## Index (Topics of Questions)

**For any further questions request you to contact our support team. Contact details available on the website – SmartOfficepayroll.com**

## Installation and Login

1. How to install SmartOffice  desktop application?
   Download SmartOffice  desktop application from smartoffficesuite.in and install the application.
   Youtube link: https://youtu.be/LmKxX4IayjI

2. How to install SQL application?
   Download SQL files from Microsoft, any version of sql above than 2008r2.
   2008r2 link:
   https://www.microsoft.com/en-in/download/details.aspx?id=30438

3. What is the login name and password?
   Login name: smart          password: smart

4. What is the validity of SmartOffice  license key.
    One year.

5. What is the default login name and password for cloud application?
      Ex: www.so365.in/smarttest/default.aspx
       Login name: smartest
       Password: smart@123

6. ExecuteScalar requires an open and available Connection error while login
     Mention required fields in database setting and save the information.
     YouTube link: https://youtu.be/qYRvMrw8ALk (Web)

7. Can I install SmartOffice  in Mac, Linux or windows XP?
      No our application doesn't support the above mentioned OS.

8. What is the default database of SmartOffice ?
      Ms Access

9. How to install web application or webhosting?
      Enable the windows features for web hosting, procedure given in YouTube link.
      YouTube link: https://drive.google.com/open?id=1iCIU8dt0vWgyBXAv4Ko5B4RSFpS5LBys

10. Can we use single SQL database in both desktop & web application simultaneously?
      No. Every time when you try to login it will ask for license key.

11. How to provide login and password for employees to access ESS
      In the main application go to master-> employees-> edit any employee and provide login name and
      password.
      YouTube link: https://youtu.be/agxN_AQDRzw

12. How to take auto backup of the MS access database?
    Admin->option setting->Backup database
       Set the path

13. How to create system user with limited permissions or options
    https://youtu.be/pzffQG6Qj20

14. When we are trying to get login it is showing access denied.
    Give the full permissions to the database and login again it will work.

15. How to hide database settings option from the login page in web software?
    YouTube link: https://youtu.be/78m1ag26lbs

16. What is the application name for android?
    SmartOffice 365.
    Link: https://play.google.com/store/apps/details?id=com.SmartOffice .SmartOffice 365.

17. What is the mobile app name for Iphone?
    SmartOffice 365
    https://itunes.apple.com/in/app/SmartOffice 365/id1423505841

## Application updation and back up.

1. How to update desktop application?
   Uninstall the old application. Take the back up for safety.
   Go to www.SmartOffice suite.in downloads-> desktop and install it.
   YouTube link:  https://youtu.be/hqvgVzRBDN4

2. How to update web application?
   Go to website and download the SmartOffice web. Procedure is mentioned in video.
   YouTube link: https://youtu.be/QYqdpyQRYAQ

3. How to take sql backup?
   Go to sql -> task -> backup, mention the file path of back up.
   YouTube link: https://youtu.be/YgWz2RBSpN8

4. How to take Backup of log records from software?
   Go to utilities -> Backup Log Records from DB -> select 'from date' and 'to date' and click on export. It creates bck file.
   If you click on clear option, logs will be cleared from database.
   For restoring, go to utilities-> restore device log records and select the path.

5. How to attach SQL database?
    Login to SQL management studio -->Right click on Database--> attach--> add --> browse empty database--> OK. Then create login user in Security option, give all permissions to the database & to the user. Then in application, go to Database settings -->select SQL server, give server name, login user & password, click on test connection & then OK.

6. How to restore the sql db?
   Go to sql click on database -> tasks-> restore db(select the back up file .bck)

7. Where we get SmartOffice  version?
   Go to help->about SmartOffice .

## Employees Related.

1. How to add employee in the software?
   Go to master-> employees -> add new -> add the employee(date fields are mandatory).

