TEAM Software
by WORKWAVE®

Employee & Location Manager App Error Codes

Timegate

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COMMERCIAL STATEMENT

This document is subject to any terms as per teamsoftware.com/legal.

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INTRODUCTION

This document is not for distribution to customers – a customer-facing version is available that does not detail the Clock-in.com codes or Location Manager app codes.

Error message information from Clock.in-com, the Timegate Employee App and the Timegate Location Manager App is explained within this document in a tabular format:

- Error codes and the text that is displayed on the screen
- A description explaining the meaning of the various error codes (Description)
- Solutions to resolve the problem associated with those error codes (Solution)
- An indication of whether TEAM Software's Technical Support needs to be contacted to solve the problem when error messages come from either the Employee App or Location Manager App (Call TEAM?)

WHICH CODES RELATE TO WHICH APP?

- Codes 10 through 739 and 998 are relevant to both Employee App and Location Manager App
- Codes 733, 734, and 738 are Location Manager app-specific

EMPLOYEE APP ERROR CODES & ACTIONS TABLE

Code	Text displayed in the Employee App	Description	Solution	Call TEAM?
10	User authentication failed	Legacy error message – the system has not received a valid PIN (personal identification number), or it cannot determine the PIN	• Enter the correct PIN • Check your PIN • Speak to your employer. They will be able to check that your record is in good standing. For example, they can check your record hasn't been deleted or your contract hasn't ended etc	No
20	Device not allowed	Legacy	N/A	N/A
30	System Offline. Try again later	Cannot connect to the Timegate database. It's offline for some reason. This is likely to be some sort of infrastructure issue	• Try again later • If it continues not to work, advise your supervisor/Timegate technical support team. They should contact TEAM Software Support	Yes (after trying all other solutions)
40	System Offline. Try again later	Something has gone wrong with the database system that has not been captured using any of the other error codes. This is likely to be some sort of random system crash	• Try again later • If it continues not to work, advise your supervisor/Timegate technical support team. They should contact TEAM Software Support	Yes (after trying all other solutions)
50	SIN code is not known	Site Identification Number is not recognised/is invalid	• Enter the correct SIN • Ensure the SIN is of the correct length e.g. 4 or 6 characters depending upon configuration • Check your SIN • Speak to your employer. They will be able to check that the Site record is in good standing. For example, they can check that the record hasn't been deleted etc	Yes (after trying all other solutions)
60	User permission rejected	Legacy	N/A	N/A
70	Call Failed / SOS Failed	Legacy	N/A	N/A

Code	Text displayed in the Employee App	Description	Solution	Call TEAM?
80	Unknown registration code	An invalid Timegate database ID code / clock-in.com ID code has been used	• Make sure you are using the correct database ID (this is likely to be either a two or three-digit numeric code) • Confirm with your supervisor/Timegate technical support team the Timegate database ID code that you should be using when setting up the Employee App	No
90	System Offline. Try again later	Legacy – cannot connect to the Clock-in.com databases system	N/A	N/A
100	Cannot Log Staff Location	Book On, Check Call, or Book Off call has failed to work correctly for another reason	• Try to make the Book On, Check Call or Book Off call again • If this doesn't work, advise your supervisor/Timegate technical support team. They should contact TEAM Software Support	Yes (after trying all other solutions)
110	Incorrect Request Parameters	This error can mean that there is a problem with any of the parameters being used when the message is first read – PIN, SIN, Clock-in.com ID, RFID tag, Location etc.	Advise your supervisor/Timegate technical support team. They should contact TEAM Software Support	Yes
200	SIN code is not known	Invalid Site Identification Number	• Enter the correct SIN • Ensure the SIN is of the correct length e.g. 4 or 6 characters depending upon configuration • Check your SIN • Speak to your employer. They will be able to check that the Site record is in good standing. For example, they can check that the record hasn't been deleted etc	No
201	PIN code is not known	An invalid Personal Identification Number.	• Enter the correct PIN • Check your PIN • Speak to your employer. They will be able to check that your record is in good standing. For example, they can check your record hasn't been deleted or your contract hasn't ended etc	No

