

MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND INSTITUTIONAL REFORMS

Reporting of problems with Electronic Attendance System/Electronic Time Recorder

Ministry: _____

Department: _____

Site/Building: _____ **Floor No:** _____

Contact Person: _____ **Phone No:** _____

Email Address: _____

Kindly fill in the table below to describe the nature of the problem:

1. Clocker is not functioning	
Newly installed	Existing clocker
<i>Please indicate whether the following basic checks have been effected at your level:</i>	
a. Clocker is ON	
b. Network cable is properly connected to clocker	
c. Network cable is properly connected to switch	
Any additional details:	
2. ARMS is not accessible from PC	
Newly configured PC	Existing PC
3. ARMS is accessible but attendance data is not displayed in reports	
4. User cannot login	
5. Any other problem, please give details:	

Date problem was noted:

Date problem being notified:

Name of Reporting Officer:

Job title: