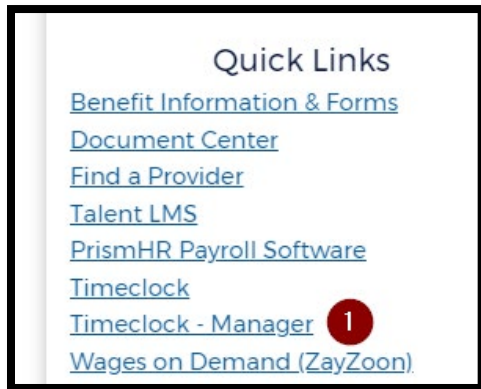


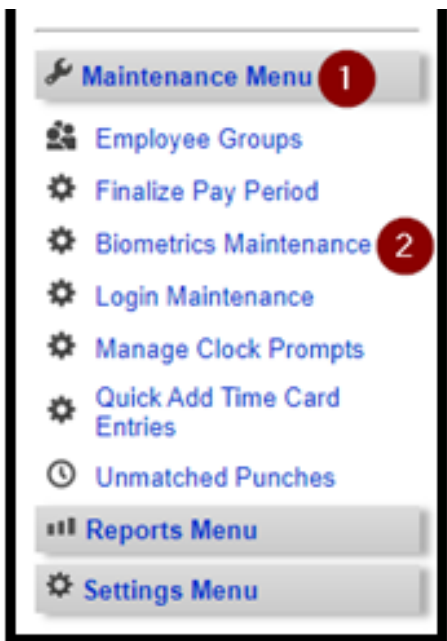
Login to Helpside Tools at tools.helpside.com

Under **Quick Links**, click on **Timeclock - Manager**



Step 1: Click on **Maintenance Menu**.

Step 2: Click on **Biometrics Maintenance**.



You will see a list of employees divided by their registration status.

The screenshot displays a software interface for fingerprint management. At the top, there is a search bar with the text "Sort Order: Lastname Firstname". Below this is a table with four columns: "PIN/Cache", "Reader Type", "Enrolled", and "Matching Employee". The table lists various employees with their corresponding PINs, reader types (mostly "2-Series Timeclock"), enrollment dates, and names. Several rows are highlighted with red boxes, indicating specific status warnings:

- A red box highlights a row with the message: "The following records have no matching employees. If you perform a Full Download on a clock, these records will not be downloaded." This row shows a "2-Series Timeclock" reader type and an enrollment date of "2020-07-09 09:10:26".
- Another red box highlights a row with the message: "The following employee(s) are separated. If you perform a Full Download on a clock, these records will not be downloaded." This row shows a "2-Series Timeclock" reader type and a "Deleted" enrollment status.
- A third red box highlights a row with the message: "The following employee(s) fingerprints were present in the past, but have since been deleted, either on the clock or the website." This row shows a "2-Series Timeclock" reader type and a "Deleted" enrollment status.
- A fourth red box highlights a row with the message: "The following employees do not have any fingerprints enrolled in the system." This row shows a "2-Series Timeclock" reader type and a "Deleted" enrollment status.

At the bottom of the screenshot, there is a small note: "If you are using a full fingerprint database download from your clock, please be sure the clock's enrollment menu is open with what you see on this screen."

Things you should know about fingerprints:

- **Fingerprints that have no matching employees-** These are prints that have been enrolled on timeclock, but the PIN associated with the fingerprint doesn't match any employees. This could be due to a new hire being enrolled before they are entered into Employee Setup or because an employee is enrolled with the wrong PIN number (Does not apply to TimeWorksTouch clocks).
- **Separated Employees-** If an employee is terminated in the Employee Setup, their name PIN appears in this list. If the clock contacts the server to do a full download of print templates, it will exclude these employees from the download.
- **Fingerprints were present in the past, but have since been deleted-** There are fingerprint templates that were overwritten and deleted from the clock.
- **Employees that do not have any fingerprints enrolled-** These are employees with a record in Employee Setup who have not been enrolled on a clock. This list is useful when trying to determine which employees still need to have their fingerprint registered.

