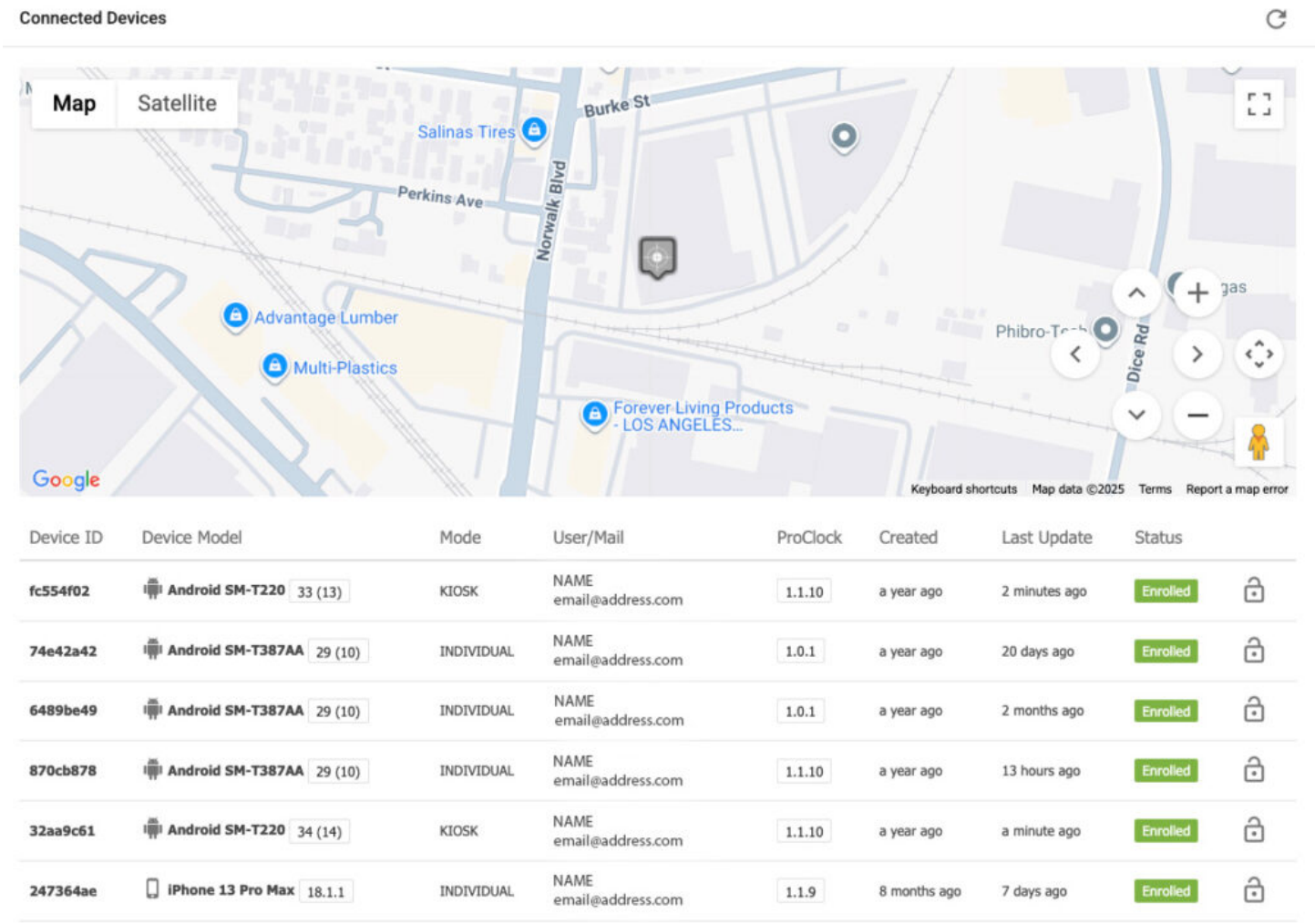
Connected Devices

Settings · https://staging.proclock.com/help/kb/managers/manager-settings/connected-devices/

Overview

The **Connected Devices** page in ProClock provides Managers with a centralized view and management tools for all devices linked to your company’s ProClock account. This includes both personal devices used by employees and Kiosk devices deployed at various locations. Accessing and managing connected devices is essential for maintaining security, ensuring compliance, and keeping your device inventory up to date.

