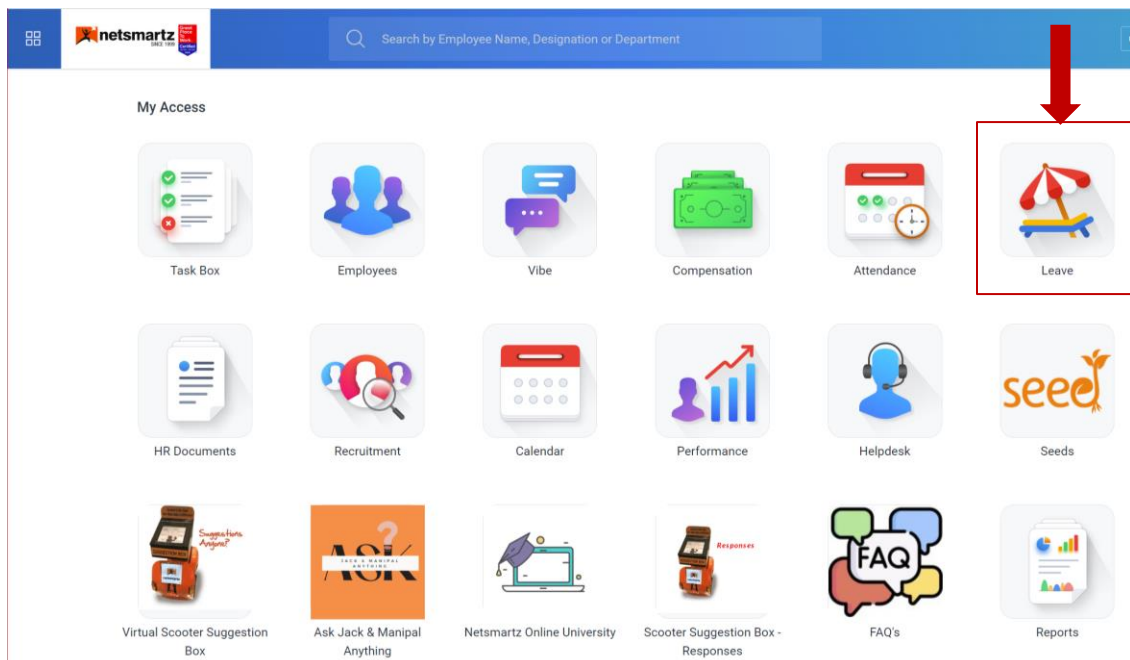


# Frequently Asked Questions – Human Resources

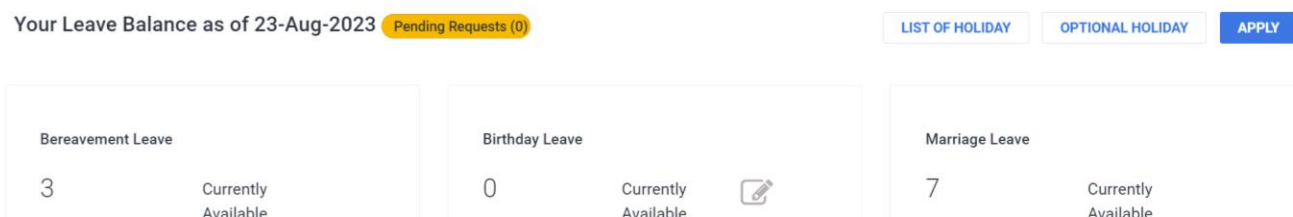
## 1. How to apply for leave on Darwinbox?

Ans. Please follow the below steps:

- Login to your Darwinbox account, using your login credentials (shared with you at the time of your joining on your official email)
- Click on leave (as per screenshot below)



- Click on the apply tab (as per below screenshot)



- Fill out the below details:
  - Select the leave type
  - Select the "from" and "to" date

iii. Mention the reason and apply

**Apply for Leave**

☒ For Myself ☐ For Others

Select Leave Type

From 23-08-2023 To \*

Select Leave Type

- Bereavement Leave
- Birthday Leave
- Comp off
- Marriage Leave
- Maternity Leave