Delete Prints – TimeWorksTouch

Step 1: From the Main Menu, click on **Employee Setup**.

Step 2: Click on the employee's name.

Employee Setup List

INSTRUCTIONS

Click to show the employee list filter

Total Employees: 79 (Active: 71, Inactive: 8)

Employee Setup Options

<input type="checkbox"/>	Employee Name	Employee Code	Logins / Numbers	Department	Location
<input type="checkbox"/>	Morrison, Melvin	10		13	PrismTEST
<input type="checkbox"/>	Name, First	Y58199			
<input type="checkbox"/>	Newton, Cam	222334444	cnewton	13	
<input type="checkbox"/>	Ortiz, David	1	dortiz	13	1b

Step 3: Click on the **Edit** button next to "Identify".

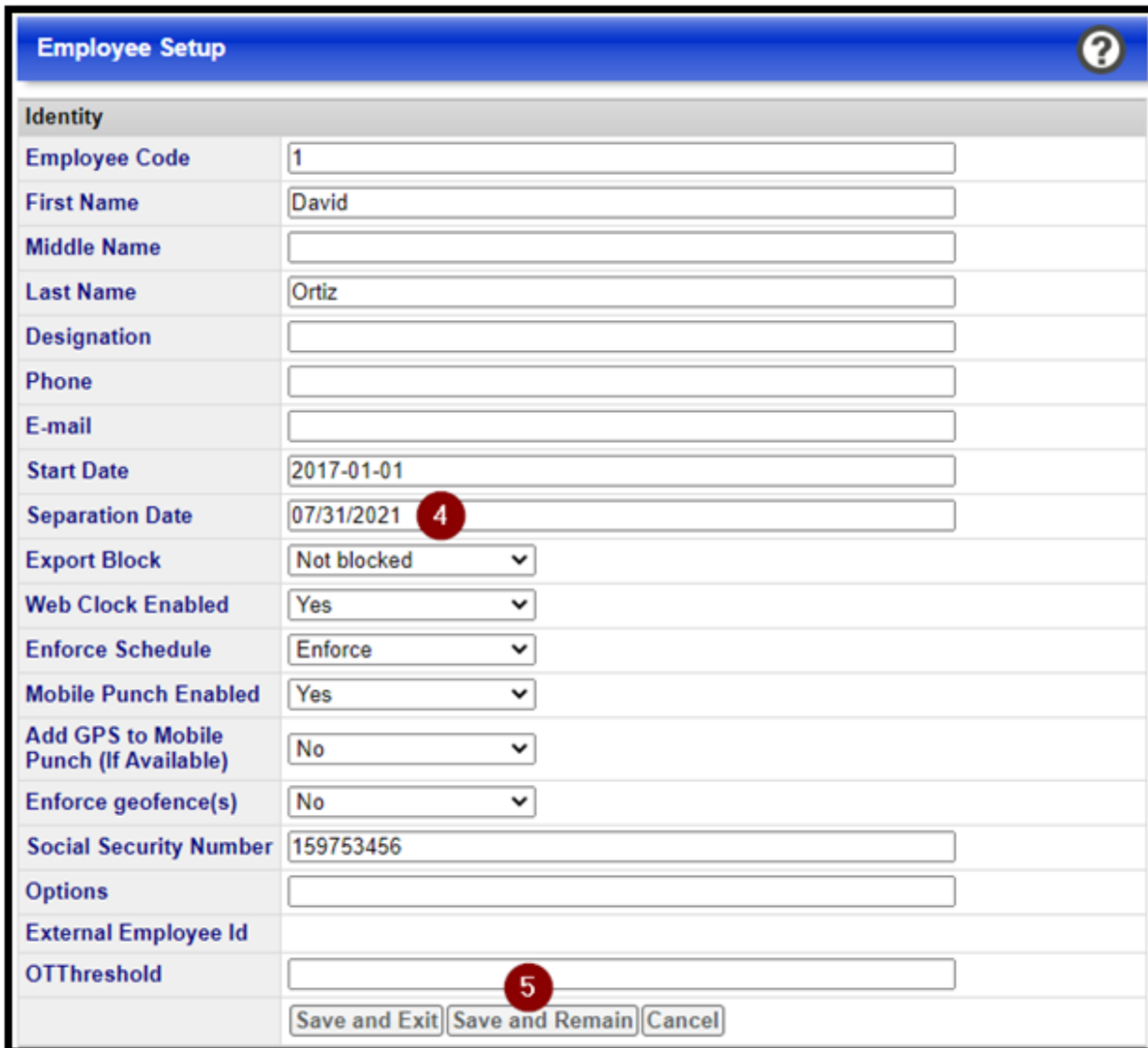
Employee Setup

Identity **Edit** 3

Employee Code	1
First Name	David
Middle Name	
Last Name	Ortiz
Designation	
Phone	
E-mail	
Start Date	2017-01-01
Separation Date	
Export Block	Not blocked
Web Clock Enabled	Yes
Enforce Schedule	Enforce
Mobile Punch Enabled	Yes
Add GPS to Mobile Punch (If Available)	No
Enforce geofence(s)	No