You can access the Connected Devices page from the Main Menu by navigating to **SETUP → Connected Devices**.



Device ID	Device Model	Mode	User/Mail	ProClock	Created	Last Update	Status
fc554f02	Android SM-T220 33 (13)	KIOSK	NAME email@address.com	1.1.10	a year ago	2 minutes ago	Enrolled
74e42a42	Android SM-T387AA 29 (10)	INDIVIDUAL	NAME email@address.com	1.0.1	a year ago	20 days ago	Enrolled
6489be49	Android SM-T387AA 29 (10)	INDIVIDUAL	NAME email@address.com	1.0.1	a year ago	2 months ago	Enrolled
870cb878	Android SM-T387AA 29 (10)	INDIVIDUAL	NAME email@address.com	1.1.10	a year ago	13 hours ago	Enrolled
32aa9c61	Android SM-T220 34 (14)	KIOSK	NAME email@address.com	1.1.10	a year ago	a minute ago	Enrolled
247364ae	iPhone 13 Pro Max 18.1.1	INDIVIDUAL	NAME email@address.com	1.1.9	8 months ago	7 days ago	Enrolled

Key Features

- **Comprehensive Device List:**

  View all devices currently connected to your ProClock account.

- **Device Details:**

  Access detailed information for each device, including model, user, status, and more.

- **Device Management:**

  Remove or lock devices as needed to maintain security and operational efficiency.

- **Location Map:**

  Visualize the physical locations of all connected devices on an interactive map.

Understanding the Connected Devices Page

Map View

At the top of the Connected Devices page, you will find a map displaying the locations of all devices connected to your account. This helps you quickly identify where devices are being used and spot any unexpected locations.

Device Table

Below the map, a table lists all connected devices. Each row represents a single device, with the following columns:

- **Device ID:**
  Unique identifier for each device.
- **Device Model:**
  Model and operating system version (iOS or Android).
- **Mode:**
  Indicates if the device is an “Individual” (employee’s personal device) or “Kiosk” (shared device).
- **User:**
  Username/account currently signed in on the device.
- **ProClock Version:**
  Version of the ProClock app installed on the device.
- **Created:**
  Date and time when the device first connected to your account.
- **Last Update:**
  Last time the device communicated with ProClock servers.
- **Status:**
  Shows if the device is currently enrolled.
- **Block Device:**
  The lock icon allows Managers to block the device, temporarily preventing it from accessing the company account.

Common User Questions

How do I remove a device that is no longer in use?

1. Locate the device in the table.
2. Click the **Lock Icon** to block the device.
3. Confirm the removal when prompted.

Removing unused devices is recommended for security, especially when an employee leaves the company or a Kiosk device is retired.

What does the Lock feature do?

- Clicking the **Lock** icon will immediately prevent the device from communicating with your company’s ProClock account.
- This is useful for temporarily suspending access (e.g., if a device is lost or under investigation).
- The device can be unlocked later if needed.

How can I tell if a device is active or has not been used recently?

- Check the **Last Update** column.
  - If the date is recent, the device is actively communicating with ProClock.
  - If the date is old, the device may be inactive or no longer in use.

What is the difference between “Individual” and “Kiosk” mode?

- **Individual:** Device is assigned to a specific employee.
- **Kiosk:** Device is set up for shared use, typically in a fixed location (e.g., a time clock station).

Best Practices

- **Regularly review** the Connected Devices page to ensure only authorized devices have access.

- **Remove** devices that are no longer needed or associated with former employees.
- **Lock** devices temporarily if you suspect unauthorized use or if a device is lost.
- **Verify device locations** using the map to detect any unexpected access points.

Troubleshooting

Device Not Appearing on the Connected Devices Page

1. Ensure the device has an active internet connection.
2. Confirm the device is signed in with a valid ProClock account.
3. Restart the ProClock app on the device.
4. Refresh the Connected Devices page in your browser.
5. Sign Out on the mobile and and Sign In again to re-sync.

Unable to Remove or Lock a Device

1. Check your user permissions—only administrators or managers may have access to these actions.
2. Try logging out and back in, then attempt the action again.
3. If the issue persists, contact ProClock Support.

Device Status Shows as “Not Enrolled”

- The device may not have completed the enrollment process.
- Ask the user to re-enroll the device following the standard setup instructions.
- If problems continue, remove the device and have the user add it again.