APPLY

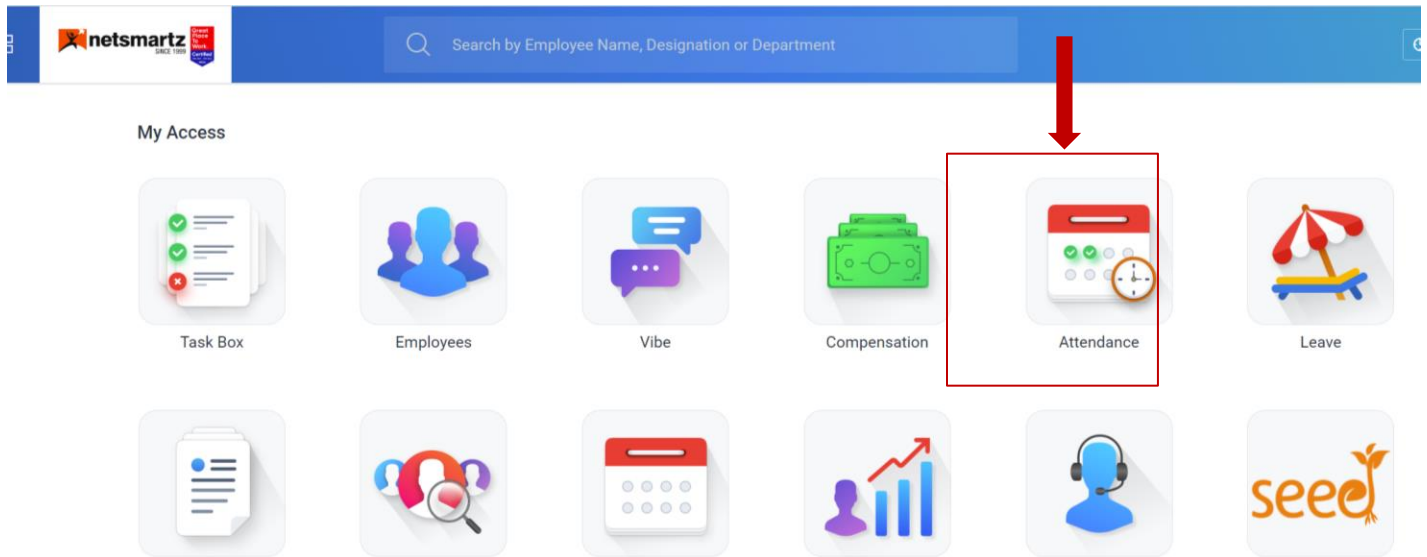
Once you submit, your request will go to your manager for approval.

Please Note: It is a good practice to speak to your manager before applying for leave so that the manager has the context.

## 2. How to apply for short leave?

**Ans.** Login to your Darwinbox account, using your login credentials (shared with you at the time of your joining on your official email)

- Go to the attendance tab on Dashboard



b) Click on apply

Attendance for 2023-Aug Pending Request (0) System Triggered Leave (6)

Search Employee REGULARIZE APPLY

TOTAL				AVERAGE		
4.5	13	0	00:00	08:21	01:49	
Leave Days	Present Days	Absent Days	Overtime	Work Duration	Late By	Overtime

c) Fill out the details mentioned below:

- Select the short leave type
- Select the date
- Choose the time slot for short leave. (Short leave can't exceed 120 minutes)
- Mention the reason and apply

The screenshot shows a web application interface for submitting an attendance request. A modal window titled "Attendance Request" is open, featuring a close button (X) in the top right corner. Inside the modal, there are two radio buttons at the top: "For Myself" (selected) and "For Others". Below this is a "Request Type" dropdown menu currently showing "Short Leave", with a list of options including "Attendance Request" and "Short Leave" (which has a blue checkmark). Under the dropdown, it displays "Approved Request: 0 minutes." and "Pending Request: 0 minutes.". The "Shift Date" is set to "23-08-2023" with a calendar icon. The "Clockin Time" is set to "17:00:00" and the "Clockout Time" is set to "19:00:00". There is a "Message \*" text area at the bottom. At the very bottom of the modal are "CLOSE" and "SUBMIT" buttons. The background of the application shows a calendar view with days of the week and status indicators like "Present", "Half Day Leave", and "Default Shift".

### 3. How to apply attendance request?

Ans. Login to your Darwinbox account, using your login credentials (shared with you at the time of your joining on your official email)

- a) Go to the attendance tab on Dashboard
- b) Click on apply
- c) Fill out the details
- d) Select the attendance request
- e) Select the reason. (WFO/WFH)
- f) Select the date and choose the location
- g) Choose the shift timing
- h) Mention the reason and apply

☒ For Myself
 ☐ For Others

Request Type  
 Attendance Request

Reason\*  
 Select Reason  
 Select Reason  
 Working from Home  
 Working from Office  
 Home

Overnight Clockout?  
☐ Is Clockout Time After 00:00 Midnight On Next Date?