2. How to add employees in bulk?
   Go to import/export or utilities -> import employee details-> download file format -> fill the details and import from the same option by selecting the file.
   (note: all date formats are mandatory and do not change or remove any headers)

3. Can we use Alpha numeric code in software?
   Yes, we can use. Employeecode can be alphanumeric.

4. Can you upload employee photo?
   Yes, you can upload from employees option. Edit employee and upload(in web and cloud).

5. How to update employee status as resigned?
   Go to master-> employees-> Edit employee update status of employee as resigned with proper Date of resigning.

6. How to upload employee to different machines?
   Go to devices-> upload users to device (for desktop).
   Go to device management-> upload users to device(for web and cloud).

7. How to add employee name in software?
   Go to master-> employees -> edit the employee and add the name then save it.

8. In report only One employee's report is generating even though there are device logs.
   Go to employees and check the date of joining and date of resigning. Mention proper dates.

9. 'Login name already exist' error while updating employee.
    Remove the existing login name and password from the employee window and then update.

10. Unable to import employee details.
    Mandatory fields: empcode,device code, emp name, DOB, DOJ, DOC, DOR, Location.
    Import employee details rules to be followed
    1. All the headers must be as it is, should not delete any of the fields or add extra fields.
    2. Should not use symbol # in any of the fields.
    3. Should not use "wrap text" option in the sheet.
    4. UID column field should be 'number'
    5. compulsory location should be given.
    6. Date format should be yyyy-MM-dd
    7. The sheet should be in csv format only.
    8. All date fields are mandatory, DOR should be 3000-1-1 by default.

## Category and shifts

1. Saturday is displaying as weekly off, How to disable it?
   Go to master category-> edit the category and uncheck the option for Saturday weekly off

2. Shift is disabled, how to enable it?
   Go to master-> mastersettings ->uncheck the option 'is fixed shift' then re-login the application.

3. Where can we set grace time?
   You can mention grace time in master->category or
   In master -> shift -> other details(grace time)

4. How to change the weekly off?
   Go to master-> category-> edit the category change the weekly off 1 and weekly off 2.

5. OT is not displaying in report?
   Edit the category and check the OT formula and work duration formula. Total duration formula must be 'Work duration + OT'.

6. Where can I mention minimum and maximum OT.
   Go to master-> category, edit the category and mention min and max OT.

7. Why are we not getting OT in reports if we assign flexible shift?
   First check shift setting, OT formula "Total duration -Shift hours only for flexi, category setting and check min OT.

8. How to disable the missed punch status from report?
   Master -> category -> uncheck the option "Set Missed Punch Status"

9. Need to round OT to nearest hour?
   Go to master->category-> edit the category and tick the option **'Is Round OT to Nearest Hour'**

10. Need to round down OT to nearest hour?
    Go to master-> category-> edit the category and tick the option **'Is Round Down OT to Nearest Hour'**

11. Out time is automatically displaying immediately after one minute in reports.
    Go to category-> edit ->For single punch mark out punch as set it to 'no system entry + present' or any other option.

12. If employee has done single punch need to mark him as absent?
    Go to category-> edit the category -> For single punch mark out punch as set it to 'No system entry+ absent'

13. Not able to create Night Shift.
    Enter the value in the field 'punch end after' in mins.

14. Employees Shifts are not showing properly in the report.
    Check for the proper shift timings and give the punch begin before and end after, if the employees are coming early and leave leaving late.

15. Shifts are not considering properly, even after giving proper shift timings and punch begin before and end after.
    -Check mark on the consider early coming punch and consider late going punch option in the Category option.(Master – category)

16. Getting issue with automatic shift allocation, if shift timings are more than one and have no difference between shift timings (marginal difference).
    -Assign the Employee shift or else import monthly wise employee shift.

17. In Reports all employees status is showing absent, even though device logs are there.
    -Check for the device type and check mark on the attendance, and company should be enabled and Zone ID should be given as '1' in the database.

