



# Camtend Comprehensive User Guide

Cloud Attendance & Workforce Management

Web Platform • Admin App • Employee App (Camtend Employee)

For company administrators, HR officers, supervisors,  
and employees using the Camtend attendance system.

# How to Use This Guide

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This guide explains how to operate the Camtend attendance and workforce management system in day-to-day work. It is written for four audiences: company **administrators**, **HR officers**, **supervisors**, and **employees**. Procedures are written as complete explanations followed by numbered steps, so that a reader can both understand why an action is taken and perform it correctly the first time.

## Platform markers

Each chapter opens with markers showing where its procedures apply:

**WEB** camtend.com in a desktop or mobile browser — the main full-setup, reports and archive interface.

**ADMIN APP** the Camtend management app for administrators and supervisors — since version 3.7.13 it covers the management features of the website (see chapters 39 and 40).

**EMPLOYEE APP** Camtend Employee: clocking, plus the employee's self-service menu (leave requests, circulars, own reports).

## What you can see depends on your role and company settings

Menus are filtered by role and by the company's attendance mode. Several screens appear only in one mode (for example, *Schedules* and *Shifts* appear only when the company uses Shift Schedules), and some buttons appear only when a related company option is enabled. Employees on the web see their own area; in Camtend Employee they also have self-service items such as leave requests and received circulars. If a screen described here is missing, check your role and the company settings first.

## Screen names

Screen and button names follow the current interfaces (for example **Settings > General Settings**); wording may vary slightly by language and app version. A glossary of recurring terms — PIN, shift, schedule, gate, offline mode — is provided near the end of the guide.

### Confidentiality & examples

All company names, people, amounts and identifiers in this guide are fictitious examples. No real employee or customer data appears here. Diagrams are explanatory drawings of how the system behaves; they are not screenshots.

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# 1 The Camtend System at a Glance

WEB

ADMIN APP

EMPLOYEE APP

Camtend records employee attendance through three interfaces that share one company account. The **web platform** at [camtend.com](https://camtend.com) is the main interface for full setup, reports and the document archive. The **admin app** (Camtend for administrators) now gives administrators **full control of the system from the phone**: its drawer is grouped like the web dashboard (Employees, Reports, Settings, Help) and includes employee management, PINs, leave, schedules and shifts, documents, circulars, loans and bonuses, every attendance and payroll report, locations, departments, face-print approval and General Settings, plus a home dashboard and the Smart Assistant (chapters 39–40). Supervisors use the same app with a reduced menu. The **employee app** (Camtend Employee) is the clocking device and the employee's self-service channel; mobile workflows such as background location tracking and face enrollment are done on the employee's phone. A few items remain web-only — chiefly card billing, invoices and coupons on the website, the Instructions/FAQ pages and the browser clocking terminal.

## Roles

| Role                    | Intended use                                                                                                                                                                    |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Administrator</b>    | Full setup and reports: settings, locations, departments, employees, shifts and schedules, payroll reports, circulars, subscription and face-print approval.                    |
| <b>Supervisor</b>       | Report access scoped to the departments assigned to that supervisor. Intended for reviewing attendance — it is not a separate branch-manager or multi-level approval hierarchy. |
| <b>Employee</b>         | Clocks attendance and uses personal self-service in Camtend Employee; on the web an employee sees their own punch report (and shift schedule when Shift Schedules is used).     |
| <b>Terminal / kiosk</b> | A clocking device opened by an authorized user; employees then record punches. This is a device mode, not a user role.                                                          |

### Two distinct permission flags

*Can clock* lets an employee record attendance. *Open location page in kiosk mode* lets a user open a clocking device for others. They are separate flags and are granted separately.

## 2 First-Time Quick Start

WEB

EMPLOYEE APP

This sequence takes a new company from registration to a verified first clock-in. It is also the onboarding flow presented on the built-in *Instructions* page inside the web platform.

- 1 Choose the attendance mode.** Go to **Settings > General Settings** and set *Work System: Flexible Hours* (employees clock in, clock out and record temporary exits at any time, with no schedules), or *Shift Schedules* (attendance is validated against shifts and schedules you define).
- 2 Flexible Hours:** create employees directly (**Employees > Add Employee**) and distribute their PINs — skip to step 4.
- 3 Shift Schedules:** create **Settings > Shifts** first, then **Settings > Schedules** (each schedule needs at least one non-overlapping shift), then add employees and give each a *default schedule* for regular days.
- 4 Distribute clocking numbers.** Open **Employees > PINs** and print the numbers or send them to employees by email.
- 5 Set up a terminal.** Place a computer, tablet or phone at the entrance and open the clocking screen (camtend.com → choose the clocking location), or let employees use their own phones with Camtend Employee from Google Play or the App Store. Grant the **camera permission** — without it the camera screen will not photograph employees.
- 6 Test end to end.** Record a clock-in, a temporary exit and return, and a clock-out, then confirm the punches appear in the reports.

### Pilot before rollout

Run a pilot checklist first: one location, two or three employees, one week. Verify acceptance windows, gate radius, camera angle and reports before enrolling everyone.

### Three separate choices

The *attendance mode* (Flexible Hours vs Shift Schedules), the *device mode* (personal phone vs shared terminal), and the *subscription* are independent decisions.

## 3 Signing In & Account Access

WEB

ADMIN APP

EMPLOYEE APP

All user-facing access starts at [camtend.com](https://camtend.com) or in the mobile app with an **email address and password**. There is no phone-number login, company-code login or invitation-link flow: the administrator creates the account and hands the credentials to the user.

### Administrators and supervisors

- 1 Register the company account at [camtend.com](https://camtend.com) (**Register**), or sign in with **Login** if the account exists.
- 2 Use a **valid email address** and complete email verification when prompted — several features (for example, receiving notification emails) depend on a verified address.
- 3 If a user belongs to more than one company or holds more than one role, choose the correct company/role when the system presents it after sign-in.
- 4 Use **Forgot Your Password?** to receive a reset link if credentials are lost. To change your password: your name at the top of the page > **Change Password** (in the Administration role).

**Admin app:** also available: **Continue with Google / Apple** (first time, log in once with email and password to link the account) and company sign-up with a country-code phone picker.

### Employees

Employees sign in to Camtend Employee with the email registered on their profile and a password. By default the password is the employee's **clocking PIN** — described fully in the PINs chapter — unless it has been changed afterwards. Employees may also sign in on the web, where they see their own area. An administrator changes it from the employee's profile > **Change Password** (except the account owner's); employees and supervisors cannot change it on the web, so they use **Forgot Your Password?** or ask an administrator.

#### Language

Both the website and the apps offer an **Arabic / English** language selector. The employee's preferred language can also be stored on their profile.

#### Keep credentials private

Passwords and PINs identify which account or employee a punch belongs to; the camera and location checks verify the person according to company policy. Never share an admin password, never publish real PINs, and sign out of shared computers when finished.

## 4 Company General Settings

WEB

ADMIN APP

**Settings > General Settings** holds the company-wide options: the company contact details and logo, the attendance mode, and the behaviour switches that shape what employees see in Camtend Employee. Every change is applied with the **Save** button; ask employees to refresh their app data after policy changes so the new settings reach their devices.

| Option                                      | Effect                                                                                                          |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <b>Work System</b>                          | <i>Flexible Hours</i> (no schedules) or <i>Shift Schedules</i> (attendance validated against shifts/schedules). |
| <b>Extended shifts</b>                      | Shift Schedules only. Required when a shift can span midnight (clock in one day, clock out the next).           |
| <b>Allow offline mode</b>                   | Permits the mobile app to record punches without internet and sync them later.                                  |
| <b>Hide shifts dialog</b>                   | Skips the shift-picker dialog in the employee app.                                                              |
| <b>Hide notes screen</b>                    | Skips the note prompt shown during punches.                                                                     |
| <b>Hide Temporary Exit/Return buttons</b>   | Removes the Temporary Exit and Return buttons from the clocking screen.                                         |
| <b>Receive newsletters / WhatsApp group</b> | Company communication preferences.                                                                              |

**Admin app (administrators):** the same options are in **Settings > General Settings**; changing the Work System asks for confirmation and the apps must be restarted afterwards.