Social Security Number	159753456
Options	
External Employee Id	
OTThreshold	

Step 4: Terminate the employee by adding a separation date. (After this date, when the clock checks the server, it will remove the print from the clock.)

Step 5: Click **Save and Remain**.



The screenshot shows the 'Employee Setup' form with the following fields and values:

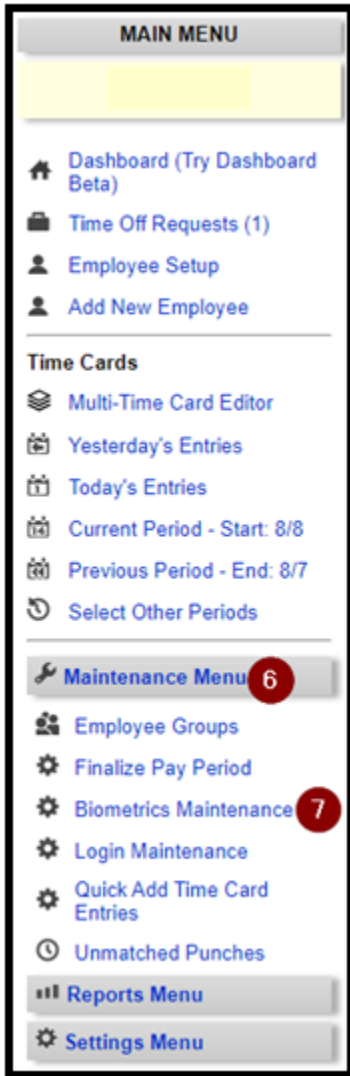
Employee Setup	
Identity	
Employee Code	1
First Name	David
Middle Name	
Last Name	Ortiz
Designation	
Phone	
E-mail	
Start Date	2017-01-01
Separation Date	07/31/2021 4
Export Block	Not blocked
Web Clock Enabled	Yes
Enforce Schedule	Enforce
Mobile Punch Enabled	Yes
Add GPS to Mobile Punch (If Available)	No
Enforce geofence(s)	No
Social Security Number	159753456
Options	
External Employee Id	
OTThreshold	5
Save and Exit Save and Remain Cancel	

The form includes a help icon (?) in the top right corner. Red circles with numbers 4 and 5 highlight the 'Separation Date' and 'OTThreshold' fields, respectively.

