employee:** first identifies an issue with time entry at a clock and communicates with their supervisor immediately that they are unable to clock in or out.
- **Reports To Supervisor:** follows up on a Kaba Clock issue when they receive notice that an employee is having a problem with a clock; does a quick assessment with employee (collects details) to ascertain exactly what type of issue the employee is having.
- **Distributed Department HR Practitioner:** receives communication from employee's Reports To Supervisor when a clock issue cannot be resolved at the clock; reviews the employee's Time Reporter setup and the details provided and notifies the unit's Department Network Liaison (DNL), if necessary. The HR Practitioner should submit a ticket to oneusgsupport@uga.edu if the employee's Time Reporter setup in OneUSG Connect needs to be updated.
- **Department Network Liaison (DNL):** receives information about the clock malfunction and conducts troubleshooting on the clock; if troubleshooting does not fix the issue, the DNL submits the details of the issue (and specific clock details) via a request for service to oneusgsupport@uga.edu.
- **OneUSG Support (ITS):** assesses the information supplied by the DNL and whether the issue is configuration related. If the issue is database related (user setup), sends the ticket on for resolution to UGA Central Payroll.
- **Central Payroll:** receives the clock issue details from OneUSG Support ticket if the issue appears to be database related, and resolves if able.
- **F&A IT:** if issue is not configuration or database related, F&A IT works with DNL and troubleshoots onsite at the clock to ascertain and resolve issue if possible. If unable to resolve, sends the ticket to EITS.
- **EITS:** Troubleshoots network at location of clock. If unable to resolve, sends information to Central Payroll for clock return to USG.
- **USG Shared Services (Sandersville):** receives the decommissioned Kaba clock (if all troubleshooting fails and clock has been declared inoperable) and interfaces with the manufacturer to replace or repair the clock.

If Kaba Clock Issues Occur Outside Normal Business Hours

Departments should have a protocol (how to track timesheet information and how to report a problem) in place with instructions on what to do when employees have issues with a Kaba clock outside of normal business hours. Service desk personnel will not be available to respond to requests for service until normal business hours resume.

Key Process Steps

Unit HR practitioners and DNLs can check the operation and network status of Kaba clocks using the online Kaba Clock Monitoring Tool (<https://onesource.uga.edu/kaba/>). When there is an issue with a clock, follow the key process steps outlined below.

1. If a Kaba Clock-enrolled employee is unable to punch in using their assigned clock, they should notify their Reports To Supervisor immediately and provide the following details (some departments may have specific instructions for who to contact):

- The location of the clock and the time of their interaction
- The type of error message they are receiving
- Whether any other employee is able to punch in/out on that clock
- Whether the clock appears to be “offline”

Note: The department should follow whatever procedures they have set up to collect the the employee’s timesheet information while the clock is not working properly.

2. The Reports To Supervisor receives the details of the clock issue and asks the Department HR Practitioner to do two things: make sure the employee is enrolled properly at the clock with the correct badge number; and review the employee’s Time Reporter setup in OneUSG Connect (to make sure they are set up correctly for Kaba clock time entry).

- The Department HR Practitioner can review the Time Reporter setup for unit employees by running the ABS Enrolled Employee (180_TL_ABS_ENROLLED) query. For more information on how to run this query and interpret the results, see the [Querying TL & ABS Enrolled Employees tutorial](#) in the OneSource Training Library.
- When evaluating the query results, ensure that the employee has been assigned to the appropriate TCD Group (which allows them to use their designated clock) and that their Badge Type in OneUSG Connect shows “CLK.” The TCD Group should corespond with the GID listed on the clock that the employee uses to record time.

TCD Group	Badge Type	Badge Table Eff Date	Badge Status
	CLK	12/23/2018	Active
	CLK	12/23/2018	Active
TCDG180008	CLK	12/23/2018	Active
	CLK	12/23/2018	Active
	CLK	12/23/2018	Active
	CLK	12/23/2018	Active

- If this information is incorrect, meaning they are not assigned to the correct TCD Group or their badge type does not indicate CLK, the HR Practitioner should submit a ticket to oneusgsupport@uga.edu.
 - Indicate that the ticket is for a **Kaba Clock Time Reporter issue** in the subject line and include the employee's name and empl id, and the specific update that needs to be completed.
 - The ticket is routed to UGA Central Payroll to correct the employee's time reporter setup. Once Central Payroll resolves the employee setup issue, the employee should be able to now punch in at the clock. Central Payroll closes the ticket, which notifies the submitter that the issue has been resolved.

3. If the employee is enrolled at the clock properly and set up correctly in OneUSG Connect as a time reporter, and other employees are having trouble punching time on the clock, the HR Practitioner or the the unit's DNL should restart the Kaba clock.

