**1. Employee login password**

A. For employee id and password you have to follow step given below

1. Type "attendance.jharkhand.gov.in" in the internet browser

2. Go to "Employee" tab

3. Click employee login

4. Click "[forgot your password?](http://attendance.jharkhand.gov.in/admin/ForgetPassword.aspx?type=E)"

5. Now enter your attendance id and registered mobile number

6. Click "Generate OTP"

7. OTP is sent to your registered mobile number, enter OTP in provided space

8. Now you have a option to re-generate your password.

9. After re-generation you are now able to login in the system.

**2. From where devices will be procure?**

1. For installation of bio metric devices to your location, you must sure that you have desktop and network connection in your location, for desktop based application. And for tablet based application you must sure that you have network connection, wi-fi connectivity, and power backup.

If you have this infrastructure then you purchase AEBAS devices as per your need. For purchasing you have to visit site "**http://www.dgserver.dgsnd.gov.in/reports/rwservlet?KEY1&report=webdescription.rdf&destype=cache&desformat=pdf&paramform=no&pmajor=711D0000**" .

Once you have purchased devices form above mention vendors then let us inform we will provide to you support in installation and monitoring.

**3. Nodal officer login**.

1. Go to internet browser and type "**http://attendance.jharkhand.gov.in**" and click employee tab. Under employee tab click Admin login.

A new window is open for Admin Login, on the right side there is signup tab, click that tab and enter your aadhaar number and registered mobile number you will get OTP on registered mobile number.

Then you will see a form will open fill all the details and submit, once approved by us you will get your user name and password on registered mobile number.

Now you are able to login as Admin/nodal officer. After login will have to access add organization, delete organization, add employee, delete employee, create shift and tag employee in to the shift, apart from that you will do more.

**4. Leave indication**

1. Go to internet browser and type "**http://attendance.jharkhand.gov.in**" and click employee tab. Under employee tab click Employee login.

1. Type "attendance.jharkhand.gov.in" in the internet browser

2. Go to "Employee" tab

3. Click employee login

4. Click "[forgot your password?](http://attendance.jharkhand.gov.in/admin/ForgetPassword.aspx?type=E)"

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8. Now you have a option to re-generate your password.

9. After re-generation you are now able to login in the system.

         10. Click Get Leave Details

          11. now click on the date and mark leave as mention in drop down option.

          12. After mentioning leave type close the small window.

**5. OTP based attendance/997 error.**

A. Your are getting 997 error while marking attendance. 997 error tells that your biometric information is discarded from aadhaar because of below standard quality as approved in UIDAI. In this situation you are requested to update your bio metric data from any common service center(CSC)/Pragya kendra and after updating you need to follow up so that your bio metric data will be uploaded and update by UIDAI. Once your data is update by UIDAI you are no need to mark attendance with OTP module, till that you are mark your attendance with OTP based module.

## 6. How to update Designation and Department at Districts by Nodal Officers.

## A. Login yourself as a nodal officer through “attendance.jharkhand.gov.in” portal address. The employee must be untagged by the prior department/designation by the concern departmental nodal officer once the employee is untagged details of those employee may be seen by the current department nodal officer by searching through their attendance id. After login follow the step given below:

## Click Manage tab.

## Click change department/designation.

## Search the employee by entering six digit attendance id of that employee.

## The employee details is appear on the screen and below the details you have an option to change the Unit, Location, Organization/Designation and attached official document as a proof.

## 7. Getting 997 errors.

**A.** Attendance system had not own database for authentication, we are using UIDAI-AADHAAR database for authentication and as per their record you are getting 997-A302 error while marking attendance. Error 997-A302 tells that "Aadhaar suspended due to Biometrics integrity issue. Resident shall visit Permanent Enrollment Center with document proofs for update." This means your biometric data is discarded from your data due to bad quality of captured biometric images. Once your data is updated by UIDAI your issue will be resolved.

**8. Biometric mismatch or getting error 300 while marking attendance.**

**A**. Your are getting 300 error while marking attendance, error 300 tells that Finger print is not given properly, scanner has some dust accumulated, fingers were wet, position of finger not appropriate. After repeated failure contact UIDAI help desk to inform about the issue and to understand the steps for the update of the biometric information in CIDR.

OTP based attendance is not mark for your case, because of Biometric mismatch. In Bio metric mismatch there is a possibility that unauthorized user can mark attendance.

**9. Offline data is not visible in attendance MIS**

**A. Network is mandatory for bio metric attendance system either you mark online of offline.**

 In online data is transfer immediately after marking attendance whereas in case if you mark your attendance through offline than data is stored locally at client computer when network connectivity is through its need to be update at our server at data centre. Update of data will take some times depending upon the bandwidth congestion. Once the data is update into server your data will be visible in attendance MIS, otherwise your data is not visible.

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