



Training Hub

Troubleshooting Guide.

Here is a troubleshooting guide for common Access & Attendance restrictions.



Troubleshooting

Issue	Potential Reason	Action
No match found when scanning face.	Missing or Poor-Quality Profile Photo.	Find and open worker profile: <ul style="list-style-type: none"> Is there is a profile picture present? The “Use Face Biometrics” box is ticked (under image) The image “Quality Check” box has a green tick
	Site not added to worker profile.	<ul style="list-style-type: none"> Check the site in question is listed under the “Site Association” section
	Worker not Marked as Inducted for site.	<ul style="list-style-type: none"> Check that the worker has been marked as “Inducted” to the associated site
Face match found but worker still can not access site.	The worker profile has become Dormant or has a Manual Ban applied.	Find and open the worker profile: <ul style="list-style-type: none"> Click on the “Fix Access Issues” option in the MSite Toolbar Remove any restrictions if authorised
	Missing or expired accreditations / training.	Find and open the worker profile: <ul style="list-style-type: none"> Update or add required accreditations / training
	APB (Anti-Passback) restriction – This can happen if a worker has clocked in at the start of the shift but not clocked out at the end. APB would deny access as the system thinks the worker is still on-site.	Find and open worker profile: <ul style="list-style-type: none"> Check worker’s Last Transaction and Last Known Location under “Status” If data is false, add a “Manual Punch” which is found in the MSite Toolbar on the left of the screen
Face match found, but wrong profile or denied.	Duplicate profile created in error.	<ul style="list-style-type: none"> Search worker name and delete un-required duplicate profile
	Worker has multiple profiles for different contractors or roles.	<ul style="list-style-type: none"> Search worker name and un-tick “Use Face Biometrics” for profile not being used



Be safe. Be productive. **Be one.**