The lower part of the same page (under *Company Account*) is where additional services are activated free of charge — GeoPro and Face Recognition — and where previous invoices, the payment method and renewal are managed. These are covered in the billing chapter.

### Before switching the Work System

Switching between Flexible Hours and Shift Schedules changes which menus and rules apply. The system does not promise to migrate historical reports across modes — export the reports you need and plan the switch (e.g. at the start of a payroll period) before saving.

## 5 Locations & Departments

---

WEB

ADMIN APP

### Locations (clocking gates)

Open **Settings > Locations** and create a location for each branch entrance or work site where attendance is recorded.

- 1 Enter the **Location name** and pick the point on the map, or type the **latitude** and **longitude** directly.
- 2 Set the **Range in meters**: the radius of the circle around that point inside which clocking is accepted. The range matters only when employees have a location restriction enabled on their profile.
- 3 Choose **Hide camera** if this terminal should not photograph employees — this is a terminal display option, not authorization to bypass face-verification policies configured on employee profiles.
- 4 Set the location's **timezone** so times are recorded correctly, then Save.

To choose the range: first verify the exact pin position and the phone's GPS accuracy on site, then pick a radius that covers the legitimate site without unnecessarily admitting surrounding off-site areas. Test both an accepted position at the gate and a rejected position outside it. The interface suggests a value above 100 meters — treat that as optional guidance, not a universal minimum. If the map cannot get the exact device location it may fall back to an approximate IP-based position; grant the browser location permission for accurate setup.

**Admin app:** the same screen is **Settings > Clock-in Locations**; pick the point on the map, set the range and the other options, and save.

### Departments

**Settings > Departments** defines organizational groupings (Sales, Workshop, Night Shift...). Departments are used to group employees for reports and supervisor scope. A department is *not* the same as a gate: an employee's department membership does not by itself decide where they may clock — that is controlled by the location restriction on their profile.

- 1 Click **Adding New Department**, type the name, then **Add Department**; the same table renames or deletes it.
- 2 Choose the department in each employee's **Department** field. For a supervisor, enable supervision on their profile and tick their departments; they then see only those employees' reports.

## 6 Employee Profiles

WEB

ADMIN APP

Create staff from **Employees > Add Employee**; review and edit them from **Employees > All Employees**. The profile holds everything the system needs to identify the person, validate their attendance and compute their pay.

| Field group  | Contents                                                                                                                                                      |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Identity     | Employee name, Job title, E-Mail Address, Mobile, Employee ID, and the clocking PIN (code used for clocking).                                                 |
| Work         | Department; <i>default schedule</i> (required with Shift Schedules); wage per hour for official working hours; wage per hour for overtime.                    |
| Status       | <b>Enabled</b> switch and profile <b>Language</b> .                                                                                                           |
| More details | Joining Date, End Contract Date, Residence Number, ID Card Number, Passport Number, End Residence Date, Notes, profile photo and attached employee documents. |

An **email address is required** when the employee is an administrator, a supervisor, is allowed to open a clocking terminal, or when you want the system to send them their login data; for a pure PIN-only employee it can be left empty.

### Disable leavers — don't delete

Turning **Enabled** off prevents the employee from using the system; their records are stored and not erased, but they are hidden from current reports — export any history you will need *before* disabling, and keep the exported record. **Deleting an employee is permanent** and removes their punches and data with them, so prefer disabling when an employee leaves the company.

### Data quality

Fill wages, department and the default schedule at creation time; incomplete profiles can leave salary or attendance figures empty later.

## 7 Roles & Security Controls

WEB

ADMIN APP

The *Roles* area of the employee profile grants the flags that turn an ordinary employee into a privileged user. Grant only what each person actually needs.

| Flag                                    | What it allows                                                                     |
|-----------------------------------------|------------------------------------------------------------------------------------|
| <b>Administrator</b>                    | Full configuration and all reports for the company.                                |
| <b>Supervisor</b>                       | Reports scoped to the departments assigned to this supervisor on the same profile. |
| <b>Can clock</b>                        | May record attendance (on a personal phone or shared terminal, as configured).     |
| <b>Open location page in kiosk mode</b> | May open a clocking device/location screen that other employees then use.          |

Admin app: every flag below is set on the employee form under Roles, Verification and Locations, with a help (?) dialog explaining each one.

### Device restriction

Optionally, restrict an employee's clocking to specific phones or tablets. Choose *Restricted to devices* and enter one to three **Device IDs** — a 64-character identifier shown in Camtend Employee under *Menu > Device Information*. Unrestricted is a valid choice; devices are *not* bound by default. When an employee changes phone, update the authorized Device ID on their profile and test a clock-in on the new device.

### Other per-employee controls (detailed in later chapters)

- **Enable GPS** — Inactive / At clocking time / Always (GeoPro).
- **Locations** — not restricted, all company gates, or specific gates.
- **Take photos, Require a clear face, Face Recognition** — photographic and biometric verification.
- **Apply strict rules** — rejects out-of-sequence punches.
- **Notify admin by email when** — per-employee alerts for clock-in, start/end of a temporary exit, and clock-out.
- **Attendance reminders** — late-for-work and clock-out phone notifications: at a set time, or minutes after the shift starts/ends; skipped on leaves and holidays.

## 8 PINs, Passwords & Clocking Modes

WEB

ADMIN APP

EMPLOYEE APP

Camtend distinguishes between three credentials, and mixing them up can cause failed logins:

| Credential                                | Where it is used                                                                                                                                                       |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PIN</b> (numeric, unique per employee) | Typed on a shared terminal/kiosk to record a punch.                                                                                                                    |
| <b>Email + password</b>                   | Sign-in to Camtend Employee and to the website. The employee's password is initially their PIN; an administrator can change it separately, after which the two differ. |
| <b>Employee ID</b>                        | An internal reference number — not a login credential.                                                                                                                 |

### Distributing PINs

**Employees > PINs** lists every employee's clocking number. Print the list for handout or have the system email each employee their number (a verified employee email is needed where email is used). Treat the list as confidential.

### Three ways to clock

- **Personal mode** — the employee's own phone: they sign in once with email and password and simply tap the action buttons.
- **General / shared mode** — a device at the entrance: a user with permission opens the terminal, then each employee types their PIN and picks the action.
- **Browser terminal** — an authorized user signs in on [camtend.com](https://camtend.com) with their own *email* (not a PIN) and opens the chosen location's clocking page.

In every mode the employee selects their PIN (or signed-in account) and completes whichever verification checks the company has enabled — camera photo, face matching, location, or device restriction — so a PIN alone is not always sufficient.

#### Never publish real PINs

All numbers in this guide are fictitious. Keep actual PINs, passwords and device IDs inside the system.