Clockin Time:  
 17 : 00 : 00

Clockout Time:  
 19 : 00 : 00

Break Duration  
 00 : 00 : 00

Message \*

Shift Date From  
 23-08-2023

Shift Date To  
 23-08-2023

Location  
 Home  
 Home  
 Field Duty  
 Office

17 : 00 : 00

Clockout Time:  
 19 : 00 : 00

Break Duration  
 00 : 00 : 00

Message \*

Attachments  
 No File Chosen  
 Choose File

CLOSE SUBMIT

#### 4. How to apply backdated leaves?

Ans. Login to your Darwinbox account, using your login credentials (shared with you at the time of your joining on your official email)

- Go to attendance
- Click on List view ( 3 tilt icons next to apply)





























Attendance for 2023-Aug Pending Request (0) System Triggered Leave (1)

Search Employee

REGULARIZE List View APPLY

TOTAL				AVERAGE	
0.5	15	0	00:00	08:43	00:00

- Click on the absent for which you want to apply leave

13 Aug 2023, Sun						Weekly Off	    View
14 Aug 2023, Mon	10:28:14	18:53:53	08:25:39			Present	     View
15 Aug 2023, Tue						Holiday (Independence Day)	    View
16 Aug 2023, Wed	12:06:24	15:34:13	03:27:49		00:06:24	Absent	     View
17 Aug 2023, Thu						Absent	     View
18 Aug 2023, Fri	10:22:02	19:22:26	09:00:24			Present	     View

d) Click on replace leave and select the leave type

**Absent**

**Message:** Auto-requested for Leave because no attendance is marked.  
17, August 2023 to 17, August 2023 (1 Working Days)

Unpaid Leave

HIDE REPLACE LEAVE

Select Leave

Enter your message...

Add Attachments

REQUEST FOR LEAVE REPLACEMENT

Approved by System On 18-08-2023 18:18:19

REVOKE REQUEST

Auto-Approved  
This Leave has been automatically Approved by the system, Leave approved and marked as absent as per attendance policy.

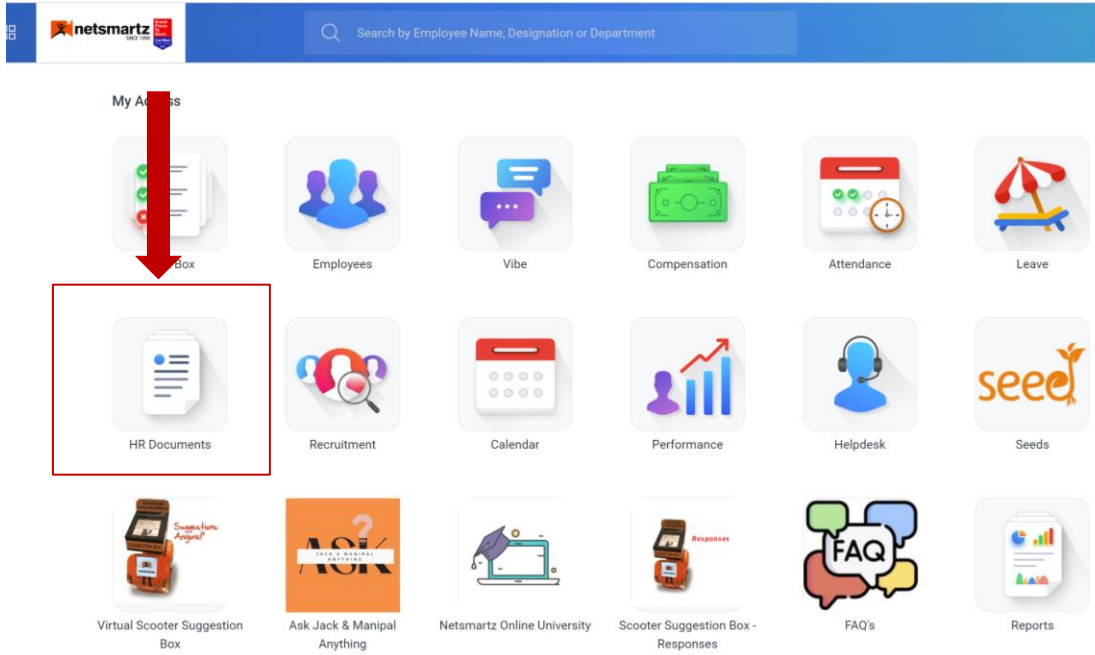
e) Mention the reason and click on leave replacement

## 5. How to raise a ticket on Darwinbox?

Ans. Login to your Darwinbox account, using your login credentials (shared with you at the time of your joining on your official email)

a) Click on the helpdesk tab.



