Employee Settings

Settings · https://staging.proclock.com/help/kb/employees/app-settings/employee-settings/

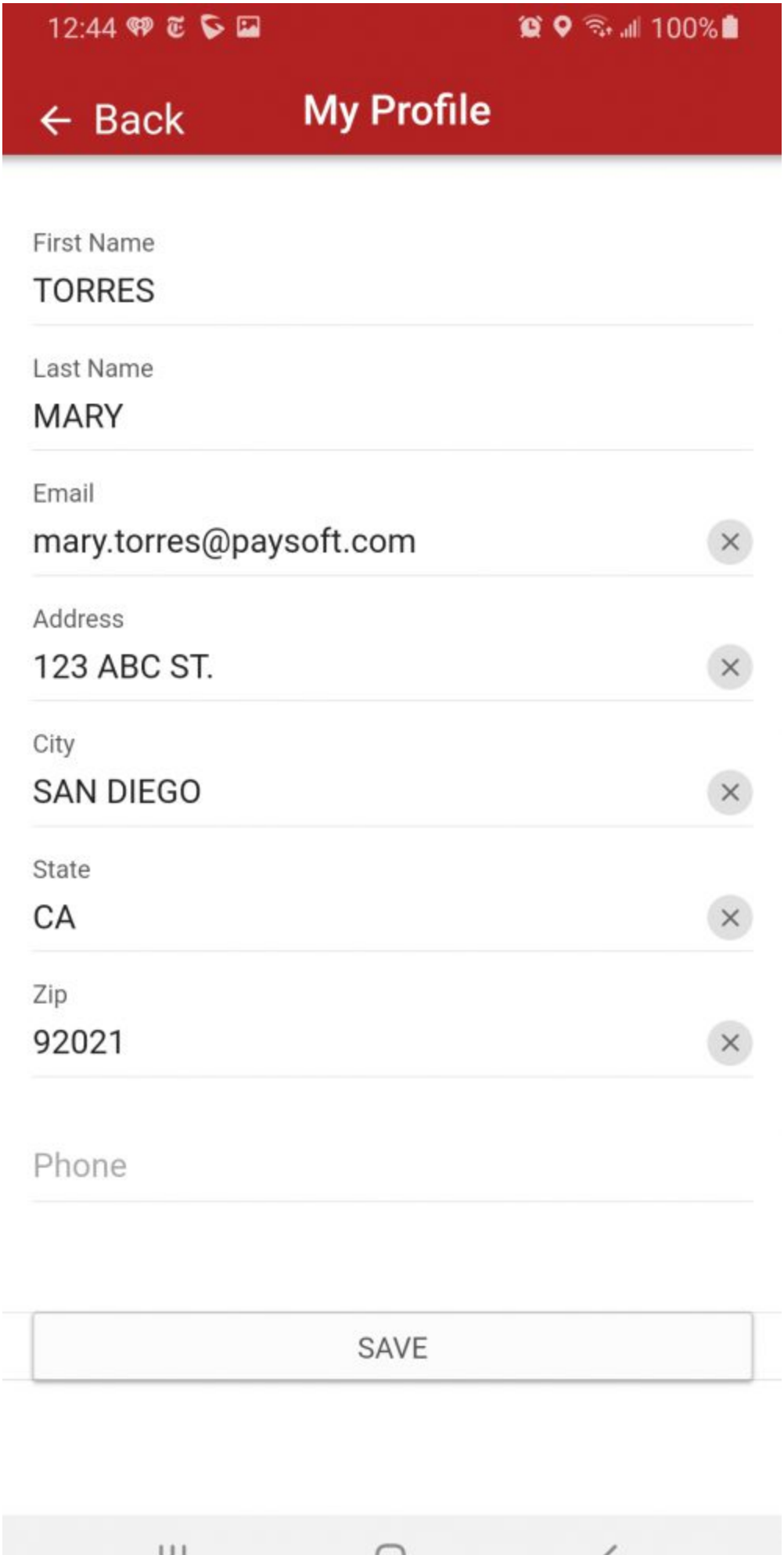
Overview

The Employee Settings section provides users with the ability to update personal information, change passwords, manage diagnostic data sharing, and view device information. This guide explains each feature in detail, addresses common user questions, and provides troubleshooting steps to ensure a smooth user experience.

Key Features

1. My Account

Purpose: Allows users to view and edit their personal information, including name, address, phone number, and email address.


12:44
100%
← Back
My Profile
First Name
TORRES
Last Name
MARY
Email
mary.torres@paysoft.com
Address
123 ABC ST.
City
SAN DIEGO
State
CA
Zip
92021
Phone
SAVE

How to Use:

- Navigate to **Settings** > **My Account**.
- Update your personal details as needed.
- Tap **Save** to apply changes.