## 9 Shifts — Field Reference

WEB

ADMIN APP

In Shift Schedules, a **shift** is one continuous work period — it may extend past midnight into the next day. Create the company's shift catalogue under **Settings > Shifts** with *Add/Edit a shift*.

| Field                                                 | Meaning                                                                                                               |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Start time                                            | When the shift begins, e.g. 09:00.                                                                                    |
| Shift duration in minutes                             | Length in minutes, not an end time. 480 minutes at 09:00 → ends at 17:00; the form shows the computed “Ends at” time. |
| Do not accept employee clock-in before shift start by | Earliest allowed clock-in, minutes before start.                                                                      |
| Do not accept employee clock-in after shift start by  | Latest allowed clock-in, minutes after start.                                                                         |
| Do not accept employee clock-out before shift end by  | Earliest allowed clock-out before the computed end.                                                                   |
| Do not accept employee clock-out after shift end by   | Latest allowed clock-out after the end.                                                                               |

The web form requires each of the four acceptance windows to be **at least 10 minutes**. In the admin app, **Settings > Shifts** offers the same fields (start time, duration in hours and minutes and the four windows) with an add/edit/delete flow.

### Acceptance window ≠ grace period

A window only decides whether a punch is *accepted*. It is not automatic lateness tolerance and it does not itself create a monetary penalty — configure the windows to match your attendance policy, then enforce policy through reports and deductions.

### Example catalogue (fictitious)

Morning 08:00–16:00 (480 min) and Evening 16:00–00:00 (480 min) can both exist as separate shift records. Shifts may overlap *in the catalogue*; what must not overlap are the shifts inside one employee's day schedule.

## 10 Schedules

WEB

ADMIN APP

A **schedule** (Arabic UI: التوقيتات; shifts: المناوبات) is the work time assigned for a day: it contains one or more shifts and is then given to employees. Manage it under **Settings > Schedules**.

- 1 Type a new schedule name (e.g. “Doctors regular timings”) and choose **Execute adding**.
- 2 In the schedule's table, enable at least one shift from the catalogue for that schedule — the system warns that every schedule needs at least one shift.
- 3 Ensure the enabled shifts **do not overlap** each other; the system alerts you to conflicts, and correct operation requires each schedule to have non-overlapping shifts.
- 4 Assign the schedule to employees as their *default schedule* on the employee profile — this is the work schedule for regular days.

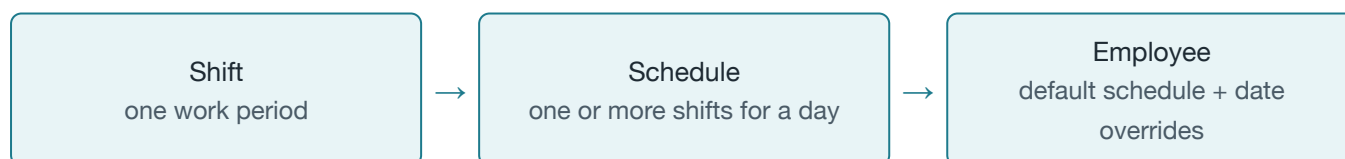
Admin app: **Settings > Schedules** — add or rename a schedule, tap it to choose its shifts (overlapping shifts are refused), then give it to employees as their default schedule on the profile.

### Split-day example

A day of 08:00–13:00 plus 17:00–20:00 is a *schedule with two shifts*, not one long shift.

### Editing a schedule in use

The system itself warns that modifying the times of an existing schedule may delete previously recorded punches on it. Prefer creating a new schedule and assigning it instead of editing one that already has history.



Explanatory diagram — how the three levels relate, not a screenshot.

## 11 Temporary Schedules

WEB

ADMIN APP

**Employees > Employees Schedules Management** overrides an employee's default schedule for a defined period — the classic use is Ramadan, seasonal hours or a temporary reassignment — without touching the default itself.

- 1 Select the employees (one or many) the override applies to.
- 2 Pick the **date range** and the **weekdays** it covers.
- 3 Choose the **schedule** to apply, then press **Assign**. The confirmation shows the employee names and count — check it before confirming.
- 4 Review the result under **Employees > Show Employees Schedules**.

Admin app: **Employees > Employee Schedules** shows who works which schedule each day; **Assign schedules** takes the period, weekdays, employees and schedule (large periods may take a few moments to apply), and **Remove day schedules** returns the selected employees to their default schedule.

### Removing overrides

The same screen's **Delete** button removes only the registered overrides for the selected employees, dates and weekdays; each employee's *default schedule then takes over* again — nothing happens to the default itself.

#### Confirm scope first

The assign and delete confirmations report how many employees are affected. Verify the employee count, the period and the weekdays before accepting — an override applied to a whole department by mistake silently changes everyone's expected hours for that period.

#### Shift Schedules only

This screen exists because Shift Schedules validates every punch against a timetable. With Flexible Hours there is nothing to override.

## 12 Extended (Overnight) Shifts

WEB

EMPLOYEE APP

Shift Schedules supports shifts that cross midnight — a guard who clocks in at 21:00 and clocks out at 04:00. Enable **Extended shifts** under **Settings > General Settings** and Save; the option is only needed with Shift Schedules, and it must be on *before* overnight attendance is recorded.

### Which day does the punch belong to?

After midnight the employee app may ask which day the action belongs to (*Yesterday / Today / Tomorrow*). The rule of thumb:

- Ending a shift that began the previous evening: choose **Yesterday** before recording clock-out, so it is attributed to the shift that started the day before.
- Recording a normal action for the current date: choose **Today**.
- **Tomorrow**: use only when recording an early arrival for a shift that starts on the next calendar date — for example, arriving at 23:30 on Monday for a shift starting at 01:00 on Tuesday. The clock-in window must permit this arrival. A clock-out after midnight for a shift that started the previous day belongs to *Yesterday*, not *Tomorrow*.

#### Validate windows and day selection

The four acceptance windows still apply across the date boundary, and choosing the wrong day either rejects the punch or records it against the wrong shift. Train overnight staff on the day selector and audit their first nights in the reports — **do not record the same action twice** to “fix” a wrong day; correct the configuration instead.

## 13 Employee Attendance on the Personal App

### EMPLOYEE APP

On a personal phone the employee is already signed in, so clocking is a short sequence. Install Camtend Employee from Google Play or the App Store (links are listed in the Sources chapter and on the built-in Instructions page).

- 1 Open Camtend Employee and sign in (*Personal*) with the registered email and password.
- 2 Grant the **camera** and **location** permissions the app requests — the exact set depends on the company configuration.
- 3 If more than one gate is authorized for you, choose the correct one; if a day or shift picker is shown (e.g. for overnight work), pick the correct value.
- 4 Look at the camera, then tap **Clock-in** (حضور).
- 5 Wait for the success confirmation — **a tap alone is not proof**; only the confirmed response counts.
- 6 For a temporary exit use **Temporary Exit / Return** (خروج مؤقت / عودة) if the buttons are shown, and **Clock-out** (انصراف) when leaving.

If the notes screen is enabled by the company, the employee may be asked whether a temporary exit is for a work task and for the required notes. If a punch fails or is rejected, contact the administrator — **there is no backdating**: an employee cannot record attendance for a past time.

## 14 Shared Terminal, Kiosk & Browser Clocking

WEB

EMPLOYEE APP

A shared device at the entrance records attendance for many employees. One authorized person opens the terminal; employees then record punches with their PIN.

- 1 A user with *Open location page in kiosk mode* (web) or terminal-opening permission (app, *General* mode) signs in with their **email and password** and opens the chosen gate/location.
- 2 Mount the device so the camera faces people at chest height with clear, even lighting.
- 3 Each employee types their **PIN**, selects the action (clock-in, temporary exit, return, clock-out), and completes whichever verification checks are enabled — a camera photo, face matching (only when *Face Recognition* is configured), location or device restriction.
- 4 Confirm the success response on screen before the employee walks away.