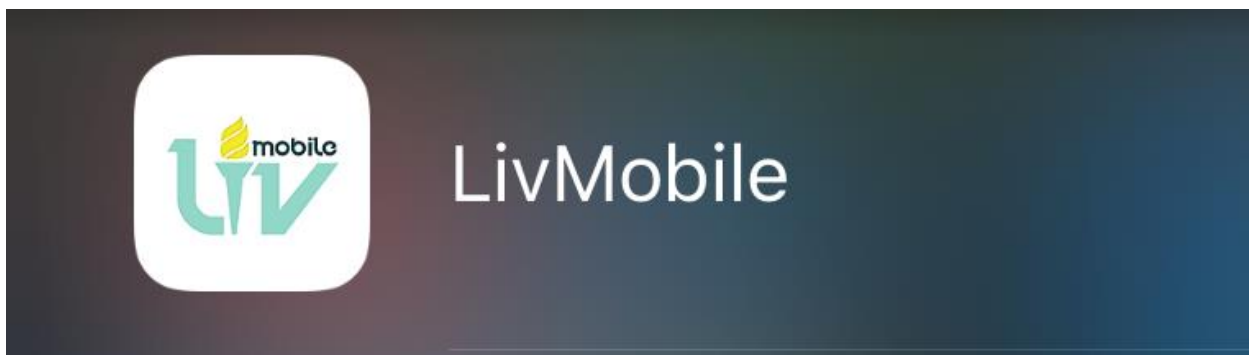


**7. What is the GMI Policy Number to be used for enrolling in GMI app?**

Ans - Policy Number – 421120020223700000100000

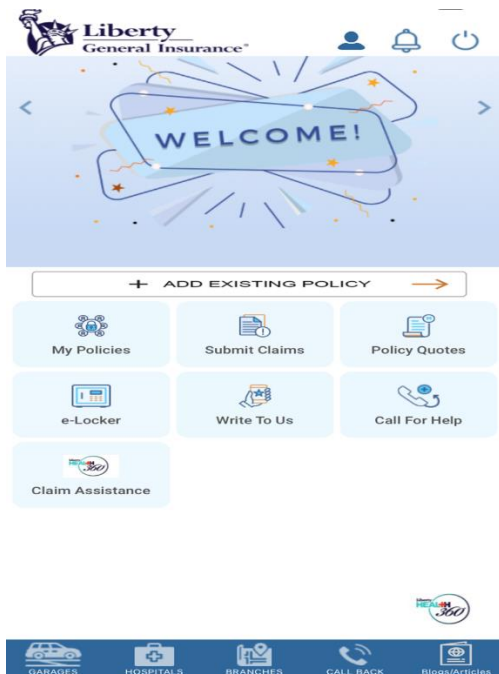
**8. How to get the GMI card?**

Ans. Download the Livmobile app.



- Enter your contact number for the login.
- Enter the OTP received on the registered mobile number.
- Click on add existing policy.






d) Select health .... Choose the corporate and fill out the required details.

e) Once you submit, you will get your details and e-card.

← Policy Details



**Policy Details**

Policy No.	421120020223700000100000
Employee ID	NTZ1834
Start Date	28-04-2023
End Date	27-04-2024
Cover	~  1st Year exclusion ~  30 days wa...
Balance Sum Insured	400000

[Download Policy Card](#) [Download E-Card](#)

f) In case of more details/ query, please connect with Manish Gupta - 8657528961

[manish.gupta2@libertyinsurance.in](mailto:manish.gupta2@libertyinsurance.in)

**9. Why I can't see my biometric sync on Darwinbox?**

Ans. The attendance sync up time between biometric and DB is 24-48 hours. In case the sync doesn't happen post 24-48 hours as well, then you might raise Helpdesk ticket to HR

**10. Whom to contact for Jira related queries?**

Ans. Please drop an email on- [pmo@netsmartz.com](mailto:pmo@netsmartz.com)

**11. Where to share the employee reference for hiring?**

Ans. Please drop an email on- [referral@netsmartz.net](mailto:referral@netsmartz.net).

**12. How to mark attendance, if you are working in Hybrid mode (Hybrid – 4days from office 1day from home or 4 hours from office and 4 hours from home)?**

Ans. In both the scenarios you need to apply the attendance request on Darwinbox. Please refer to how to raise attendance request for details.

**13. Whom to contact for queries related to PBB/Bonus/ ESIC/EPF/Form 16/ tax.?**

Ans. Please raise the ticket on Darwinbox and select the category Finance. Please refer to Finance FAQs before raising the ticket.

**14. Whom to contact for Car Parking, Office infra, Tea/ Coffee, Chairs, Desks related concerns?**

Ans. Please raise the ticket on Darwinbox and select the category Facilities.

**15. Whom to contact if your weekend shows absent while it was your weekly off?**

Ans. Employee is expected to check attendance on weekly basis and please raise a ticket on Darwinbox and select the category HR in case weekend is showing absent.