Code	Text displayed in the Employee App	Description	Solution	Call TEAM?
202	No matching duty can be found	There is no matching duty for the User ID that is being used to log in at this time. This can be caused by any of the following for example: • No duty • Trying to book on/off/check-call outside of hours • Trying to book on/off/check-call outside of pre-window or post-window • Trying to start a flexible shift too late • The system is incorrectly configured to let you book onto an open post • Auto duty create is not working the way you expect it too	• Book on when you have a duty • Speak to your supervisor/Timegate technical support team. They will go through a series of checks to make sure that there is a valid duty that you can book on/off/ or make a check call to. They will also check the times you've tried to book on against duties and the pre-or post- windows configured. Finally, they will check auto duty create settings (as appropriate). If they still cannot resolve the problem, they should call TEAM Software support	Yes (after trying all other solutions)
203	Call type does not match with what is expected	This message means that a valid duty has been found, however, the action made against that duty is not what was expected – calls have been made out of order e.g. an already open call is opened again, an unopened call is closed, a check call is being made against a call that does not have check calls attributed to it	• Make the correct call type • Speak to your supervisor/Timegate technical support team. They will go through a series of cal history checks to see what's gone wrong i.e. whether you are already booked on, or the check call isn't due for another x hours for example	No
208	Invalid Caller ID	This error code is only relevant when making a call using telephony, not through the Employee App. It indicates that the telephone number used to make the call is not recognised by the site (that is configured to only accept calls from a certain number)	• Use the correct phone onsite to make the call • Speak to your supervisor/Timegate technical support team. They will be able to check the CLID and associated Call Settings. If they are not able to resolve the problem for you, they will contact TEAM Software support	Yes (after trying all other solutions)
209	Call can NOT be taken outside of the call window	A duty has been found on the Timegate system that is valid, however, you are calling outside of the Pre- or Post-pay window when the site is configured not to take calls outside of the window	• Make your call within the call window • If you think you are trying to call within your window, speak to your supervisor/Timegate technical support team who will be able to investigate the problem and explain to you why the call cannot be taken	No

Code	Text displayed in the Employee App	Description	Solution	Call TEAM?
210	GPS Check failed	• The call is being made outside the permitted Geofence • The Geofence has been incorrectly configured (e.g. on a large site, the fence size has been given at one entrance, but not others) • GPS is not accurate on the handset • GPS has not been enabled on the handset	• Switch off and restart your phone and then try again • Advise your supervisor/Timegate technical support team. They can check the Site settings etc. • Call TEAM Software support if they cannot resolve the error	Yes (after trying all other solutions)
211	You have scanned an invalid tag code	When using tap to scan, you have scanned a tag using your phone which is invalid. It is likely to be invalid because the link between the RFID code and the user's PIN (via a User Defined Field-based code) is not correctly configured	• Report to supervisor/Timegate technical support team. Your supervisor/Timegate technical support team should check the PIN details and the third-party PDF PIN • If it can't be resolved, call TEAM Software support	Yes (after trying all other solutions)
401	Incorrect Password	When attempting to log into the Employee App in multi/shared mode, the user (i.e. manager or supervisor) enters an incorrect Timegate password	• Try again, re-entering the correct Timegate user password • If you have forgotten your Timegate password, and have direct access to Timegate via the FM Cloud, using a web browser request a password reset to be sent to your registered e-mail address • If you have forgotten your Timegate password, but do not have direct access to Timegate via the FM Cloud, using a web browser, advise your manager/Timegate technical support team who will be able to reset the password for you	No
404	User does not exist	When attempting to log into the Employee App in multi/shared mode, the user (i.e. manager or supervisor) enters an invalid, non-existent Timegate user name	• Try again, re-entering a valid Timegate user name • If you have forgotten your Timegate user name, it is likely to be your business e-mail address • If this doesn't work, advise your manager or Timegate technical support team who will be able to advise you of your Timegate user name	No

Code	Text displayed in the Employee App	Description	Solution	Call TEAM?
600	Unknown registration code	An invalid Timegate database ID code / clock-in.com ID code has been used	• Make sure you are using the correct database ID (this is likely to be either a two or three-digit numeric code) • Confirm with your supervisor/Timegate technical support team the Timegate database ID code that you should be using when setting up the Employee App	No
605	Timegate Code/PIN code is not known	When attempting to log on, the user enters an incorrect PIN or rapidly presses the login button multiple times	• Try again, re-entering the correct PIN • Do not press the login button multiple times • Check your PIN • Speak to your employer. They will be able to check that your record is in good standing. For example, they can check your record hasn't been deleted or your contract hasn't ended etc	No
610	SIN code is not known	An invalid Site Identification Number has been entered when trying to log on	• Enter the correct SIN • Ensure the SIN is of the correct length e.g. 4 or 6 characters depending upon configuration • Check your SIN • Speak to your employer. They will be able to check that the Site record is in good standing. For example, they can check that the record hasn't been deleted etc	No
615	PIN/SIN code is not known	When the user tries to book on/off or make a check call, either the PIN or SIN is incorrectly entered when sent	• Try again, re-entering the correct PIN and SIN • Check your PIN • Check your SIN • Speak to your employer. They will be able to check the system to make sure that everything is set up correctly (i.e. site details, your details etc.)	No