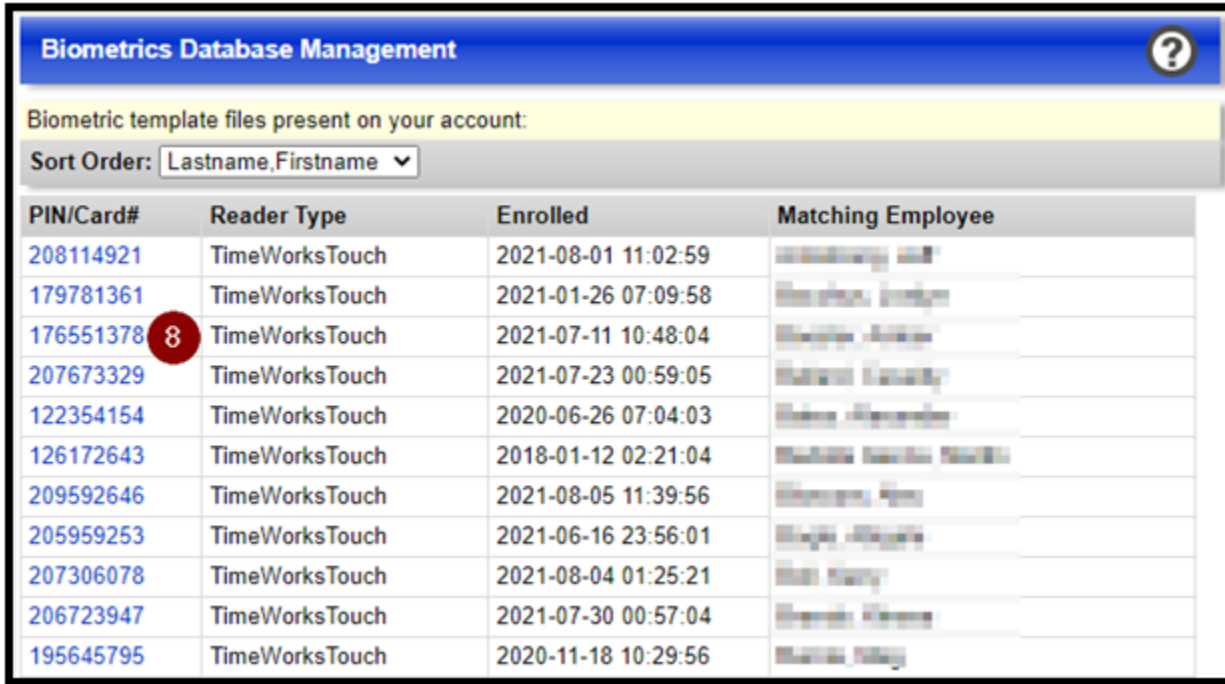
Once the date in Step 4 has passed:

Step 6: Click on **Maintenance Menu**.

Step 7: Click on **Biometrics Maintenance**.



Step 8: Click on the **PIN/Card #** for the fingerprint you want to delete.



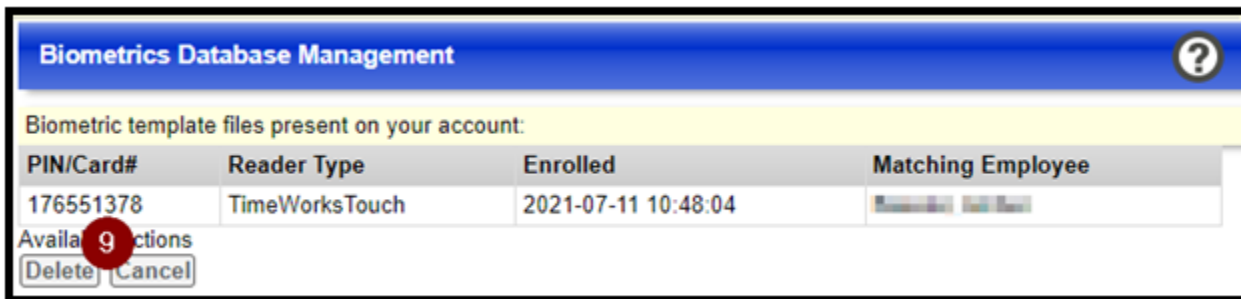
Biometrics Database Management

Biometric template files present on your account:

Sort Order: Lastname,Firstname

PIN/Card#	Reader Type	Enrolled	Matching Employee
208114921	TimeWorksTouch	2021-08-01 11:02:59	...
179781361	TimeWorksTouch	2021-01-26 07:09:58	...
176551378	TimeWorksTouch	2021-07-11 10:48:04	...
207673329	TimeWorksTouch	2021-07-23 00:59:05	...
122354154	TimeWorksTouch	2020-06-26 07:04:03	...
126172643	TimeWorksTouch	2018-01-12 02:21:04	...
209592646	TimeWorksTouch	2021-08-05 11:39:56	...
205959253	TimeWorksTouch	2021-06-16 23:56:01	...
207306078	TimeWorksTouch	2021-08-04 01:25:21	...
206723947	TimeWorksTouch	2021-07-30 00:57:04	...
195645795	TimeWorksTouch	2020-11-18 10:29:56	...

Step 9: Click **Delete**.



Biometrics Database Management

Biometric template files present on your account:

PIN/Card#	Reader Type	Enrolled	Matching Employee
176551378	TimeWorksTouch	2021-07-11 10:48:04	...

Available actions

Delete Cancel

Delete Prints – Punch+ or Z-Series Timeclock

Step 1: Click on **Maintenance Menu**.

Step 2: Click on **Biometrics Maintenance**.

Step 3: Click on the **PIN/Card#** for the fingerprint you want to delete.

Biometrics Database Management

Biometric template files present on your account:

Sort Order: Lastname.Firstname

PIN/Card#	Reader Type	Enrolled	Matching Employee
8378	Z-Series Timeclock	2020-11-17 09:28:39	Blair Jordan
7959	Z-Series Timeclock	2017-08-07 09:42:37	Blair Kite
2291	Z-Series Timeclock	2021-01-25 15:02:04	Indira Priya Sathy
0246	Z-Series Timeclock	2020-08-31 15:03:57	Caspero Andrew
5567	Z-Series Timeclock	2017-08-22 14:31:46	Caspero Andrew
8055	Z-Series Timeclock	2011-07-21 11:24:29	Caspero Andrew
2930	Z-Series Timeclock	2019-10-22 15:14:43	Caspero Andrew
9384	Z-Series Timeclock	2016-08-10 14:04:14	Caspero Andrew
2480	Z-Series Timeclock	2019-02-25 15:48:05	Caspero Andrew
2041	Z-Series Timeclock	2020-07-20 16:12:11	Caspero Andrew
0131	Z-Series Timeclock	2017-08-18 15:10:24	Caspero Andrew
9856	Z-Series Timeclock	2019-02-26 09:14:57	Caspero Andrew
4387	Z-Series Timeclock	2021-06-24 07:38:50	Caspero Andrew
5896	Z-Series Timeclock	2017-11-15 13:01:16	Caspero Andrew
0880	Z-Series Timeclock	2021-05-11 14:57:01	Caspero Andrew
3681	Z-Series Timeclock	2021-05-12 14:55:31	Caspero Andrew
4596	Z-Series Timeclock	2021-06-17 15:38:33	Caspero Andrew
2232	Z-Series Timeclock	2011-07-21 11:22:06	Caspero Andrew
0408	Z-Series Timeclock	2017-08-07 14:10:29	Caspero Andrew
1103	Z-Series Timeclock	2017-04-12 09:31:46	Caspero Andrew
5982	Z-Series Timeclock	2011-07-21 11:19:12	Caspero Andrew
1202	Z-Series Timeclock	2017-05-19 15:04:14	

The following print(s) have no matching employees. If you perform a Full Download on a clock, these records will not be downloaded.

Step 4: Choose one of the two delete options presented.

Step 5: Click **Delete**.

Biometrics Database Management

Biometric template files present on your account:

PIN/Card#	Reader Type	Enrolled	Matching Employee
0246	Z-Series Timeclock	2020-08-31 15:03:57	Caspero Andrew

Available Actions

- Change to an explicit "Deleted" entry. This overwrites the original with a new entry that announces the template should be deleted. When clocks receive the entry, they will delete the original record from memory.
- Delete record from server database. This removes the entry from this list. The fingerprint record will no longer be sent to clocks, but no deletion message will be sent either. Clocks may retain the old fingerprint template until a full database redownload is performed.

Delete