FAQs – JioAttendance

Service Offering

1. **What is JioAttendance app?**

   JioAttendance is an Artificial Intelligence (AI) based "Contactless Attendance & Access control" cloud platform enabling enterprises to manage their workforce efficiently. It enables the employees to mark their attendance safely from their personal mobile phone or a common android mobile by just clicking their picture in the app. So, while marking their attendance they are not required to touch any biometric or any public device protecting them from exposure to any contaminants etc. Using JioAttendance managers can get a full view of employee's presence, location and timings.

2. **Is JioAttendance a completely touchless application?**

   JioAttendance is a completely touchless application and it allows employees to mark their attendance by just standing in front of the common attendance device without touching device at all, guaranteeing the safety of employees in the COVID-19 times and eliminate the chances of infection.

3. **How does JioAttendance app work?**

   JioAttendance enables organizations to capture the Check-in/ Check-out details time of the employees from the field or office using their own mobile phones or using a common attendance device. The Manager of the employees can view the team member's attendance, location from the web portal or mobile app enabling them to manage their workforce efficiently.

4. **What are the benefits of JioAttendance app?**

   Here are some of the benefits of JioAttendance app:
   1. Employees can mark their attendance by simply clicking their picture from anywhere using their own mobile
   2. Field employees can mark their presence directly from the field and office employees can mark attendance from anywhere
   3. Managers or supervisors can see the employee's presence, location for their team members

4. AI based facial recognition eliminates the issues of someone else marking attendance of an employee

5. Manager can enable any Android device to be used as a common attendance terminal which can enable all employees to mark their attendance also even if they are not carrying their own mobile

5. **On what devices can JioAttendance be used?**

JioAttendance is a mobile app and is available for all type of smartphones (Android and iOS) and JioPhone (KaiOS). For Admin & Managers there is a JioAttendance web portal which they can use to manage their employees.

6. **Is Jio number mandatory for creating JioAttendance account?**

You can create JioAttendance account using any ten-digit valid mobile number from any operator in India.

7. **What all features are available for an Admin on the JioAttendance portal?**

Admin can do the following on JioAttendance portal:
   1. Add and manage employees
   2. Create office or work locations
   3. Assign an employee as a manager
   4. View and download dashboard and reports
   5. View details of licenses available and consumed

8. **How can Admin add employees on portal?**

As an Admin you can add employees on JioAttendance web portal. There are two options are available, either you can add individual employee or you can add employees list by uploading the employee details in the excel template available on the bulk upload option.

9. **What are the details required to add employee?**

To add an employee you need one detail i.e. Employee mobile number. Other details i.e. employee name, Work location and Manager can be added later also.

10. How can I update employee details?

You can update employee details individually by or in bulk.
Follow the steps below:

- To update individual employees-

Select the employee >> edit the fields that you want to update>> save.

- To update in bulk-

Go to >> export option and download the existing list on your computer >> update the excel sheet >> 'update' to upload the list

11. Can Employees be deleted from the list?

Yes, the Admin of the account can add/ delete or modify employee's details on the JioAttendance web portal.

12. Why are few work locations marked as green and few as red in employee location list?

When the work location of an employee is assigned/ added by the Admin, then it is marked as green and if work location is not added, then location is marked as red.

13. Why are there two-coloured icons visible in manager column under 'List of Employee' tab?

When a manager is assigned to an employee by the Admin, green colour icon is shown. If manager is not added, then for that employee, the manager icon will be in red.

14. How many employees can be added?

The Admin can add employees as per the licenses available in the subscribed plan.

15. How can I create work location?

As an Admin you can add work locations on JioAttendance web portal. There are two options available.
1. Add individual work location
2. Add work locations in bulk uploading the work location details in the excel template available on the bulk upload option

16. What are the details required to add work location?

You need the following details to add work location:
1. Work location name/ ID
2. Address
3. Geofencing distance
4. Map location

However only work location name and address are mandatory fields. All other fields can be updated later also.

17. Where can I find the list of locations?

Only Admin can view and add work locations.
To view work locations list, follow the path below:
Login into the JioAttendance web portal >> 'Under Work Location' tab Admin will be able to see the list of work location with details such as Work Location ID, Name, radius and address >> download, edit and delete the work location.

18. When can I use Bulk Upload option?

This is one of the options available to add work location on JioAttendance portal. This option can be used when Admin wants to upload multiple work locations in bulk.

19. What does Export option do?

Using export option, account Admin can download the list of work location.

20. What is Geo-fence?

Geo-fence is a virtual geographic boundary, defined by Admin for the employees to mark their attendance. When an employee marks their attendance with in the Geofenced area for a mapped work location then it is shown as a valid attendance and if the attendance is marked from outside the Geofenced area then the attendance will have a red flag showing that the attendance is marked from outside the mapped work location area.

21. How to edit the work location?

Admin can edit work location by using the Edit option under Work Location tab. Radius and address of the work location can be changed but the work location ID cannot be edited. Admin can also delete the work location.

22. Is there any limit on the number of work locations that can be added?

There is no limit to the number of work locations that can be added. The Admin can add any number of work locations.