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Code	Text displayed in the Employee App	Description	Solution	Call TEAM?
620	PIN code is not known	An invalid Personal Identification Number has been entered when trying to log on	• Enter the correct PIN • Check your PIN • Speak to your employer. They will be able to check that your record is in good standing. For example, they can check your record hasn't been deleted or your contract hasn't ended etc	No
625	Could not open portal from app	When navigating from the Employee App to the Employee Portal (using the Employee Portal button), you are unable to access the Employee Portal as the website link isn't working correctly	• Try again in a few minutes • Ask your supervisor/Timegate technical support team to check the configuration e.g. the Employee Portal website URL may have been incorrectly configured • If your supervisor/Timegate technical support team cannot fix this, they should contact TEAM Software support to update the URL	Yes (after trying all other solutions)
630	Portal URL is not configured properly. Please contact administrator	When navigating from the Employee App to the Employee Portal (using the Employee Portal button), you are unable to access the Employee Portal as there has been no Employee Portal set up	• Let your supervisor/Timegate technical support team know of the error. The supervisor/Timegate technical support team should contact TEAM Software support who will be able to arrange for the system to be configured correctly with the Employee Portal URL being included in the JSON (configuration) file	Yes
635	Device not recognized. Please re-register	The Employee App tries to register the device (phone/tablet etc), however, the device doesn't return an identification code. This is likely to happen either when the device being used has been jailbroken ("cracked") or if the device is an extremely low-cost, incompatible device	• Use a device that hasn't been jailbroken • Replace with a compatible device	No

Code	Text displayed in the Employee App	Description	Solution	Call TEAM?
640	Device registration failed	This error message appears when a user has a valid device but is not able to register it. It's normally a software issue related to how the Employee App is talking to Timegate	• Try again after a few minutes • If this doesn't fix the problem, report the error to your supervisor/Timegate technical support team. They can report it to the TEAM Software support team who will be able to take a look at why registration is not happening	Yes (after trying all other solutions)
645	System Offline. Try again later	When using the Employee App, the app asks the Timegate system for data (using an API). During this transaction, the connection gets lost for some reason	• Try again after a few minutes • If this doesn't fix the problem, report the error to your supervisor/Timegate technical support team. They can report it to the TEAM Software support team	Yes (after trying all other solutions)
655	System Offline. Try again later	When using the Employee App, the app sends data to the system but it does not match what is expected. This could be for a variety of reasons including issues with the app, the JSON set up (settings for the app), HTTP, a custom error or a system exception	• Report the error to your supervisor/Timegate technical support team. They can report it to the TEAM Software support team	Yes
660	Location not trusted. Check your GPS	The device that is being used to give out GPS coordinates is running spoofing software that produces fake GPS results	• Remove spoofing software from the device • Use a new device that sends out the correct GPS coordinates	No
665	Please check your internet connection	For some reason, your device is not connected to the Internet. Your device is offline	• Check that your Internet connection is available and working correctly • Join a different network • Switch your device off and then back on again to see if it joins the network • Check with your service provider (mobile phone company) if your network is working correctly • Speak to your Supervisor and ask for their help	No

Code	Text displayed in the Employee App	Description	Solution	Call TEAM?
675	Please enable location services in your device settings	• The location services on the device have been disabled • Location services have been disabled for this app	• Enable location services on the device	No
680	GPS request timed out. Please try again	The Employee App has been unable to get a GPS reading that is not older than 60 seconds – the GPS data is not being reset	• Try the action you are attempting again • Move physical location to one where there is a GPS signal and try again	No
705	Too late to take photo(s)	When a photograph has been requested as part of a logon process, the photograph hasn't been taken within the allowed period	• Try taking a photograph again more quickly so that it's within the allowed period	No
710	App access to location services is necessary	The Employee App has not been given access to the device's location services that are required for the app to work correctly	• Ensure the app has permission to access the location services on your device (i.e. enable location services) • If this doesn't work, delete the Employee App then reinstall it	No
715	You are offline	For some reason, your device is not connected to the Internet. Your device is offline	• Join a network • Ensure you are connected to the Internet correctly • If you are in an area with a weak mobile phone signal try again • If you are in an area with no mobile phone signal, move to a location where you can connect to the Internet • Switch your device off and then back on again to see if it joins the network • Check with your service provider (mobile phone company) if the data network is working correctly	No
720	Please turn off mock location!	The device that is being used to give out GPS coordinates is sending out a mock/fake location	• Remove the software from the device that is creating the mock location so that a "real" location can be provided via location services	No

