

Back Office Employee Troubleshooting

An employee cannot sign in

Confirm the employee has an active assignment for that location and the correct PIN.

A role is missing

Open Manage Roles and verify the role exists before assigning it.

The employee sees the wrong tools

Review the role assigned at the current location; the same employee may have different roles elsewhere.

An employee appears twice

Search the full directory before creating a new record. Update the existing employee when appropriate.

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