Common Questions:

- ***Q: What information can I update?***

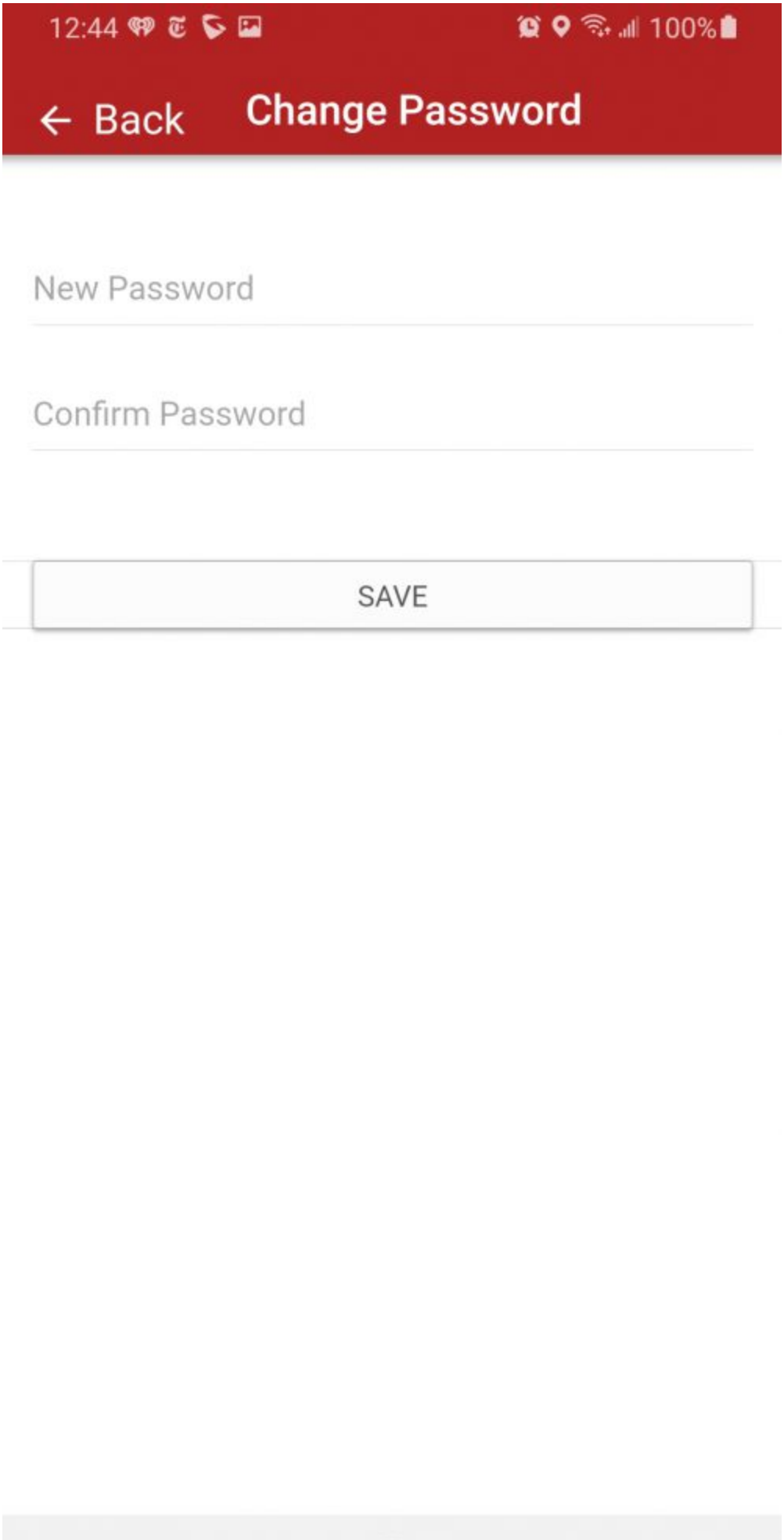
  A: You can update your name, address, phone number, and email address.
- ***Q: Will my changes be saved automatically?***

  A: No, you must tap **Save** to confirm and apply your changes.

---

2. Change Password

Purpose: Enables users to securely change their account password.


12:44
100%
← Back
Change Password
New Password
Confirm Password
SAVE

How to Use:

- Go to **Settings** > **Change Password**.
- Enter your current password.
- Enter your new password and confirm it.
- Tap **Save** to update your password.

Common Questions:

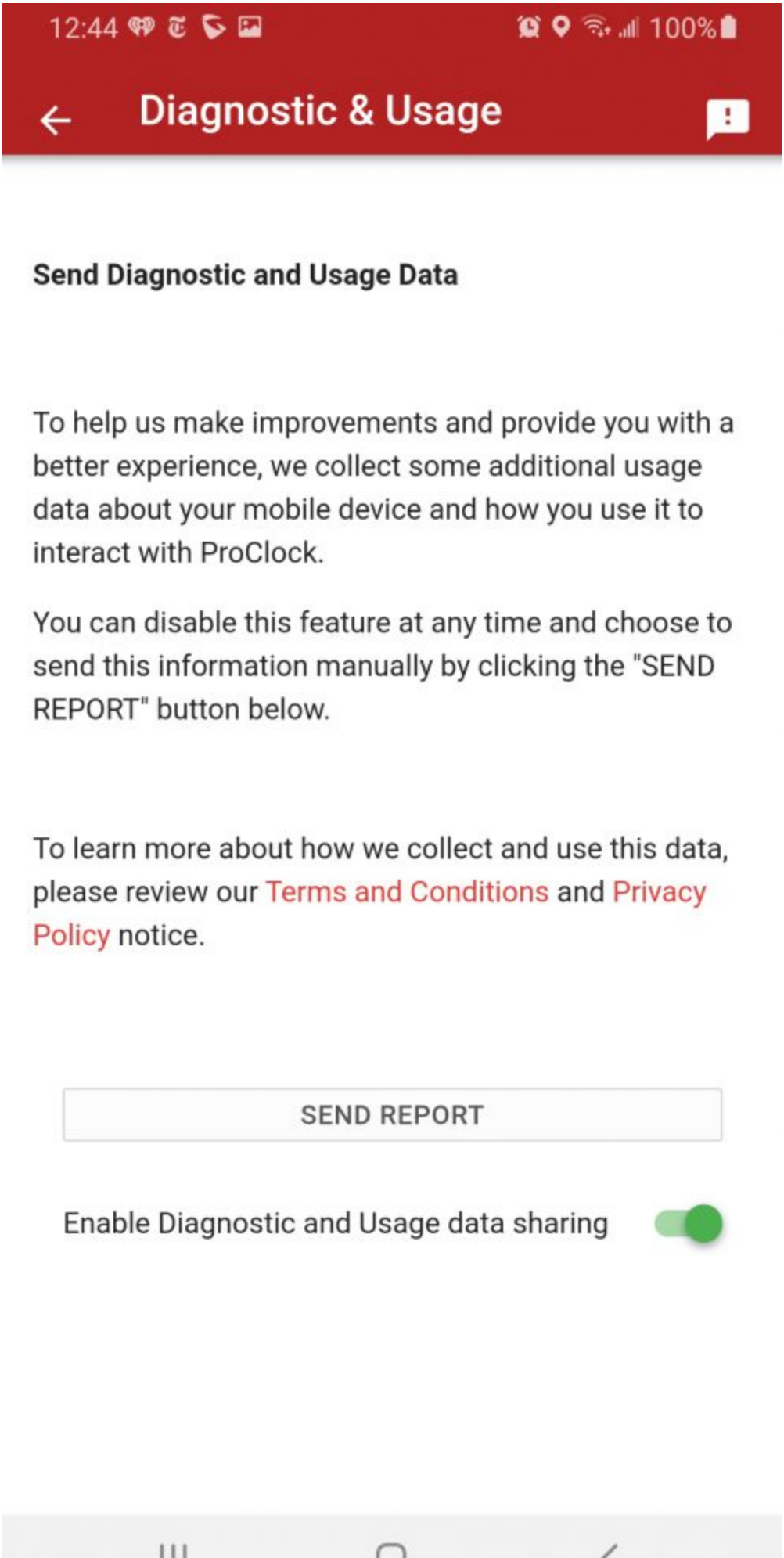
- ***Q: What if I forget my current password?***

  A: Use the "Forgot Password" option on the login screen to reset your password.

---

3. Diagnostic & Usage

Purpose: Allows users to control whether diagnostic and usage data is shared with ProClock for app improvement purposes.


12:44
100%
Diagnostic & Usage
Send Diagnostic and Usage Data
To help us make improvements and provide you with a better experience, we collect some additional usage data about your mobile device and how you use it to interact with ProClock.
You can disable this feature at any time and choose to send this information manually by clicking the "SEND REPORT" button below.
To learn more about how we collect and use this data, please review our Terms and Conditions and Privacy Policy notice.
SEND REPORT
Enable Diagnostic and Usage data sharing

How to Use:

- Go to **Settings** > **Diagnostic & Usage**.
- Scroll to the bottom of the screen.
- Toggle the switch next to **Enable Diagnostic and Usage data sharing** to enable or disable data sharing.

Additional Information:

- For details on data privacy, refer to the **Terms and Conditions** and **Privacy Policy** links at the bottom of the screen.

Common Questions:

- ***Q: What data is shared if I enable this feature?***
  A: Only diagnostic and usage data to help improve app performance; no personal information is shared.
- ***Q: Can I change this setting at any time?***
  A: Yes, you can enable or disable data sharing whenever you wish.

---

4. About ProClock

Purpose: Displays information about the device and app version.


12:45
100%
Back
About
ProClock™
Time & Attendance
Operating System: Android 29 (10)
Hardware: SM-N960U
ProClock Version: 1.1.1
© 2015-2020 Paysoft, LLC

How to Use:

- Go to **Settings** > **About ProClock**.
- View details such as:
  - Operating System
  - Hardware information
  - ProClock app version

Common Questions:

- ***Q: Why do I need this information?***

  A: This information is useful for troubleshooting and when contacting support.

Troubleshooting

Issue: Unable to Save Changes in My Account

Steps to Resolve:

1. Ensure all required fields are filled out.
2. Check your internet connection.
3. Restart the app and try again.
4. If the issue persists, log out and log back in.

Issue: Password Change Not Working

Steps to Resolve:

1. Confirm your current password is entered correctly.
2. Ensure your new password meets the security requirements.
3. If you forgot your current password, use the "Forgot Password" option on the login screen.