### Do not leave the dashboard open

The terminal is opened under an authorized account. Lock or sign out of any admin screens on the same device and leave only the clocking page reachable.

### Browser terminal limits

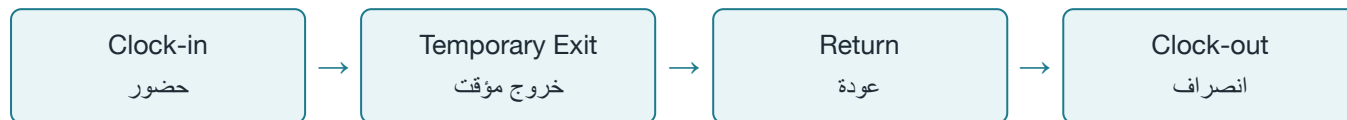
A browser terminal relies on the browser camera permission and the sign-in of an authorized user (email, not PIN). Do not assume it offers the same offline, background-location or biometric behaviour as the installed app.

## 15 Punch Lifecycle & Strict Rules

WEB

EMPLOYEE APP

A working day is a chain of punches. Reports compute hours by pairing them, so the sequence matters.



Explanatory diagram — the normal order; temporary exit/return pairs may repeat during the day.

### Apply strict rules

In Shift Schedules, *Apply strict rules* on the employee profile rejects out-of-order punches **within the same shift**. Among the rejected cases:

- A new punch after clock-out *for the same shift*.
- A clock-in attempted after the shift has ended.
- A repeated clock-in or clock-out within the same shift.
- A second temporary exit while a previous temporary exit is still open (no return recorded).
- A return with no preceding temporary exit.

With Flexible Hours there are no shifts to validate against, so the value of strict rules is keeping a practical paired-record discipline (in → temporary exit → return → out) rather than schedule enforcement. Disabling strict checks may let disorderly punches through and affect the accuracy of reports and work-hour calculations.

#### Temporary exits are time records, not approvals

If the notes screen is shown, a temporary exit can carry a note stating whether it is for a work task. The system records the times; it does not promise automatic approval of temporary exits or any specific rule for paying them — that is company policy. Companies that do not use temporary exits can hide the Temporary Exit/Return buttons in General Settings.

**Web only (Shift Schedules):** in the Daily Report's *Absent employees* tab, select employees (max 200) and press **Insert Random Transactions**: choose check-in and/or check-out and add a note. Each selected shift gets a clock-in 0–59 s before its start and/or a clock-out 0–59 s after its end, at the first location. Use it only for genuine unrecorded attendance and state the reason in the note.

## 16 Working Offline

WEB

ADMIN APP

EMPLOYEE APP

Offline clocking exists for gates with poor connectivity. Two preconditions must hold: the company option **Allow offline mode** is on, and the device has already been initialized and has its data cached — a first-time login or a changed policy still needs internet.

- While offline, Camtend Employee stores the punch (and its photo) locally and shows a local confirmation.
- When connectivity returns, the app syncs the stored punches and photos to the server automatically; the app may need to be opened while online so the upload can complete.
- A **local confirmation is not a server record** — the punch appears in web reports only after the device syncs.

### Do not wipe pending data

Until the records appear on the server, do not clear app storage, uninstall the app or reset the device — pending punches live only on that phone.

## Reviewing offline activity

Monitor synchronization rather than assuming it: after reconnecting, inspect the server reports and the uploaded photos to confirm each record arrived. Administrators review uploaded offline punches in **Reports > Offline Report** (web and admin app): each punch can be **moved** into the transactions (or **Move all**), or deleted; the home dashboard also counts the offline punches waiting for review. GeoPro's separate location buffering for offline tracking is covered in its own chapter.

## 17 Activating Face Recognition

### WEB

Face recognition matches the photo taken at clocking time against the employee's enrolled face print. It is a **free** additional service but must be activated for the company account first.

- 1 Open **Settings > General Settings** and scroll to the *Company Account* / additional services area.
- 2 Under *Face Recognition service*, choose **Subscribe now for free** if the account is not already subscribed.
- 3 For each employee who should use it, open their profile and enable **Take photos** and **Face Recognition**. The **Require a clear face** option is separate: it demands a usable, unobstructed photo at capture time — while identity matching in any case needs a clear capture to work, so enable both together.
- 4 Save the profile and have employees refresh their app data.

#### Keep the app current

Use the most recent Camtend Employee release available in the store; the simplest rule is to update to the latest app.

#### Not the phone's Face ID

Camtend's face recognition is independent of the phone's built-in biometric unlock — it verifies the employee against the face print enrolled in the Camtend account, not the device owner.

## 18 Face Enrollment & Approval

WEB

ADMIN APP

EMPLOYEE APP

Enrollment happens on the employee's device; approval is an administrator task. An enrollment is a *request* — it becomes effective only after an admin approves the prints.

### Employee: capture the prints

- 1 When the employee attempts an action without an enrolled face, the app prompts for enrollment (in both General and Personal modes).
- 2 Capture the full face, centered and **alone in the frame**, in good lighting, without glasses — per the official face-recognition FAQ.
- 3 Submit several photos — between one and six, at varied angles and lighting — so matching is reliable.

Submitting the enrollment is **not** an approved clock-in; attendance still needs a normal punch.

### Administrator: review and approve

- 1 New enrollments trigger an email notification to the administrator (per the official feature announcement), and appear under **Settings > Registered Face Prints** on the web — or the same-named item in the admin app drawer. Pending prints are highlighted.
- 2 Check that each print clearly shows the correct employee's face; approve the good ones and delete bad or wrong ones.
- 3 Have the employee run *Refresh Data* in the app, then retry the punch.

#### Face photos are sensitive records

Clocking photos and enrolled prints are sensitive employee records stored in the system; restrict access to administrators and handle them according to the privacy policy.

## 19 Location Validation & Geofencing

WEB

EMPLOYEE APP

Two independent controls on the employee profile decide *whether* location is used and *where* clocking is allowed.

| Control           | Options                                                                                                                                                    |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Enable GPS</b> | <i>Inactive</i> — no location check; <i>At clocking time</i> — position captured per punch; <i>Always</i> — continuous GeoPro tracking (see next chapter). |
| <b>Locations</b>  | Not restricted to any gate; restricted to all company locations (branches); restricted to specific gates selected on the profile.                          |

With a restriction set, a punch outside the allowed circle (gate coordinates + range) is rejected. For this to work the phone's GPS permission must be granted and the gate's coordinates, radius and timezone must be correct — always test on site with a real device, because GPS accuracy varies by handset and environment.

### A strong control, not an absolute one

Geofencing is a solid deterrent, but no guarantee that a location can never be spoofed is made. Combine it with face verification and device restriction for high-integrity gates.

Administrators can also ask an employee for a position on demand; those appear under **Reports > Employee Location Requests** — a request feature distinct from the background history described later.

WEB

EMPLOYEE APP

GeoPro is a **free optional service** — it stays off until you activate it. Click **Subscribe now for free** under **Settings > General Settings > Company Account** (additional services), set the employee's *Enable GPS* to **Always** and Save, and keep Camtend Employee updated. On the phone, grant the location permission **“Always”** so tracking can run in the background; when offline the app buffers positions and uploads them later. Phone permission, battery and OS settings affect how reliably background updates arrive.

**Important privacy fact**

The official documentation states explicitly that with Always enabled, location may continue to be collected **after working hours and even when the app is closed or the phone restarts**.

Tracking is not automatically limited to duty hours, and clocking out does not by itself stop it.

Inform employees and agree a clear company policy before enabling it.