18. Shift option is not visible and in report getting the shift code FS for all the employees.
    -To enable the shift option→ Master settings→uncheck on fixed shift→After saving Logoff and Log In.

19. How to deduct the break hours in the work duration.
    -Give the break timings in the shift option→ Shifts→give begin and end time for break
    And go to Category→check mark on Deduct Break Hours from Work Duration.

20. Attendance showing absent for single punch/What status it should display for single punch.
    -Go to Category→ for single punch Mark out punch as→ Select Accordingly to present or absent for single punch.

21. For the flexible shift report is not generating properly.
    -Create the Flexible shift in the Shift option  and mention the shift duration and give the shift End by timings and after this go to category settings→ Select the shift as Flexible shift and assign that category to employees.

22. Seconds should not display in the report shift timings.
    -Go to Category→ Uncheck the option HHmmss

23. How to deduct half day for continuous late by/early by?
    – Go to Category→ Continuous Late/Early Settings→Select Mark on Is continuous early/late and select the No. of days for late coming

24. Employee is present on weekly off but in reports it is displaying status as WO.
    Go to master-> category->edit the category check the option 'WOP'

25. Weekly Off and Holiday present should show in OT.
    -Category→Check mark on Consider WeeklyOff Present and Holiday Present in OT

26. How to mark half day/absent  for working less duration
    -Category→Calculate Half day if Work Duration is less than___ mention the duration
    Calculate Absent if Work Duration is less than___ mention the duration

27. How to give the grace time for the late coming and early going?
    -Category→ Mention the Mins for Grace Time for Late Coming/Early going

28. How to create new shift?
    -Shift→add new->mention timing with punch begin before and end after timing.

29. How to create the Shift Roaster?
    -Master→ Shift Roaster→ Create shift roaster weekly/ monthly wise and assign that shift roaster to employees.

30. How to assign the Department shift?
    -Master→ Department shift→ select shift for the particular department and assign that shift to employees.

31. How to assign the Employee shift?
    -Master→ Employee Shift→ Assign Employee shift→ select the from and to date and select the shift and assign.

## Device related

1. How to connect or add new device in desktop application?
   Device management->device->add new->mention mandatory fields like device name, short name->ip address->serial no. and save.
   YouTube link: https://youtu.be/yAGIQAy7jqs

2. In desktop application displaying unable to connect the device?
   Check whether IP is pinging or not and select the proper device type or series.

3. How to ping IP address?
   Open command prompt.(click on start and open cmd)
   Type ping followed by device IP address and –t.
   Ex: ping 192.168.1.201 -t

4. Unable to download employee names from device in desktop application.
   Start non push data collector service and download users from device.

5. How to connect the device in cloud software?(K-series)
   In device go to comm-> ADMS , give the cloud domain name and port number.
   Ex: domain name -> www.so365.in/smarttest   Port no: 80

6. Users are not getting when auto download from cloud software.
      Auto download of employees is not available in cloud. You need to add employees manually or import from excel.

7. How to clear admin privilege of device?
   Device management->device->right click->clear admin privilege. – For desktop
   Devie Management -> devices-> click on view users in device -> edit the admin user and give the role as 'common user' (web and cloud)

8. Device time is changing.
   Right click on the device option click set system date time option. – desktop
   Right click on the device -> sync time with server – web and cloud

9. How to autoclear logs from device in desktop application.
   Device management->device -> select autoclear after download option.

10. Need to delete one device in cloud application?
    Cannot delete any device if the logs(punches) are available in the software.

11. How many devices you can add in cloud application?
    There is no limit for number of devices, you can connect any number of machines.

12. All the device settings are proper but still machine is offline?
    Turn off the windows firewall and antivirus, and restart the machine.

13. Biometric machine is not accepting punches?
    Logs capacity may be full, take the back up of logs from pendrive and delete the 'attlogs' from the machine.

