


# Kiosk Errors for Employees

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 [time-help.frontlineeducation.com/hc/en-us/articles/360016246294-Kiosk-Errors-for-Employees](https://time-help.frontlineeducation.com/hc/en-us/articles/360016246294-Kiosk-Errors-for-Employees)

## Welcome! How can we help?

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Some users may experience a problem when attempting to clock in to their assignment. These issues can occur for several reasons and often will require the district Time and Attendance administrator's assistance to resolve it. The administrator will need to know specific information regarding the issue that you can provide.

## Time and Location

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If you were unable to clock into your assignment successfully, make sure to note the exact time that you were trying to clock in as well as the location at which you tried to clock in.

## Type of Kiosk

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Your district administrator will want to know how you were attempting to clock in. For example, were you scanning in with a badge, or typing in your ID and PIN number? It will also be important to note if you were trying to clock in using one of the district's designated kiosks, or if your attempt was via your mobile device.

## Error Message

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If you are not able to clock in, the Time and Attendance system will generate an error message with details as to why your attempt was unsuccessful. It will typically say "Not Accepted" in red letters at the top of the message with additional information underneath.



If you encounter one of these error messages, please make note of the full message and relay it to your district administrator. They will be able to utilize that information and make any necessary adjustments to allow you to clock in successfully.

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