



INDITION COMMERCE

Time Clock App

FAQ — common questions about clocking in with a phone, the tags, and station tablets.

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For staff

Do I need a PIN to use the app?

No. You sign in once with the username and password you use for the admin or the register. Your PIN is only for stations.

Why does it ask for Face ID every time?

Your sign-in is locked behind Face ID, your fingerprint or your passcode. Asking on each punch means nobody else can clock in as you with your phone.

Where do I hold my phone?

On an iPhone, the top edge. On most Android phones, the middle of the back. Hold it still against the tag for a moment. A thick case can get in the way.

I tapped the tag but didn't choose anything. Was I clocked in?

No. Nothing is recorded until you tap **Clock In**, **Clock Out** or a break button. Tap **Cancel** to leave it.

It says "That took a little long - tap the tag again."

More than two minutes passed between reading the tag and choosing. Hold your phone to the tag again.

Can I clock in from home with a photo of the tag?

No. The tag gives a new one-time code each time a phone touches it. A photo, a copied link or a code that was already used is refused.

My break button is missing.

You have used today's breaks of that kind, or your store does not use them. The app says why underneath the buttons.

Can I use the app and a station?

Yes. Both record to the same timesheet. Clock in on one and out on the other if you like.

I got a new phone.

Sign out on the old one if you still have it, then install the app on the new one and sign in. If the old phone is lost, ask a manager to sign it out on Tags & Phones.

My phone doesn't read tags.

It needs NFC: an iPhone XS or newer, or an Android phone with NFC switched on. If it has none, use a station.

For managers and Admins

Which tags do I buy?

NXP NTAG 424 DNA, blank (unencoded, factory keys). Round PVC stickers 25 to 30 mm across work well; buy on-metal ones for metal surfaces. Ordinary NFC stickers cannot be set up.

Do I need the TagTamper (TT) version?

No. The TagTamper wire detects a tag being cut or peeled off, which matters for sealed packaging, not a tag on a wall.

Is the tag paired with a phone?

No. A tag is set up for your store, not for a phone. Any phone signed in to your system by someone on staff can clock in with any of your tags, subject to the location rule.

Do the tags need batteries or Wi-Fi?

No. A tag is powered by the phone when it is within a few centimetres, answers once, and goes quiet. It sends nothing on its own.

Where should the tags go?

Where people start and end work, at about shoulder height, away from metal. Not on the back of a monitor or tablet: it is awkward to reach and metal blocks the signal.

Can someone copy a tag?

Not usefully. Each tag's keys are made by your system and never leave it, and each tag's code works once.

Can I restrict people to tags at their own location?

Yes. Switch on **Only Clock In at Assigned Locations** in the time clock's settings. People can then clock in only on tags at the locations they are assigned to on the Employees screen.

Someone left. How do I stop them clocking in?

Switch them off on the **Employees** screen. They can no longer clock in from any phone or station. You can also sign their phone out on **Tags & Phones**.

A phone was lost.

Click **Sign out** next to it on **Tags & Phones**. It stops working at once.

The phone moved away while I was setting a tag up.

Set the same tag up again. The app finishes the job from where it stopped.

Can I rename or move a tag after it is on the wall?

Yes: **Edit** on Tags & Phones, or set it up again in the app with the new name or location. Its keys stay the same.

What happens to shifts if I remove a tag?

They are kept. Only new taps on that tag are refused. Set the tag up again to use it again.

How do I see who clocked in with the app?

On **Timesheets**, the shift history names the tag, for example "Pat Lee (phone, at Back door)". Refused taps and failed app sign-ins are on **Failed Sign-ins**.

Can an iPad or Android tablet be the time clock instead of a computer?

Yes. Install the app on the tablet and a time clock manager sets it up as a station: staff then tap their name and enter their PIN, just as at a station in a web browser. No tags are needed for a station.

Do I need phone clock-in switched on for a station tablet?

No. A station tablet only needs the time clock switched on.

Can a station tablet read tags?

No. An iPad has no NFC reader, and a station works with PINs. Tags are for staff using the app on their own phone.

Does the tablet need someone signed in?

No. A manager signs in only to set it up, and is signed out straight away. After that it runs on its own, through restarts too.

Will the tablet go to sleep?

Not while the app is open. Keep it plugged in, and lock it into the app with Guided Access (iPad) or screen pinning (Android).

How do I move or rename a station tablet?

Tap **Manager** on the tablet and sign in, or use **Time Clock → Stations** in the admin.

The tablet says "This station is locked".

Too many wrong PINs were entered on it. Tap **Unlock this station** and sign in as someone in **Roles That Can Unlock a Station**, or an Admin.

Can Admins clock in with the app?

No. Admins are system accounts and do not work shifts. They can sign in to the app to set tags up.