

Troubleshooting

If you run into any issues, please notify the Findd representative!

Issues & Solutions

Issue: Cannot Find Face

Solution: Ensure good lighting, look straight at the device, fill the screen with your face, and remove obstructions. Rotate your face slowly if needed.

Issue: Error When Punching In

Solution: Ensure you are not trying to punch in more than 30 minutes early. Contact operations if you accidentally punched out.

Issue: App Crashes or Freezes

Solution: Click Sync Data, restart the app, update the app, reboot your device, or reinstall the app.

Issue: Not Receiving Security Code

Solution: Check your spam/junk folder, ensure the correct email address, resend the code, or contact support.

Issue: Unable to Approve Timecard

Solution: Ensure you have selected the correct timecard, sign to agree, and update the app if needed.

Issue: Shift Not Displayed

Solution: Verify you have a scheduled shift, refresh the app, or contact operations.