Note: The unit DNL may also want to confirm the status of the clock either before or after restarting the clock via the Kaba Clock Monitoring Portal at:
<https://onesource.uga.edu/kaba/>

If the unit's clock is listed as "Down" or "Network Down" on the monitoring portal, continue with steps 4 and 5.

4. Restart the Kaba Clock:

Restarting the clocks will resolve most issues, such as temporary loss of FTCS connection, the enrollment screen not coming up, etc. **You must have the admin login and password to restart a clock.**

- **From the clock.**
 - On the main screen, swipe left and hold down the back arrow on the right hand side of the screen until you are prompted to enter a password. Enter the admin password.
 - In the next screen, select the red B-Client button on the left hand side of the screen to restart.



- **From your computer.**
 - You can also restart the clock remotely by entering the IP address as the URL in a browser. **Note:** you will only be able to access the clocks in a browser if you are on UGA's network.
 - In the screen that comes up, enter "admin" as the username, and then the admin password.
 - In the next screen, click "Administration", then "Reboot." Then click "Confirm." The clock will then restart.

Further Troubleshooting: It is recommended that you restart the clock a few times (2-3), as sometimes multiple reboots are necessary to get a clock working again. If restarting the clock several times does not resolve the issue, continue with step 5 below.

5. If, after troubleshooting at the clock, the HR Practitioner or the DNL cannot resolve the issue, they will submit a ServiceNow ticket via oneusgsupport@uga.edu. The following information must be included:

- In the Subject line, state that the ticket is for a "UGA KABA CLOCK DOWN"
- Include ALL relevant information for the specific clock and issue:
 - i. What is occurring (e.g., "all employees receive an error message when they try to punch in at the clock"). If possible, take a photo with a cell phone of any error messages and include with the ticket.
 - ii. What troubleshooting measures have already been tried (e.g, "employee enrollments verified," "clock settings reviewed," "clock restarted")
 - iii. Date and time issue first occurred.
 - iv. Where the clock is located (insitution, unit and location).
 - v. The GID/DID and IP Address (on Terminal Information screen).

- 6. Upon receipt of the ServiceNow ticket, OneUSG Support will use the information submitted to confirm the correct configuration of the clock.**
- 7. If the issue is not with the configuration of the clock or a database issue, OneUSG Support will submit a Kaba Clock TeamDynamix ticket and include all relevant information from the ServiceNow ticket (including the ServiceNow ticket number). This form is submitted to F&A IT. Once the TeamDynamix ticket has been submitted, USG will resolve the relevant Service Now ticket.**
- 8. F&A IT follows up on the ticket.**
 - F&A IT contacts the DNL (or Department HR Practitioner) who submitted the original ServiceNow ticket to walk through the issue. If they cannot resolve the issue, they note this in the ticket and EITS knows to follow up.
 - EITS assigns a team to troubleshoot hardware and networking issues.
- 9. The resolution of the issue is entered by EITS into the TeamDynamix ticket.**
 - If the issue is resolved, the clock is back online and working and all tickets are closed.
 - If, after all troubleshooting by UGA entities, the clock is deemed inoperable, that information is entered into the TeamDynamix ticket by EITS. The individual who opened the original ticket will be notified, and will be directed to return the clock to F&A IT.
- 10. In the event that a clock is declared inoperable, the clock should be sent or transported to F&A IT at the following address:**

Finance and Administration IT Support
120 Business Services Building
456 E. Broad Street
Athens, GA 30602

F&A IT will provide guidance on whether a backup clock can be installed while the inoperable clock is being serviced.
- 11. F&A IT will send the clock to USG Shared Services in Sandersville, who will interact with the clock manufacturer on a resolution (replacement or fix).**
- 12. To send the clock, F&A IT will follow this process:**
 - Pack the clock properly to avoid damage. Do NOT include the back-up battery.

Resolving Kaba Clock Issues

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- Submit new ticket to oneusgsupport@uga.edu to notify USG Shared Services that the clock has been deemed inoperable and will be returned to Sandersville for further troubleshooting. Reference original ticket that was submitted regarding this issue if possible.
- Use a carrier that provides a tracking number. This tracking number should be included in the new ServiceNow ticket. Also include the following information:
 - i. The institution's company code
 - ii. Serial number of the clock being returned
 - iii. Name and contact info for the DNL at the Unit returning the clock
 - iv. Carrier tracking number
- Ship the clock to: Time and Labor Team, 1500 George J Lyons Pkwy, Sandersville, GA 31082

Relevant Resources

List of resources and links.

- [Querying TL & ABS Enrolled Employees tutorial](#)

Approval

Name	Date
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