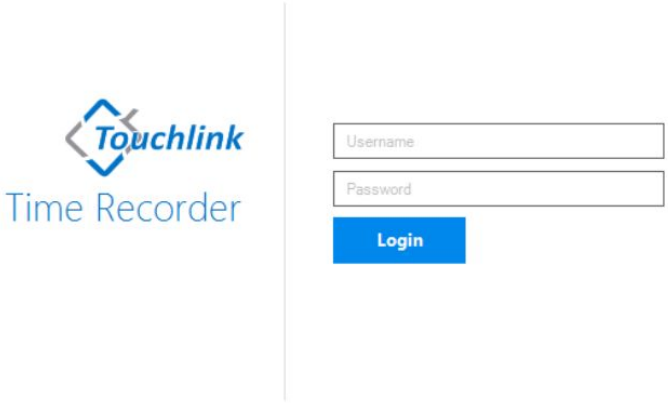
KB Category:	**Internal**		
Author:	Jeremiah Nantona	Date:	

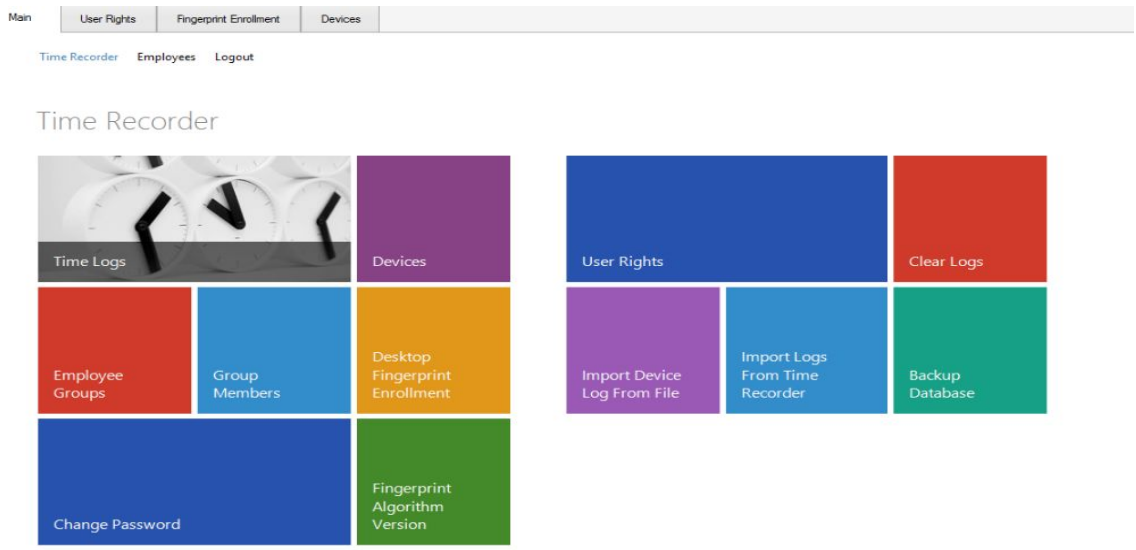
Problem Description:	N/a
Symptoms and Cause of the issue:	N/

Step1 : Ask for remote session on this pc with Ip: 172.22.15.5
Creds
oamit
O*****e**

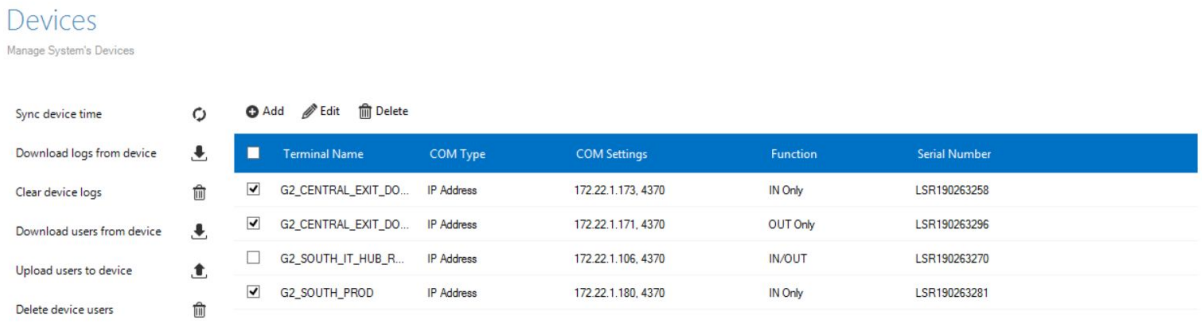
Step 2 Log in on Touchlink
Creds : Admin
!*****5**



Step3 : Click Devices



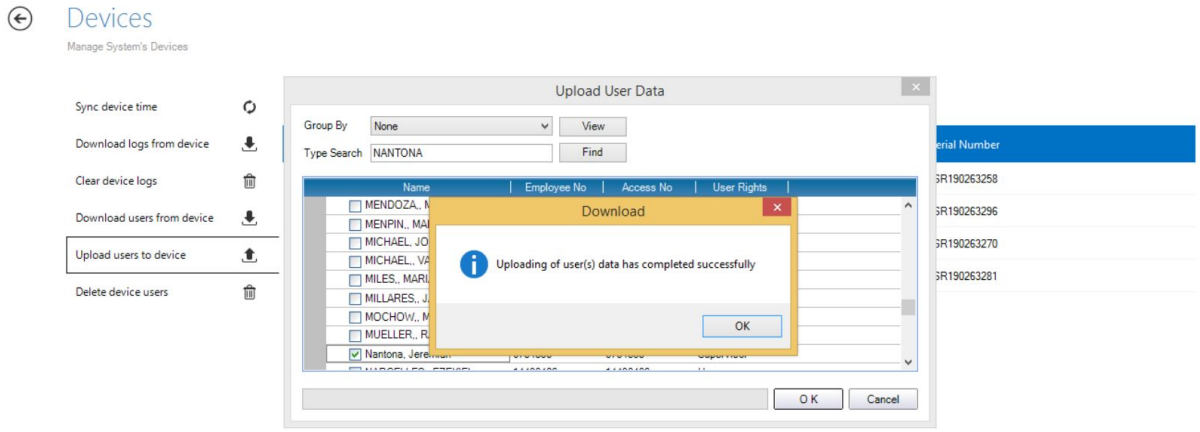
Step4: Check the Devices and Click "Download users from the device



Step5: Click view.

Click find and search names then click find again.

Check the name/s and press OK


Devices
Manage System's Devices
Sync device time
Download logs from device
Clear device logs
Download users from device
Upload users to device
Delete device users
Upload User Data
Group By
None
View
Type Search
NANTONA
Find
Name
Employee No
Access No
User Rights
Download
Uploading of user(s) data has completed successfully
OK
O K
Cancel
erial Number
GR190263258
GR190263296
GR190263270
GR190263281