

THE PURPOSE OF THE UNRECOGNIZED CLOCK-IN ALERT

Employees will clock in and out from the POS for their shifts. The total hours worked, are then reported to NCR Console's Employee Management module. Once this happens, you will receive an alert via your Dashboard titled **"Unrecognized Clock-In Employee from POS"**.

This alert is telling you that we are now capturing hours worked for your employees that now need to be imported into Console. It is a one-time process that will only need to occur when new employees are hired and using the system for the first time.

The screenshot shows the NCR Console Dashboard for 'PTC Concierge Support'. The 'Alerts' section displays a message: 'Unrecognized Clock-In Employee from POS' dated 8/6/2016. A modal window is open over this alert, containing the following text: 'Unrecognized Clock-In Employee from POS. Your attention is needed for the issue below. There are unknown users found during the import of the time cards from the POS. This typically occurs when this employee is either not created as an employee in CimpleBox or is not properly associated to the POS user. Click here to match this user to the correct CimpleBox user.' Below the alert, there is a 'Sales By Week' table and a 'Weather Forecast' for 'One Stop Silver Shop, PTC Concierge Support, Silver Gift Shoppe'.

	Curr WTD	Prev WTD	Prev Yr WTD
Sales	\$617	\$885	\$102,847
Transactions	47	47	45
Average Check	\$13.14	\$18.83	\$2,285.49

Weather Forecast		
One Stop Silver Shop, PTC Concierge Support, Silver Gift Shoppe		
Today (8/6)	Tomorrow (8/7)	Mon (8/8)
93° 74°	91° 73°	87° 72°

PROCESSING UNRECOGNIZED CLOCK-IN ALERTS

To process unrecognized clock-in alerts you will need to navigate to the **Dashboard** and click **Unrecognized Clock-In Employee from POS** within the alerts box.

1. Log into NCR Console and click **Unrecognized Clock-in** from your **Dashboard**
2. Click the **Click here** link within the alert

This is a close-up of the alert modal window. It contains the text: 'Unrecognized Clock-In Employee from POS. Your attention is needed for the issue below. There are unknown users found during the import of the time cards from the POS. This typically occurs when this employee is either not created as an employee in CimpleBox or is not properly associated to the POS user. Click here to match this user to the correct CimpleBox user.'

3. Click **Match Employee** to the right of the employee's name(s). If you have multiple locations, you will not have to select the location that the employee belongs to. The system will automatically show the store that your employee is assigned to, based on the POS they clock in and out from

Unrecognized POS Employees Go Back					
Store	Date	Display Name	Name	POS ID	
PTC Concierge Support	8/6/2016	Lizzy		5883	Match Employee >>
Silver Shopping	8/6/2016	Kenya		22333	Match Employee >>
Silver Shopping	8/6/2016	Michael		20346	Match Employee >>

4. If the employee has already been created within Console, their name will automatically appear to the right of the **Match "..."** to CimpleBox User

Match User Go Back

Match "Lizzy" to CimpleBox User:

- a. If the employee has not been created in Console yet, **Select a User** will appear to the right of **Match "..."** to CimpleBox User
- b. Click the dropdown arrow to the right of User
- c. Select **Create New Employee**

Match User Go Back

Match "Michael" to CimpleBox User:

Select a User

Select a User

Create New Employee

Amber

Andrew

Angela

- d. The employees first and last name will auto-populate in the open fields below. First and last name is required

Match User Go Back

Match "Michael A" to CimpleBox User:

First Name:

Last Name:

5. Click **Save**

Once you have imported an employee's hours, you will have the ability to edit their record to add additional details such as phone number, email address, pay rate, start date, etc. This can be done via the **Employee Management** portal. Refer to the **Managing Existing Users** training module for more information.