The official guidance for handling this is straightforward: the employee can revoke the “Always” permission at the end of duty or when leaving the company, and the administrator should include tracking in the offboarding configuration. Note that if clocking requires location, revoking the permission may block the next attendance punch until the permission is restored. There is also no guarantee of continuous real-time positions while the device is offline — buffered points simply arrive later.

WEB

ADMIN APP

**Reports > Employee Locations Map** (web) and the same-named item in the admin app drawer show where tracked employees have been. Select an employee to review movement history and navigate by date.

- A marker is an **observed position at a recorded time** — not a guaranteed current position. When the phone is offline a point may not reflect the employee's latest location; buffered positions appear after sync.
- **Currently Present** (the attendance report) is calculated from the clocking sequence — review temporary exit/return pairs and the latest punch timestamp before treating it as presence. It is *not* a live GPS position; the two views answer different questions.
- **Employee Location Requests** are on-demand positions asked for by an administrator — a separate feature from the continuous history.

#### Use the right tool

“Is anyone still in?” → Currently Present. “Where was the field technician between 10:00 and 12:00?” → Locations Map history. “Where is this driver now?” → a location request — subject to the device being online and permissioned.

The map shows recorded positions; it does not provide turn-by-turn directions or a travel-reimbursement calculation.

## 22 Employee Self-Service

### EMPLOYEE APP

In *Personal* mode the Camtend Employee drawer is the employee's own portal.

| Drawer item                                  | Purpose                                                                                   |
|----------------------------------------------|-------------------------------------------------------------------------------------------|
| <b>Refresh Data</b> (تحديث البيانات)         | Pulls the latest profile, policy and face-approval state — run it after any admin change. |
| <b>Shift Schedule</b> (جدول المناوبات)       | The employee's own schedule — shown only with Shift Schedules.                            |
| <b>Punch Report</b> (تقرير الحركات)          | The employee's own punches for chosen dates.                                              |
| <b>Leave Requests</b> (طلبات الإجازة)        | Create and track leave requests.                                                          |
| <b>Loans and Bonuses</b> (السلف والمكافآت)   | Read-only view of deductions and bonuses recorded for them.                               |
| <b>Received Circulars</b> (التعاميم الواردة) | Company announcements; read and reply.                                                    |
| <b>Device Info</b> (معلومات الجهاز)          | Shows the 64-character Device ID used for device restriction.                             |
| <b>About / Logout</b>                        | App information and sign-out.                                                             |

#### Scope

These are personal functions; the drawer in shared (General) mode is different. Financial entries are read-only for the employee — creating and editing them is an administrator task.

## 23 Submitting Leave Requests

### EMPLOYEE APP

The app is a supported channel for requesting leave, keeping a tracked record for both sides.

- 1 Open **Leave Requests** in the personal drawer and start a *New Leave Request*.
- 2 Choose the **leave type** (when the list is displayed) and the **start** and **end dates**. The end date must be on or after the start date; choose the same date for a one-day request.
- 3 Write the **employee notes** explaining the request, and attach supporting files if needed.
- 4 Send the request and follow its state — *Under review*, *Approved* or *Rejected* — with the administrator's reply.

#### Submitted ≠ approved

The success message means the request was *received*. The leave counts only after an administrator approves it, so submit early and inside company deadlines — do not treat the submission itself as permission to be absent.

This request flow is a single request-and-reply channel; it is not a multi-level approval chain and it does not compute accruals by itself.

## 24 Managing Leave

WEB

ADMIN APP

Leave administration differs between the two attendance modes — a frequent source of confusion.

### Handling a request (both modes)

- 1 Open **Employees > Leave Requests**, then open the request to view its details and attachments.
- 2 Write the administrator reply and set the status — *Under review*, *Approved* or *Rejected* — then **Save changes**. A notification is sent by email.
- 3 **Shift Schedules, on approval:** saving an *Approved* reply takes you to the leave-setup screen (*Set Employees Leaves*) to finish registering it. Check the employee, dates and weekdays, the affected shift(s), the leave type and the *Is paid* flag, then **Save Leave** and confirm the affected count.
- 4 **Flexible Hours, on approval:** the approval opens the add-leave dialog; select the leave type and period, add administrator notes and execute the adding.
- 5 Verify the final request status and that the leave days were actually recorded in the leave screens. A reply of *Rejected* or *Under review* is saved with an email notification — it is not an absence approval.

### Recording leave directly

**Shift Schedules:** use **Employees > Set Employees Leaves** (employee, dates/days, leave type, paid flag) and review under **Show Employees Leaves**. **Flexible Hours:** define categories under **Settings > Leave Types**, maintain yearly totals in **Employees > Employee Leave Balance** (per employee and year: total, used, remaining), and record individual leave in **Employee Leaves**. Accrual rules and national leave law are the company's responsibility — the system records balances, it does not invent entitlements.

**Admin app:** **Employees > Vacation Requests** lists requests (filter by status), shows the attachments and notes, and lets you **Approve**, **Reject** or **Mark as pending** with an administrator note; after approving it offers to record the days as a vacation of a chosen type. Also in the app: **Employee Vacation Balance**, **Employee Vacations** (Flexible Hours), **Employee Vacations** with shifts and paid/unpaid choice (Shift Schedules) and **Settings > Vacation Types**.

## 25 Document Categories

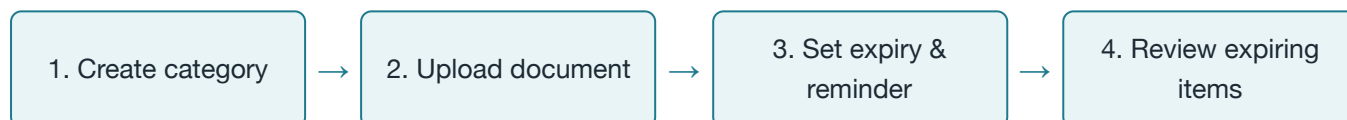
WEB

ADMIN APP

Categories keep the document archives organized — contracts, IDs, certificates, licences — and are managed under **Settings > Document Categories**. The same categories can be used by the employee archive (**Employees > Employee Documents**) and the company archive (**Settings > Company Documents**); picking a category on a document is optional but recommended so expiry tracking stays tidy.

### Creating and editing categories

- 1 Open Document Categories. When the list is empty, **Create Default Categories** offers a starter set.
- 2 To add one, enter the **Arabic Name** (required), the **English Name** (optional) and a **Description**, and leave the category **active**.
- 3 Use the row actions to **edit** or **delete** a category, or to toggle it inactive — an inactive category stops being selectable for new uploads while existing documents keep it.



*Explanatory diagram — the central archive workflow.*

In the admin app the same categories are under **Employees > Document Categories** (add, edit, delete, *Create default categories*). Camtend Employee has no categories menu.

**Employees > Employee Documents** stores each record with a **title** and an **employee** (both required); **category**, **description**, **expiration date** and the **early reminder** (a number of days you enter, e.g. 30) are optional. A record can hold **multiple files** — the current upload screen accepts up to 5 MB per file and common types such as PDF, JPEG/PNG images and Word/Excel documents.

### Uploading a document

- 1 Open the right archive (Employee Documents, or Company Documents under Settings).
- 2 Click **Upload Document**; enter the title and — for the employee archive — pick the employee.
- 3 Attach the file(s) and optionally choose a category and description.
- 4 Set an expiration date and a lead time in days if the document needs renewal tracking, then confirm the upload.
- 5 Open **View Files** on the new row and verify every attachment stored correctly.

