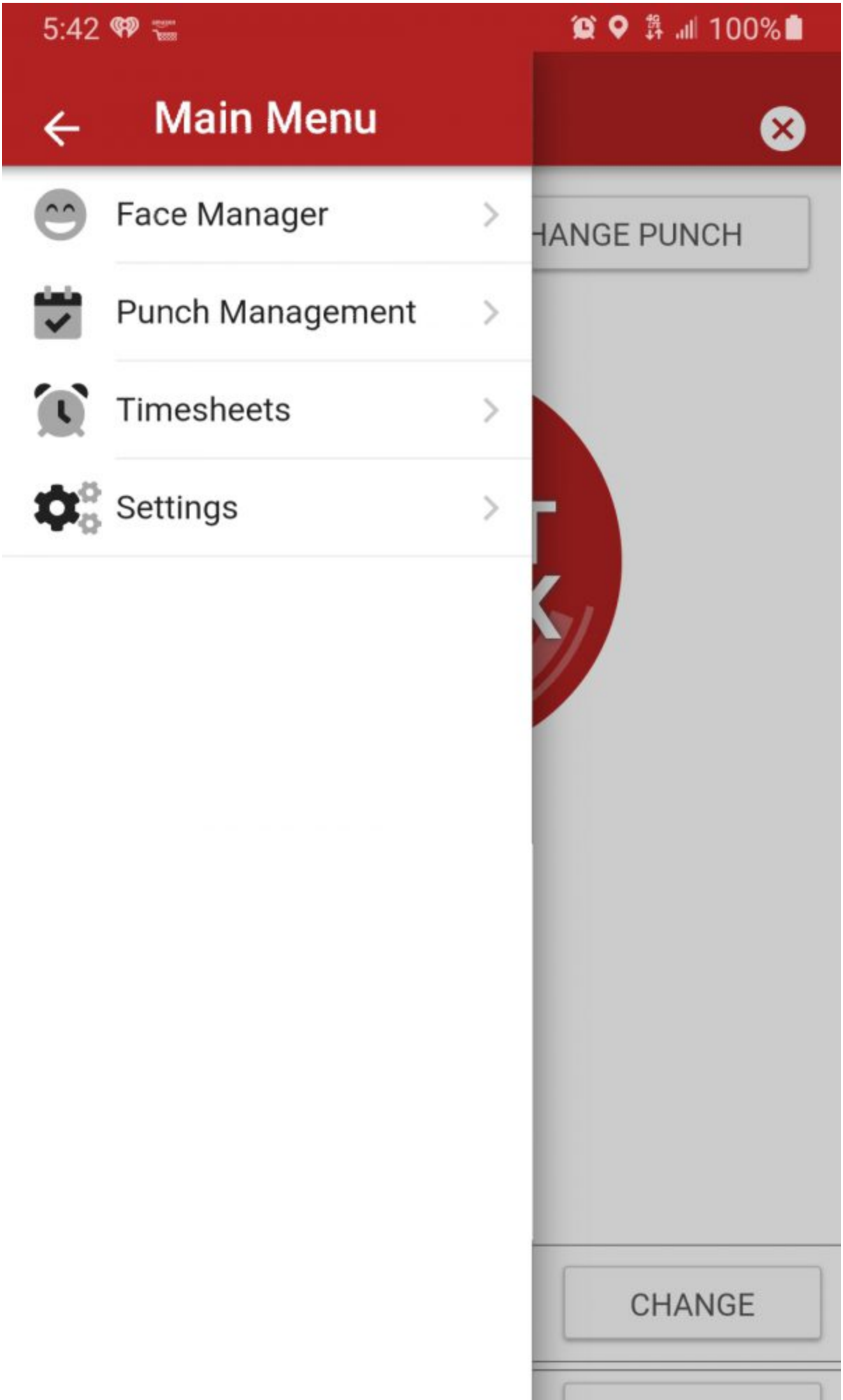
Main Menu

Getting Started · https://staging.proclock.com/help/kb/employees/employee-getting-started/main-menu/

Overview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Main Menu
Face Manager
Punch Management
Timesheets
Settings
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ProClock is a mobile time-tracking solution designed for both individual employees and shared kiosk environments. The app’s Main Menu is the central navigation hub, allowing users to access essential features such as managing timesheets and adjusting settings. This guide explains how to access and use the Main Menu, details each menu option, and provides troubleshooting steps for common issues.

Accessing the Main Menu

To open the Main Menu in the ProClock mobile app:

1. **Tap the three bars** (☰) located in the upper-left corner of the screen.
2. The Main Menu will slide out, displaying available options.
3. **Tap any menu item** to navigate to that feature.
4. To return to the previous screen, tap the **back arrow**.
5. To sign out, scroll to the bottom of the menu and tap **Sign Out**.

Sign-In Modes

ProClock supports two sign-in modes, which determine how users interact with the app:

Individual Mode

- **Purpose:** For single employees using their own device.
- **Face Recognition:** Optional (can be required by employer).
- **Experience:** Quick access to features without repeated identification.

Kiosk Mode

- **Purpose:** For shared devices in public or workplace areas.
- **Face Recognition:** Required for each employee to access their account.
- **Experience:** After identification, users see the same Main Menu as in Individual Mode.

Main Menu Options Explained

Note: The Main Menu options may vary depending on the features enabled by your manager.

Below are the standard menu items available after sign-in:

1. Face Manager

- **Description:** Manage your face recognition profile.
- **Common Uses:** Update your face data, enroll a new face, or troubleshoot recognition issues.

2. Punch Management

- **Description:** View, edit, and manually add missed punches.
- **Common Uses:** View punch history, or correct missed punches.

3. Timesheets

- **Description:** View and approve your timesheet records.
- **Common Uses:** Review hours worked, check for errors, or sign timesheets for approval.

4. Tips

- **Description:** Enter or review tips.
- **Common Uses:** Log daily tips, view tip history, or correct tip entries.

5. Settings

- **Description:** Adjust app preferences and account settings.
- **Common Uses:** Update personal information like email address, home address, phone number, and change your password.

6. Sign Out

- **Description:** Log out of the ProClock app.

Note: Some menu items may not appear if the feature is not enabled by your manager.

Frequently Asked Questions (FAQs)

Q: Why don’t I see all the menu options described?

A: Menu options are determined by your employer’s settings. If a feature is not enabled, it will not appear in your Main Menu.

Q: What should I do if Face Recognition fails?

A: Sign in manually using your 4-digit Employee ID and password. Then use the Face Manager to update your images, ensure you are in a well-lit area, and follow the on-screen prompts.

Q: How do I correct a missed punch?

A: Go to Punch Management, locate the missed punch, and follow the prompts to request a correction (if permitted by your employer).

Troubleshooting

Issue: Unable to Access Main Menu

1. Ensure you are signed in.
2. Tap the three bars (☰) in the upper-left corner.
3. If the menu does not open, restart the app and try again.
4. If the issue persists, check for app updates or contact your manager.

Issue: Missing Menu Items

1. Confirm with your manager that the feature is enabled for your account.
2. Sign out and sign back in to refresh the menu.
3. If still missing, update the app to the latest version.

Issue: Face Recognition Not Working

1. Open Face Manager and re-enroll your face.
2. Ensure your camera is unobstructed and you are in good lighting.

3. Restart your device if the problem continues.

Issue: Cannot Sign Out

1. Scroll to the bottom of the Main Menu and tap **Sign Out**.
2. If the button is unresponsive, close and reopen the app.
3. If you remain signed in, restart your device.