14. How to turn off firewall?
    https://youtu.be/Qur6JJJPxro

15. Can you transfer/upload user from one machine to another machine?
    Yes you can, from the upload users to device.

16. All device logs are showing only in 'in direction'?
    Go to device->edit the device and change device direction to alternate in out(if you are using only one device for in and out)

## Leave Queries

1.  Leave Balance is displaying 10 for all employees, How to change it?
    Go to master -> Leavetype -> edit the required leave and change the 'Days' field.

2.  How to add a new leave?
    Go to master -> Leave type -> click on add new option and create it by mentioning the details.

3.  Leave balance is not displaying or how to set up leave type?
    Youtube link: https://youtu.be/u3aAAoiQn5I

4.  CL is not allowed in our company? How to delete it?
    Do not delete the default leave type. Just edit it and mention the number of days as '0'.

5.  Not able to apply the leave getting below error:
    Employee Code 1 cannot avail this leave type due to AvailFromAfter Date Of Confirmation. Please unselect the Employee 1.
    Edit the employee and change the date of confirmation or edit the leavetype and change the 'confirmation date' to 'Joining Date'
    YouTube link: https://youtu.be/Y96O_nlodwE

6.  Employees should be able to apply only full day leave, half day should not be visible?
    Go to master ->Leave type -> edit the leave type and do the settings in 'applicable leave status'

7.  Error while applying half day leave?
    YouTube link: https://youtu.be/rmEmpXdczY4

8.  Employees should be able to avail only 2 leave per month.
    Go to Master->Leave type ->edit the leave mention no. of days in 'maximum leave avail per month'

9.  Where to set the carry forward limit?
    Go to master-> leave type-> edit the leave and mention the carry forward limit(it is the maximum limit)

10. How to import leave balance?
    Go to import/export-> import employee leave balance-> download the file format and fill the details. Then import from the same option.

11. Where do I check leave balance of employee?
    Go to master-> employee leave summary.

12. How to carry forward last year's leave?
    Go to utilities -> carry forward employee leave -> select the leave type -> select the employees and click on carry forward leave.

13. Can I import leave entries in bulk?
    Yes-> go to import/export or utilities -> import employee leave entries.

14. Need to apply continuous leave including weekly off but leave should not be deducted from WO.
    Possible in web and cloud applications, Go to master-> mastersettings -> additional settings
    Tick mark the option 'isValidateWOHOexists' then you can apply continuous leave.

15. Can you carry forward comp off and RHO?
    No you cannot, you need to import leave balance manually

16. Carry forward works automatically?
    No, you should manually carry forward. From utilities-> carry forward employee leaves.

## **Holidays**

1. How to create a Public holiday?
   Master->Public holiday->add new holiday->save the fields.

2. Holiday group option is disabled.
   Go to master - >Master settings->click on holiday group option

3. How to import public holidays in bulk?
   Master->Public holidays->import from excel->select file with proper data-> import.

4. Can we use holiday group and restricted holiday both?
   You can use only 1 option either holiday group or restricted holiday.

5. What if I have different holidays for different employees?
   Assign holiday as a company wise while creating employee.

6. I have created different holiday group but it's not reflecting in report.
   Assign holiday group to particular employee.

7. How to assign holiday group?
   Master->Employees->edit->holiday group->assign and save.

8. What is Restricted Holiday and how to create it?
   Restricted Holiday or Optional Holiday is the holiday which is optional for each individual employee and each employee can decide whether he/she wants to take a leave on that day or not.
   - Select restricted holiday in Mastersettings and save. Log off and login.
   - Go to master public holiday and select restricted option.
   - Employees should apply Restricted holiday from ess or admin can apply.
     Youtubelink: https://youtu.be/4K3heLwlcvU

## Report

1. How to generate report?
   Go to report -> daily/monthly report -> select from date and to date -> then generate.

2. Where can I check number of present days and pay days?
   Go to report-> monthly attendance report-> summary report-> generate.