Use the **employee** and **category** filters with **Search** to find records; rows flag **Expired** in red and **Expiring Soon** in yellow from the record's own lead value — there is one user-entered lead time per document. A daily scheduled check also emails a reminder to the **company owner's email address** listing documents that are expiring soon or have just expired; employees are not notified individually. The storage panel shows used quota; request additional storage from support before the limit blocks uploads. The organization remains responsible for renewal dates and follow-through.

**Admin app: Employees > Employee Documents** and **Company Documents** offer **Add document** with files taken from the camera or the gallery (the app accepts up to 2 MB per file), a category, an expiry date and a reminder in days, plus a file viewer, editing and deletion; the storage used is shown on the screen.

## 27 Work Hours & Payroll Reports

WEB

ADMIN APP

Pay figures come from punch pairs plus the wage fields on each profile. The report you use depends on the attendance mode.

### Flexible Hours — Salary Calculator In Period

**Reports > Salary Calculator In Period** (administrators) totals worked duration across a chosen date/time range — the actual presence time minus recorded temporary exits — and offers a *Round Work Hours Up* option. It applies the employee's configured hourly wage and folds in dated bonuses/deductions.

#### Worked example (fictitious, rounding off)

Clock-in 09:00, temporary exit 12:00–12:30, clock-out 17:00 → gross 8h, temporary exit 0.5h, actual **7.5h**. At a wage of 10 units/hour the gross is **75 units**; a dated Bonus of 5 and a Deduction of 8 give a net of **72 units**. This is a teaching example, not a real employee.

### Shift Schedules — hours reconciliation and pay

**Reports > Monthly Report** summarizes work done *inside shift time* against required hours, marking shortfalls in red and surpluses in green — it is a **hours-reconciliation** view, not a payslip. For the salary breakdown, open **Reports > Single Employee**, pick the employee and period: below the punches, the *Employee statistics* block lists required, worked and paid-leave hours plus the normal wage, overtime wage and dated adjustments that make up the pay figure.

**Admin app:** *Flexible Hours* — **Reports > Salary Calculator In Period** (with *Round up hours*) and **Show and edit transactions**; *Shift Schedules* — **Monthly Report** (on screen or emailed as Excel), **Employee Report** (up to 90 days, with required, worked and paid-vacation hours and the net salary) and **Day Work Hours**.

#### A calculation aid, not a payroll authority

These reports produce figures for HR review — they do not execute bank payments and they do not encode universal payroll law. Confirm shift boundaries, leave days and wage rates before relying on the totals, and export or archive the reports used for each pay run.

WEB

ADMIN APP

**Employees > Bonuses/Deductions** records dated financial adjustments against an employee; in the admin app, open **Employees > Advances, Deductions & Bonuses**, filter by employees and period, and use **Add Deduction / Bonus**; entries can be edited or deleted and the screen totals the bonuses, deductions and the net.

- 1 Choose the employee, enter a **positive amount**, and pick the direction via the type — **Deduction** or **Bonus**.
- 2 Set the **date** and write explanatory **notes**, then save.
- 3 Filter by employee and period and press **Show Report** to review; edit or delete an entry to correct it (deletion asks for confirmation).

A deduction reduces and a bonus increases the period's payroll result, taking effect by the record's date. **Advances, loans and debts are recorded as deductions.** When tracking a loan, do not record both the whole loan and its repayments as duplicate deductions for the same debt — keep the due-date ledger outside the system or enter each installment as its own dated deduction. Employees see their entries read-only under *Loans and Bonuses* in the app.

## 29 Choosing the Right Report

WEB

ADMIN APP

| Need                                                 | Report (Reports menu)                                                               |
|------------------------------------------------------|-------------------------------------------------------------------------------------|
| Who is inside now?                                   | <b>Currently Present</b> — derived from the clocking sequence.                      |
| Every punch in a range                               | <b>All punches over a period of time</b>                                            |
| One day's activity                                   | <b>Daily Report</b> (exists in both modes)                                          |
| Month totals vs required hours                       | <b>Monthly Report</b> (Shift Schedules)                                             |
| One employee incl. pay breakdown / one day in detail | <b>Single Employee, Single Day/hours</b> (Shift Schedules)                          |
| Flexible Hours: detail and pay                       | <b>Employee Punches, Salary Calculator In Period</b> (admin)                        |
| Review synced offline punches                        | <b>Offline Report</b> (admin)                                                       |
| Circulars, locations                                 | <b>Issued Circulars, Employee Location Requests, Employee Locations Map</b> (admin) |

- Match the **filters** — date range, department, employees — to the question, and remember menu visibility depends on mode and role (supervisors see their departments).
- The monthly report can be shown on screen or sent by email. Use the export/print buttons each report offers; where a document copy is needed, the browser's Print can save as PDF.

### Correcting a missing or wrong punch (Flexible Hours)

- 1 Open **Reports > Employee Punches**, choose the employee and the date period, and press **Show report**.
- 2 Inspect the sequence — the report flags ordering errors, and shows photos and notes.
- 3 For a missing punch, an authorized user chooses *Add new punch*, enters the location, punch type, date/time and admin notes, and executes the adding.
- 4 Re-run the report and verify the sequence is now consistent; delete an extra record only after checking the selected rows and the confirmation. Document the reason for every manual change and have it independently reviewed.

With Shift Schedules, review and any add action are done from the single-employee report where the screen displays them, according to role.

WEB

ADMIN APP

EMPLOYEE APP

**Employees > Send Circular** pushes an announcement to employee phones and records whether it was seen.

- 1 Enter the **title** and the **message**.
- 2 Select the recipient employees.
- 3 Choose options as needed: *Get employee location when the message is opened*, *Notify me when the employee opens the message*, and *Email a copy of the circular to the employee*.
- 4 Send, then review opens and replies under **Reports > Issued Circulars**.

Employees read and reply from *Received Circulars* in the app. Email copies require the employee's **verified** email — unverified addresses are flagged on the screen. In the admin app, **Employees > Send Circular** sends it and **Reports > Issued Circulars** shows who opened it, replies, and (when requested) the location at opening on a map.

#### Receipt ≠ understanding

An open receipt tells you the message was displayed — not that it was read carefully or that it will reach a phone that stays offline. For critical notices, combine a circular with a follow-up check.

### WEB

**Settings > Upgrade/Renew your subscription** shows the current plan and checkout, including a coupon field when available. Per the official FAQ, cost is based on **employee capacity** — not on the number of devices or administrators. Because plans and prices change, this guide deliberately omits figures: use the live checkout/quotation on the site for current pricing rather than any printed number. Upgrading and downgrading an existing subscription are explained step by step in the next four chapters.

### Company Account area

- View and print **previous invoices**; change the **payment method**; **stop renewal** of a card-based subscription.
- The card controls apply to subscriptions **purchased on the website**; subscriptions bought through a mobile store are managed in that store.
- **GeoPro** and **Face Recognition** are activated here free of charge with **Subscribe now for free**; neither changes the plan price.

#### Cancel ≠ delete

Stopping automatic payment is different from **Delete Account**, which permanently removes company data. Export everything you need and be certain before confirming a deletion.

**Help > Affiliates Program** explains earning by referring subscribers and shows your affiliate link in the settings area — check the live page for the current terms rather than relying on any stated commission figure.