Code	Text displayed in the Employee App	Description	Solution	Call TEAM?
730/732/735/736	NFC: No tag has been detected	When a user scans an NFC tag to either book on/book off/make a check call/log attendance at a location the tag isn't detected as they move away from it too quickly	• Rescan the tag, taking your time, without moving	No
731	NFC: Tag is not supported	When a user scans an NFC tag to either book on/book off/make a check call/log attendance at a location the system attempts to read the tag, but it is of an incompatible format or is corrupted	• Try scanning the tag again • If the problem persists advise your supervisor/Timegate technical support team They will be able to check and if necessary, contact TEAM Software support	Yes (after trying all other solutions)
737/739	NFC: Unexpected error has occurred	When a user scans an NFC tag a different, unexpected error occurs	• Try scanning the tag again • If the problem persists advise your supervisor/Timegate technical support team. They will be able to check and if necessary, contact TEAM Software support	Yes (after trying all other solutions)
987	Failed to register	When the user is entering their details to use the app for the first time, this error means that they have entered all of their details correctly, however, the backend of the system is not returning any results to the app	• Please advise your supervisor/Timegate technical support team, giving them your registrations details. They will be able to check and if necessary, contact TEAM Software support	Yes (after trying all other solutions)
998	Oops, something went wrong. Please try again in 5 mins	An unexpected application system error. This can be generated for many reasons such as network outage, hardware being run at full capacity at peak times, an API bug, incorrect configuration etc.	• Try again in five minutes • If the problem continues, please advise your supervisor/Timegate technical support team, giving them details of your Employee ID, SIN etc along with the approximate time of the error. They should contact TEAM Software Support to resolve the problem	Yes (after trying all other solutions)

LOCATION MANAGER APP ERROR CODES & ACTIONS TABLE

Code	Text displayed in the Employee App	Description	Solution	Call Support?
733	NFC: Tag is not writeable	When a user scans an NFC tag to write to the tag it fails to let them as the tag is seen as read-only	- Try again - Remove read-only tag - If the problem persists advise your supervisor/Timegate technical support team. They will be able to check and if necessary, contact TEAM Software support	Yes (if the problem persists)
734	NFC: Tag size is too small	When a user scans an NFC tag to write to the tag it fails to let them as the tag size is too small	- Try again - Try a different type of NFC tag - If the problem persists advise your supervisor/Timegate technical support team. They will be able to check and if necessary, contact TEAM Software support	Yes (if the problem persists)
738	NFC: Incorrect formatting tag	When writing or formatting the NFC tag, the action fails	Try a new NFC tag	No
740	Please enter a valid username	When attempting to log in the user (i.e. manager or supervisor) doesn't enter a username – the username field is left blank	Enter a valid username	No
741	Please enter a valid SIN	An invalid Site Identification Number has been entered following a user's successful registration to the Location Manager App	- Enter the correct SIN - Ensure the SIN is of the correct length e.g. 4 or 6 characters depending upon configuration - Check your SIN - Speak to your Timegate technical support team. They will be able to check that the Site record is in good standing. For example, they can check that the record hasn't been deleted etc	No

Code	Text displayed in the Employee App	Description	Solution	Call Support?
742	Service is not licensed, contact administrator	Your company is not licensed to use the Service features in Timegate. This includes the use of the Location Manager App	• Report the error to your supervisor/Timegate technical support team. They can report it to the TEAM Software support team if it is licensed. • Contact your TEAM Software Account Manager if there is a business need to license the software and your company would like to find out more about licensing costs and options	Yes (if the problem persists / your business wishes to license Service)
743	Invalid user	When attempting to log in the user enters an invalid, non-existent Timegate user name in an attempt to secure access to the Location Manager App	• Try again, re-entering a valid Timegate user name • If you have forgotten your Timegate user name, it is likely to be your business e-mail address • If this doesn't work, advise your manager or Timegate technical support team who will be able to advise you of your Timegate user name	Yes (if the problem persists)
744	User is not a manager	The user ID is a valid Timegate user, however, it does not have the correct access permissions to use the Location Manager App	• Advise your manager or Timegate technical support team who can enable the necessary security rights to your Timegate user account (if a valid business need is approved)	No
745	No Zumero setup, contact administrator	Zumero has not been set up for your Timegate solution	• Advise your supervisor/Timegate technical support team. They will contact TEAM Software support	Yes

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