23. What is a common attendance device?

The common attendance device is a device that can be kept at an office reception or fixed at the door to enable the employees to mark their attendance from that device. An Admin or a Manager can login to an android mobile and go to the terminal tab and select the option of "Run as Terminal" to enable the mobile or tab to be used as a common attendance device.

24. Can an Admin or a Manager on-board employees using the common attendance device?

An Admin or a Manager can register employees face using the common attendance device using the "Register employees" option under the terminal tab.

25. What are the benefits of a common attendance terminal?

A common attendance device enables all employees to mark their attendance from the common device even if they do not have a mobile or they forget their mobile.

26. How to mark attendance using Mobile Terminal?

Please follow the below steps:
1. Click on "Run Terminal" option in the menu and it will enable the device to be used as a common attendance device
2. It will automatically open the camera and will capture your face when you stand in front of it
3. It will show you a success message once the attendance is captured. You don't need to touch the screen to mark your attendance

27. What information is available on the dashboard?

Following information is available in the JioAttendance dashboard:
1. Summary of employees' presence/ absence
2. Check-in and check-out time of all employees
3. Time trends for Check-in and check-out time of all employees
4. Downloadable reports for Check-in, check-out, leave of absence for a date or selected day range or a work location

28. How can I see the attendance details of employee?

To see attendance details, go to the Attendance Details tab from the dashboard page, here you will get a detailed view of the employees' attendance, location and time, you can also search for an employee and see their historical location and live location.

29. How can I see the detailed information of employee attendance?

You can go to the Attendance Details option from the dashboard and click on an employee's phone number, it will redirect to tracking option. Only Admin or manager can access this option.

30. How to on-board Manager on JioAttendance app?

Admin can enable an employee as manager through JioAttendance portal. Once that is done, the assigned manager will be required to logout and login again with their registered mobile number to JioAttendance web portal or Mobile app.

31. What are the features available to a manager on the JioAttendance web portal?

Following features are available for the manger on the web portal:
1. Team dashboards
2. Download reports on team's real-time location and their travel history

32. What all features are available to a manager on the JioAttendance mobile app?

Manager can mark the attendance and see the team dashboard on the mobile app.

33. Who can create account on JioAttendance Web portal?

JioAttendance account can be created on portal by:
1. JioBusiness customers (via email ID or mobile number) who have opted for JioBusiness solution

OR

2. Individual Jio and Non- Jio mobile subscriber can create a trial account wherein they will get only 5 licenses for a trial period of 3 months.

34. How can I keep a log of employee activities?

On dashboard you can directly see the employee activities like Check-in, Check-out, Only Check-out and No Activities. If you want to check the employee logs in detail, then click on Attendance Details. In Attendance Details, list of employees with their activity details will be visible. You also can search for specific employee by Name, Number or Address. Filters are provided to monitor employee activity easily in details.

35. Is there customer support available for Manager?

Yes, customer support is available for account Admin/ Manager. Admin/ Manager can go to the support tab and fill up the complaint/ feedback form to get support.

36. I am an employee and my organization has enabled me to mark my attendance using the JioAttendance app. How can I start using it?

Once your organization or Admin adds you, you will receive an SMS with details of the person who has enabled you for using JioAttendance app. After that you need to click on the app link in SMS or download the JioAttendance app from the Play store or app store and sign in and start using it.

37. How can I onboard myself on application as an employee?

Enter mobile number added by your Admin. OTP will be sent on that number for verification. After a successful verification of number, you will be asked to register your face by capturing a clear image. Once you complete the Face Registration, you can start marking your attendance.

38. I am facing user authentication failure. What should I do?

In case of authentication failure, if you are an employee, contact your manager or Admin. If you are an employer, please ensure you have created an account first.

39. How can I mark my attendance using JioAttendance app?

To mark your attendance, open the JioAttendance app and click on Attendance button and capture the image. Successful capturing of image will give Check-in, Check-out options to employee. Select appropriate option and successfully attendance will be marked.

40. How long my location keeps getting tracked when I use the JioAttendance app?

JioAttendance starts to tracks and update your location to your organization when you mark your first check-in of the day and it stops tracking after you mark your last check-out of the day.

41. Where can I view details/ benefits for JioAttendance in JioBusiness Solution plans?

You can view JioBusiness Solution plans details/ benefits of JioAttendance in 'Tariff Plan' section on www.jio.com/business.

Customer service

42. I am not able to proceed on JioAttendance app as I have not received the OTP?

Please check the mobile number that you have entered is right. In case OTP still not received, then check the SMS permission are allowed for Jio Attendance app through setting tab.

43. What if I don't accept the Terms & Conditions (T&C)?

Accepting the Terms & Conditions (T&C) is mandatory to proceed further.

44. I am facing an issue with JioAttendance app/ portal. How do I raise an issue?

You can raise a complaint by going to the Support tab and raising an issue from the JioAttendance Web portal or Mobile app.

45. I am unable to open or view properly www.jio.com/business website?

Kindly clear your browser history and try again. For better user experience please, check if you are using these browser versions i.e. Chrome 1.0 or higher and Internet explorer 7 or higher.