## 32 Changing Your Plan

### WEB

Plans are changed from **Settings > Upgrade/Renew your subscription** (also reachable from the subscription card on the home page). What the page does depends on how the company is currently subscribed:

| Current situation                                                 | What the page does                                                                                                                                                            |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No active card subscription (trial, expired, or never subscribed) | <b>Subscribe now</b> opens Stripe's secure payment page; the subscription starts once the payment succeeds. Coupon codes can be entered there.                                |
| Active card subscription bought on the website                    | Shows <b>Your current plan</b> and its renewal date. <b>Change plan</b> modifies that same subscription — no second subscription is created and nothing already paid is lost. |
| Subscription bought through the App Store or Google Play          | Managed in that store — see chapter 35 before subscribing on the website.                                                                                                     |

### Upgrade or downgrade?

Camtend decides from the plan you choose; you do not pick the type yourself.

| You choose                                                   | Type      | Applies                | Payment                           |
|--------------------------------------------------------------|-----------|------------------------|-----------------------------------|
| More employees (any duration)                                | Upgrade   | Immediately            | Only the difference, now          |
| Same employees, longer duration (monthly → 3-month → yearly) | Upgrade   | Immediately            | Only the difference, now          |
| Fewer employees (any duration)                               | Downgrade | End of the paid period | Nothing now; new price at renewal |
| Same employees, shorter duration                             | Downgrade | End of the paid period | Nothing now; new price at renewal |

## 33 Upgrading Your Plan

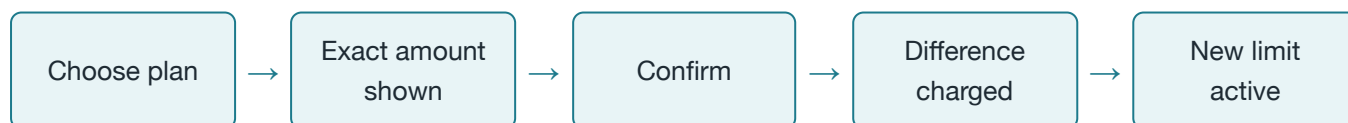
### WEB

#### Upgrading step by step

- 1 Sign in as the **account administrator** — supervisors can view the page but cannot change the plan.
- 2 Under **Choose your new plan**, select the duration and the **Number of employees**. Plans smaller than **Your number of employees** are refused.
- 3 Click **Change plan**. A confirmation box shows the exact amount, e.g. “You will pay \$... now. Your new plan starts immediately.” Click **Cancel** to leave everything unchanged.
- 4 Click **Confirm**. The saved card is charged that amount and the new employee limit appears within about a minute (refresh the page).

#### How the amount is calculated

- **Same duration** (e.g. monthly → monthly with more employees): the renewal date does not change; you pay only the price difference for the days left. Halfway through a month you pay about half the difference.
- **Different duration** (e.g. monthly → yearly): a new period starts today. The unused value of the current period is deducted from the new price, and the renewal date becomes today plus the new duration. If that credit is larger than the new price, the remainder is kept as credit for future payments.
- A permanent discount on the subscription continues to apply. Every charge appears under **Previous invoices and payment method / stop renewal**.



*Explanatory diagram — the upgrade sequence, not a screenshot.*

## 34 Downgrading Your Plan

WEB

ADMIN APP

### Downgrading step by step

- 1 Choose the smaller plan or the shorter duration and click **Change plan**.
  - 2 The confirmation box reads “No payment now. Your plan will change on ..., at the end of the period you already paid for.” Click **Confirm**.
  - 3 The page shows a **Scheduled change** line with the date. Your current plan stays fully active until then; on that date the plan switches and the new, lower price is charged. The current period is not refunded.
- Changed your mind? Click **Cancel this change** before the date — the subscription simply continues on the current plan.
  - Choosing an upgrade while a downgrade is scheduled cancels the downgrade and applies the upgrade immediately.

### Employees and downgrades

- A plan with fewer employees than you currently have cannot be selected. **Delete** employees first — disabled employees still count towards the limit.
- While a downgrade is scheduled, new employees cannot be added beyond the new plan's limit, on the website or in the admin app.

#### Over the limit = account locked

If the company has more employees than the new plan allows when the downgrade takes effect, the website redirects to the subscription page and the apps show an “employees exceeding the plan” message — employees may be unable to record attendance until employees are deleted or the plan is upgraded. The page shows a red warning in advance, and the account owner receives an email if it happens.

## WEB

## Payment problems

If the card is declined or the bank asks for verification, **the plan does not change**. You are taken to Stripe's payment page to complete the payment or use another card; the upgrade applies as soon as it is paid. An unpaid request expires after about a day — then simply choose the plan again.

## Other cases

| Situation                                                                  | What to do                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| "This is already your current plan."                                       | Nothing to change — pick a different plan or duration.                                                                                                                                                                                                                                    |
| "A change to your plan was arranged by our support team"                   | The plan can't be changed from the page; contact <a href="mailto:support@camtend.com">support@camtend.com</a> .                                                                                                                                                                           |
| Subscribed through the App Store / Google Play                             | Change or cancel the plan in that store. To move to card billing, stop the store renewal first (or contact support) — otherwise both would charge.                                                                                                                                        |
| A second card subscription was bought while an older one was still running | Once the new one is paid, the older Camtend subscription is cancelled automatically. Its unused paid time becomes <b>account credit</b> , deducted automatically from your next payments, and an email explains exactly what was cancelled. The credit is shown on the subscription page. |
| Stop automatic renewal                                                     | Use <b>Previous invoices and payment method / stop renewal</b> ; access continues until the end of the paid period.                                                                                                                                                                       |
| More than 500 employees, or a refund request                               | Contact <a href="mailto:support@camtend.com">support@camtend.com</a> .                                                                                                                                                                                                                    |

WEB

ADMIN APP

EMPLOYEE APP

| Symptom                            | Check / safe action                                                                                                                       |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Camera screen blank or no photo    | Grant the camera permission to the app/browser; check another app is not holding the camera.                                              |
| “Wrong location” rejection         | Phone GPS permission and accuracy; gate coordinates, radius and timezone — re-test on site.                                               |
| Punch recorded on the wrong day    | Day selector (Yesterday/Today/Tomorrow) on overnight shifts; review the record before duplicating.                                        |
| Clock-in rejected                  | Acceptance windows; the employee's default schedule or temporary override; strict rules; the <i>Enabled</i> flag.                         |
| Face check pending/failing         | Enrollment approved? Employee ran <i>Refresh Data</i> ? Lighting, centered face, no obstructions.                                         |
| No notification/verification email | Email verified; correct address on profile; check spam.                                                                                   |
| Offline punch missing on server    | Restore internet and open the app so it can upload; review <i>Offline Report</i> . <b>Never clear storage or uninstall while pending.</b> |
| Map position looks stale           | Markers are recorded positions — compare timestamps; offline points arrive later.                                                         |
| Document upload fails              | Per-file size limit, remaining storage quota, allowed file type.                                                                          |
| Admin app menu item missing        | Role (supervisors see fewer items) and Work System (Shifts/Schedules vs Salary Calculator/Vacation Types).                                |
| Employee changed phone             | Update the authorized Device ID, then test a clock-in.                                                                                    |

If the safe action fails, note the exact error text, the employee, the device and the time, and escalate to [support@camtend.com](mailto:support@camtend.com) with those details — without sharing PINs, passwords or private attachments.

## 37 Operating Checklists

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WEB

ADMIN APP

### Daily

- Review *Currently Present* and the Daily Report for missing or unpaired punches.
- Check the *Offline Report* for newly synced or still-pending punches and reconcile them.
- Review *Registered Face Prints* for pending enrollments awaiting approval.
- Review new leave requests; glance at map timestamps before trusting a position.
- In the admin app, start from the home dashboard: *Needs your action* lists pending leave requests, face prints and offline punches.

### Weekly

- Scan documents flagged expiring-soon and the storage panel.
- Confirm issued circulars reached their recipients.

