



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.  Site not added to worker profile.  Worker not Marked as Inducted for site.	Find and open worker profile: <ul style="list-style-type: none"><li>Is there is a profile picture present?</li><li>The “Use Face Biometrics” box is ticked (under image)</li><li>The image “Quality Check” box has a green tick</li></ul> <ul style="list-style-type: none"><li>Check the site in question is listed under the “Site Association” section</li><li>Check that the worker has been marked as “Inducted” to the associated site</li></ul>
Face match found but worker still can not access site.	The worker profile has become Dormant or has a Manual Ban applied.  Missing or expired 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 the worker profile: <ul style="list-style-type: none"><li>Click on the “Fix Access Issues” option in the MSite Toolbar</li><li>Remove any restrictions if authorised</li></ul> Find and open the worker profile: <ul style="list-style-type: none"><li>Update or add required accreditations / training</li></ul> Find and open worker profile: <ul style="list-style-type: none"><li>Check worker’s Last Transaction and Last Known Location under “Status”</li><li>If data is false, add a “Manual Punch” which is found in the MSite Toolbar on the left of the screen</li></ul>
Face match found, but wrong profile or denied.	Duplicate profile created in error.  Worker has multiple profiles for different contractors or roles.	<ul style="list-style-type: none"><li>Search worker name and delete un-required duplicate profile</li><li>Search worker name and un-tick “Use Face Biometrics” for profile not being used</li></ul>



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