Timegate: Monitoring Time & Attendance?
Your guide to searching, understanding, and actioning T&A messages

Export to a CSV file for further analysis

After entering criteria, select **Search**

Enter your search criteria

View results (turns **green** when selected)

Select to call telephone number

Select link to hear challenge responses

Select **Monitor | T&A**

Device	Call Type	SIN	PIN	Site Name	Employee Name	Date/Time	Telephone	Status	Message	Comment	Duty Audio	Map
Employee App	ON					14/05/2021 13:34		Invalid	SIN/PIN Combination Invalid			41.327457, -96.110188
Employee App	ON					14/05/2021 13:34		Valid (with warnings)	Call taken outside of Pre/Post Time Window			41.327454, -96.110186
Employee App	OFF					14/05/2021			en outside of Pre/Post Time			10296
Employee App	ON					14/05/2021						10208
Employee App	ON					14/05/2021			ype does not match (OFF exp			10243
Employee App	ON					14/05/2021 13:15		Invalid	Call Type does not match (OFF expected)			41.327481, -96.110098
Employee App	ON					14/05/2021 13:13		Invalid	Call Type does not match (OFF expected)			41.327422, -96.110209
Employee App	ON					14/05/2021 13:13		Invalid	Call Type does not match (OFF expected)			41.327448, -96.110197
Employee App	ON					14/05/2021 13:13		Invalid	Call Type does not match (OFF expected)			41.327491, -96.110090
Employee App	ON					14/05/2021 11:06		Valid	Duty has been automatically created			52.406667, -1.955769
Employee App	ON					13/05/2021 13:35		Valid (with warnings)	Call taken outside of Pre/Post Time Window			41.327359, -96.110204
Employee App	ON					13/05/2021 10:53		Valid	Duty has been automatically created			52.406900, -1.956011
Employee App	ON					12/05/2021 13:42		Valid	Duty has been automatically created			52.487878, -2.114521
Employee App	ON					12/05/2021 13:24		Valid (with warnings)	Call taken outside of Pre/Post Time Window			41.327424, -96.110209
Employee App	ON					11/05/2021 11:43		Valid				52.264319, 0.166240

Search Filters

Source — The source of the T&A message. Select from a drop down menu, comprising MANUAL, TELEPHONE, BIOMETRIC DEVICE, AUTOMATED LOGON/CHECK/ LOGOFF, AUTOMATED MISSED LOGON/CHECK/ LOGOFF, AUTOMATED FORCED LOGON/CHECK/ LOGOFF, CHASE, ESCALATE, SMARTPHONE, U-CLOCK DEVICE, and EMPLOYEE APP

Telephone — The number where the call originated (if displayed) If Click-to-Call is enabled, the number can be selected and a phone call made to it

Call Type — The type of call being made. Select from a drop down menu, comprising ON, CHECK, OFF, MESSAGE, OVERDUE, R_CHECK, CHASED ON/ CHECK/OFF, ESCALATED ON/OFF/CHECK CALL, ON SITE and OFF SITE

Status — select from a drop down menu, comprising VALID, VALID (WITH WARNINGS), INVALID, ACCEPTED, REJECTED, and NO RESPONSE

Site Name — Name of the Site

Message — The message associated with the call, for example, why it was rejected

Employee Name — Name of employee

Comment — Any additional comments made about the call

SIN — The Site ID number

PIN — The Employees personal number

DeviceID — The unique ID of the Timegate device booking on the system

Search From — Date and time to search for T&A records from (date is selected from drop-down calendar, whilst time is manually entered)

Search To — Date and time to search for T&A records to (date is selected from drop-down calendar, whilst time is manually entered)

How many records? — Enter the number of search results that you wish to display on the screen. If you'd like to scroll through ALL results, leave this blank

What do the different T&A Monitor messages mean? How can I action them?

Error Message	Explanation	Troubleshooting Tips
Call Type does not match (OFF expected)	Employee attempted to book ON when Timegate is expecting a book OFF	» Did the employee press the wrong button? » Is this a duplicate booking or has the employee attempted to book ON multiple times in quick succession? » Did the employee forget to book OFF of their previous duty?
Call Type does not match (ON expected)	Employee attempted to book OFF when Timegate is expecting a book ON	» Did the employee press the wrong button? » Is this a duplicate booking or has the employee attempted to book OFF multiple times in quick succession? » Did the employee forget to book ON to their duty?
GPS check failed (Lat/Long: ##.####/##.#### - Age: 100)	Employee has attempted to book ON/OFF outside of the set GPS radius Phone used to make the call does not allow have GPS functionality (e.g. an old mobile phone or a landline)	» Check the map to see where the employee was located, and where Timegate expected them to be. » Is the employee trying to book on from an invalid location? » Is the site GPS location correct? Does the radius need to be expanded? » Is the site in an area with poor cell reception? The GPS may be defaulting to the nearest cell tower » Was the call made using a landline? If so, it will show no GPS coordinates
Call taken outside of Pre/Post Time Window	Employee booked ON/OFF outside of the pre/post windows set in the site's call settings	» Employee has successfully booked on / off, however the duty will likely need to be arbitrated
Duty has been automatically created	Employee booked ON when they had no schedule, so Timegate generated a duty as per the Auto Duty Creation Profile	» Employee has successfully booked on, but you should review the shift to ensure the hours are valid
No Duty found for SIN and PIN	Employee entered both a valid PIN and a valid SIN, however there is no shift at that location for them to work	» Did the employee enter the wrong PIN / SIN? » Is the employee trying to book ON / OFF outside of the Pre/Post window?
SIN/PIN Combination Invalid	Employee has entered an invalid SIN or PIN	» Check the Site Name and the Employee Name in the T&A Monitor. The column that is blank will indicate which value was invalid » Did the employee press the wrong key? » If the Employee Name is blank, has the employee been entered into Timegate?

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