### Payroll close

- Reconcile shifts, calendar overrides and approved leave against punch pairs.
- Verify wage fields and dated bonuses/deductions; run the mode-appropriate payroll report, export/archive it, and have a second person review.

### Employee clock-out

- Set *Enabled* off rather than deleting — records are stored, just hidden from current reports; export what you will need first.
- Remove privileged flags (admin/supervisor/kiosk opening) and device authorizations.
- Handle background tracking (*Enable GPS: Always*): the employee revokes the “Always” location permission to stop off-hours capture, and the administrator adjusts the server-side configuration.

## 38 Terminology & Mode Reference

| Term                              | Meaning                                                                                   |
|-----------------------------------|-------------------------------------------------------------------------------------------|
| Flexible Hours vs Shift Schedules | Clock in/out at any time with hours counted vs attendance validated against your shifts.  |
| PIN / password / Employee ID      | Clocking number on terminals / sign-in password (initially the PIN) / internal reference. |
| Shift vs schedule                 | One work period vs the day's set of shifts assigned to employees.                         |
| Gate/location vs department       | Where one may clock vs an organizational grouping for reports and supervisor scope.       |
| Clocking photo vs enrolled face   | The per-punch picture vs the approved reference prints.                                   |
| Offline: local vs server          | Stored on the device awaiting sync vs visible in web reports.                             |
| Geofence vs GeoPro                | Gate-radius validation at clocking vs continuous tracking (free, activated separately).   |

### Capability matrix

Exact visibility always depends on the user's role flags and the company's mode and options.

| Task                                   | Web admin              | Supervisor                               | Employee                      |
|----------------------------------------|------------------------|------------------------------------------|-------------------------------|
| Company setup, locations, shifts       | ✓                      | —                                        | —                             |
| Approve face prints / manage employees | ✓                      | —                                        | enroll own face               |
| Attendance & employee reports          | ✓                      | ✓ (assigned depts; e.g. Single Employee) | own only                      |
| Financial adjustments                  | create / edit / report | —                                        | read own entries              |
| Circulars                              | send + report          | —                                        | read + reply                  |
| Documents & categories                 | ✓                      | —                                        | —                             |
| Clocking                               | open terminal          | if flagged                               | Can-clock flag / personal app |

## ADMIN APP

Since version 3.7.13 the admin app brings the management features of camtend.com to the phone. Its drawer is grouped like the web dashboard — **Employees, Reports, Settings, Help** — so a company can be set up, run and paid from the app alone. The drawer header shows your role (Administrator or Supervisor) and the company's Work System (*Flexible Hours* or *Shift Schedules*); items that do not apply are hidden.

| Section          | Items                                                                                                                                                                                                                                                                                                                        |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Home</b>      | Dashboard (next chapter) and the <b>Smart Assistant</b> .                                                                                                                                                                                                                                                                    |
| <b>Employees</b> | Add Employee · All Employees · Send Circular · Advances, Deductions & Bonuses · Vacation Requests · PINs · Employee Documents · Company Documents · Document Categories. <i>Flexible Hours</i> : Employee Vacation Balance, Employee Vacations. <i>Shift Schedules</i> : Employee Schedules, Employee Vacations (per shift). |
| <b>Reports</b>   | Currently Present · Employee Punches · Daily Report · Employee Locations Map · Issued Circulars · Employee Location Requests · Offline Report. <i>Shift Schedules</i> : Monthly Report, Employee Report, Day Work Hours. <i>Flexible Hours</i> : Salary Calculator In Period, Show and edit transactions.                    |
| <b>Settings</b>  | General Settings · Clock-in Locations · Departments · Registered face prints · Schedules and Shifts (Shift Schedules) or Vacation Types (Flexible Hours) · Subscription · App Settings (language, notifications, account).                                                                                                   |
| <b>Help</b>      | Instructions, FAQ, Contact Us, Affiliates and About open the website.                                                                                                                                                                                                                                                        |

**Roles**

Administrators see everything above. **Supervisors** see a reduced menu: All Employees, Currently Present, Employee Punches, Daily Report, Monthly Report (Shift Schedules), the Locations Map, Subscription and App Settings. Employee Report, Day Work Hours, Salary Calculator, Show and edit transactions, Circulars, Location Requests and Offline Report are administrator-only.

**Same data as the website**

App and website read and write the same records: a shift added on the phone appears on the web at once. After changing the Work System, restart the apps so their menus follow the new mode. Still web-only: card billing, invoices and coupons (the app's Subscription screen sells store plans, managed by the App Store or Google Play — see chapter 35), the Instructions/FAQ pages and the browser clocking terminal.

## ADMIN APP

## The home dashboard

- **Counts:** present, absent and total employees, attendance rate, work hours today.
- **Needs your action:** pending leave requests, face prints and offline punches — tap one to open its screen.
- **Shift Schedules:** today's shifts, late arrivals and employees who have not punched yet, with **Remind** / **Remind all** to send a punch-in reminder to their phones.
- **Charts and map:** presence by hour, attendance by department, latest punches, and a map card with last known positions (last 5 hours) that opens the full map. **Quick actions** jump to lists, reports, circulars and bonuses.

## Everyday tasks

- 1 **Add an employee:** Employees > Add Employee → Save; then Employees > PINs → email the PINs.
- 2 **Approve leave:** Employees > Vacation Requests → open the request → Approve or Reject → accept the offer to record the days.
- 3 **Temporary schedule:** Employees > Employee Schedules → Assign schedules (period, weekdays, employees, schedule); undo with Remove day schedules.
- 4 **Fix a missing punch (Flexible Hours):** Reports > Show and edit transactions → employee and period → add or delete the punch.
- 5 **Offline punches:** Reports > Offline Report → Move (or Move all) to the transactions, or delete.
- 6 **Pay the period:** record advances and bonuses first, then Salary Calculator (Flexible Hours) or Monthly / Employee Report (Shift Schedules).
- 7 **Face enrollment:** Settings > Registered face prints → approve or delete.

## Smart Assistant

Open **Smart Assistant** from the home screen or the drawer and ask, in Arabic or English, how to do anything or describe a problem. It answers from this guide and can check your company's settings, employees and attendance. For administrators it may show a **Suggested change** card — nothing changes until you press **Confirm**. Rate answers with the thumbs, start over with **New conversation**, and use the Telegram button when a person must help.

## 41 Sources & Support

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This guide was checked on **17 October 2026** (admin app 3.7.13) against the current documented workflows and the available app implementation. Menu labels and feature availability vary with your role, attendance mode and app version; the live pages below remain the authoritative source.

### Official resources

- [Camtend platform](#) — sign-in, registration, and the built-in [Instructions page](#) under Help.
- [Frequently asked questions](#) | [Face-recognition FAQ](#)
- [Privacy policy](#) | [Terms](#) — the live terms are authoritative.
- [Official blog](#) — [face recognition](#), [GeoPro & privacy](#), [overnight shifts](#), [documents](#).
- Tutorials are supplementary learning aids: [Camtend on YouTube](#) and the [shift-setup video](#) linked from the Instructions page.

### Apps

- Camtend Employee (employee): [Google Play](#) — [App Store](#)
- Camtend (admin — full management from the phone): [Google Play](#) — [App Store](#)

### Support

[support@camtend.com](mailto:support@camtend.com) — include the company name, the exact error, affected employees, device and time when reporting an issue; do not send PINs, passwords or private attachments by email. Guidance marked as this guide's practical recommendations (testing the location range, pilot rollouts, offboarding steps) is operational advice; items described from the pages above are official resource content.