3. Where can I check device wise report?
   You can only check device wise logs (it includes all punches). Reports-> logs report-> filter device

4. Is it possible to get total present and absent count in report?
   Yes, you can generate classified aggregate report. Go to report-> classified aggregate report

5. Is any graphical report exists?
   Yes, Go to reports -> graphic report.

6. Where do I check leave report?
   You can check in reports-> leave summary report. Or yearly summary report.

7. How to export report to excel or pdf?
   Go to any of the report and generate the report. Click on save icon which is visible on the report screen then export to the desired format.

8. While generating report, it is displaying no attendance logs exist?
   Check the employees DOJ and DOR also check the company whether it is visible or no.

9. No employee exist error while generating report?
   Employee may be resigned check his DOR and check whether he is in single shift or multishift, from master->employees edit the employee.

10. How to generate multishift report?
    Go to master->multishift -> report-> daily or present absent.

18. Showing absent in the report even though the device logs exists.
    In Device edit the device and select the 'Device Type' as 'Attendance' not as 'Access'.

11. In which application we can get the canteen option?
    Web and Cloud

12. Employee is resigned but report is generating.
    Update the proper Date of resigning, go to master employees edit the employee.

## Employee self service and Mobile app.

1.  How to open ess for cloud?
    Ex: ESS will be same as your main application just include _ESS after the domain name.
    For ex: if your domain is 'www.so365.in/smartest/default.aspx' then 'www.so365.in/smartest_ESS' will be
    the domain for ess.

2.  What is the login name and password for mobile app?
    It is same as the ess login. It will be given in employee details.
    Url:  url is your static ip of web or cloud name.
    YouTube link: https://youtu.be/agxN_AQDRzw

3.  Not able to punch from mobile application getting 'you are only authorized to clock in and clock out from
    biometric'
    Login to main application, go to employees-> edit the employee -> select the option 'is mark android and web
    attendance'.

4.  How to disable the clock in and clock out from ess and mobile app?
    You cannot disable any of the options from mobile app, but for ess go to utilities-> ESS option settings->
    Uncheck 'IsclockinClockout'.

5.  Reporting manager option is not visible when we are applying leave from mobile app.
    Go to utilities-> ESS option settings -> uncheck -> 'send mail to all manager' and re-login.

6.  Where can I view logs in ess?
    Go to swipe details.

7.  Where can I cancel the leave which is applied?
    Login to your employee portal -> leave entries-> cancel employee leave entries.
    Note: it will display only the entries which are not yet approved.

8.  How to apply the missed punches?
    Apply regularization for missed punches.
    Go to Attendance details -> apply regularization.

9.  How can employee change password in ess?
    Account-> change password

10. Can manager apply the leave of employees?
    Yes, in the manager login -> go to manager details-> apply employee leave.
    He will be able to see only his reportee employees leave.

11. Where can manager check the employees leave entries, outdoor, or regularizations?
    In the manager login-> pending approvals

12. Can we generate report from mobile app.
    Yes, only in manager login we have the option. It will be downloaded in pdf.

13. Where to view the comp off accrual entries.
    Go to manager details-> Employee comp off accrual.

14. How to check whether the regularization is approved or not?
    Go to swipe details, if the value of 'isapproved' is
    1.  1- Then it is approved.
    2.  0 - for pending
    3.  2- rejected/declined.

15. Where manager can view the employees mobile punch location in ESS?
    Available only in mobile -> employee swipe details.

16. Where can manager view the Uploaded document of employee when applied leave.
    Manager details- >employee leave entries- > download.

17. Where we can see holiday list/how can we upload holiday list?
    Master-->Public Holidays--> Import the holidays list

18. Where does the leave entry display once it is declined?
    It will no more display in pending approvals, you can to go to manager login-> employee leave entries. From there you can approve it.

19. Employee has done punches but in ess it is not displaying.
    You need to recalculate the attendance. Then re-login to the ess portal.

Thank you.

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