

Troubleshooting Guide - Common Issues & Solutions

Quick Problem Solver for MciPro Platform

■ Registration Issues

■ "Invalid Golf Course Registration Code"

Problem: Code rejected during staff verification

Possible Causes:

1. Wrong code entered
2. Code recently changed by manager
3. Typo in entry
4. Using old code

Solutions:

1. ✓ Double-check code with your manager
2. ✓ Verify you're entering exactly 4 digits
3. ✓ No spaces before/after the code
4. ✓ Ask manager if code was recently changed
5. ✓ Request current code again

If Still Not Working:

- Contact manager directly
 - Verify you're registering for correct golf course
 - Ask manager to check their Staff Management dashboard
 - Request manual entry as temporary solution
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■ "Invalid Employee ID Format"

Problem: Employee ID rejected during verification

Check Your Format:

5. Try registration again after fix

If Previous Employee:

- Manager must deactivate old account
- Wait for manager to confirm removal
- Retry registration

■ LINE Login Fails

Problem: Can't complete LINE authentication

Symptoms:

- LINE app doesn't open
- Error message in LINE
- Stuck on loading screen
- Redirects to error page

Solutions:

Step 1: Check LINE App

- LINE app is installed
- LINE app is updated (latest version)
- Logged into LINE
- LINE account is active

Step 2: Browser Settings

- Allow pop-ups for the site
- Clear browser cache
- Clear browser cookies
- Try incognito/private mode
- Try different browser

Step 3: Phone Settings

- Internet connection stable
- Date/time set to automatic
- LINE has necessary permissions
- Restart phone

Step 4: Try Again

1. Close all browser tabs
2. Restart LINE app
3. Restart phone
4. Open registration page fresh
5. Try LINE login again

Still Not Working?

- Use different phone (if available)
- Contact IT support
- Ask for manual entry option

■ "Pending Approval Taking Too Long"

Problem: Waiting more than 24 hours for approval

Expected Wait Time: 1-24 hours (average: 4-6 hours)

Only Applies To:

- Managers
- Pro Shop staff
- Accounting staff

Solutions:

If Under 24 Hours: Wait patiently

If Over 24 Hours:

1. ✓ Contact your hiring manager
2. ✓ Ask them to check "Pending Approvals" section
3. ✓ Provide your name and Employee ID
4. ✓ Verify they received registration notification
5. ✓ Follow up if no response

Manager Action Required:

1. Open Staff Management tab
2. Check Pending Approvals section
3. Find your registration
4. Click "Approve"
5. You'll receive LINE notification immediately

■ Login Issues

■ Can't Log In After Registration

Problem: Registration complete but can't access dashboard

Check Status:

If Caddy/F&B/Maintenance/etc.:

- Should have instant access
- No approval needed
- Try logging in immediately

If Manager/Pro Shop/Accounting:

- Need manager approval first
- Check if approved
- Wait for LINE notification

Solutions:

Step 1: Verify Registration

1. Did you complete all steps?
2. Did you save your profile?
3. Did you complete LINE authentication?

Step 2: Check Approval Status (if required)

1. Log in to platform
2. Check for "Pending Approval" message
3. Wait for approval notification
4. Contact manager about status

Step 3: Try Fresh Login

1. Close all browser tabs
2. Clear browser cache
3. Go to main login page
4. Click "Log in with LINE"
5. Complete LINE authentication

Still Can't Access?

- Contact your manager
- Verify your account was created
- Ask manager to check staff roster
- May need to re-register

■ "Profile Not Found" Error

Problem: System doesn't recognize your LINE account

Possible Causes:

1. Using different LINE account than registration
2. Profile not saved properly
3. Database sync issue
4. Browser cookie issue

Solutions:**Step 1: Verify LINE Account**

1. Check which LINE account you're using
2. Make sure it's the same account you registered with
3. Check LINE profile name matches
4. Verify phone number in LINE

Step 2: Clear Cache & Retry

1. Clear browser cache and cookies
2. Log out of LINE completely
3. Log back into LINE
4. Try MciPro login again

Step 3: Re-register If Needed

1. If profile truly not saved
2. Go through registration again
3. Make sure to click "Save Profile"
4. Wait for confirmation message

■ Dashboard Issues

■ Dashboard Not Loading

Problem: Blank screen or loading forever

Quick Fixes:**Refresh Method:**

1. Pull down to refresh (mobile)
2. Press F5 (desktop)
3. Hard refresh: Ctrl+Shift+R (Windows) / Cmd+Shift+R (Mac)

Browser Method:

- Clear cache
- Clear cookies

- Try incognito/private mode
- Try different browser
- Update browser to latest version

Internet Method:

- Check WiFi/data connection
- Switch between WiFi and mobile data
- Restart router (if WiFi)
- Move to area with better signal
- Test other websites (is internet working?)

Device Method:

- Close other apps
- Restart phone/computer
- Free up device memory
- Check for device updates

■ Dashboard Features Not Working

Problem: Buttons don't work, can't clock in/out, can't view schedule

Symptoms:

- Buttons don't respond
- Clicks don't do anything
- Features greyed out
- Error messages

Solutions:

Permission Issues:

1. Check your role/department
2. Verify you have access to that feature
3. Some features are role-specific
4. Contact manager if access needed

Browser Issues:

1. Enable JavaScript
2. Disable ad blockers
3. Disable browser extensions

4. Try different browser

App Issues:

1. Log out completely
2. Clear cache
3. Log back in
4. Try feature again

System Issues:

- Check for maintenance notifications
- Wait 5-10 minutes and retry
- Contact IT support
- Report bug to management

■ GPS/Location Not Working (Caddies)

Problem: GPS tracking not active during round

Required For: Caddy operations

Check Phone Settings:

- Location services enabled (system-wide)
- Location permission granted to browser/app
- Location set to "High Accuracy"
- Airplane mode is OFF
- WiFi is ON (helps with GPS accuracy)

iOS Settings:

1. Settings → Privacy → Location Services
2. Enable Location Services
3. Find your browser (Safari/Chrome)
4. Set to "While Using"

Android Settings:

1. Settings → Location
2. Enable location
3. Set to "High Accuracy"
4. Find your browser in app permissions
5. Grant location permission

If Still Not Working:

1. Restart phone
2. Toggle location off/on

3. Restart GPS (airplane mode trick)
4. Update phone software
5. Contact IT support

Can I Work Without GPS?

- Notify Caddy Master
- Can complete round manually
- GPS preferred for safety/tracking
- Fix issue before next shift

■ Payment/Transaction Issues

■ Payment Failed (Pro Shop/F&B)

Problem: Transaction declined or error

Check:

- Card/payment method valid
- Sufficient funds
- Payment terminal working
- Internet connection active
- POS system logged in

Solutions:

For Card Payments:

1. Try card again (may have been read error)
2. Try chip instead of tap
3. Try tap instead of chip
4. Ask customer for different card
5. Try manual entry (if trained)

For Member Charges:

1. Verify member number correct
2. Check member account status
3. Ensure member account not maxed out
4. Contact accounting if issue
5. Offer alternative payment

For QR/Mobile Payments:

1. Regenerate QR code

2. Check internet connection
3. Ask customer to try again
4. Verify QR payment system online
5. Offer alternative payment

System Down?

1. Note transaction on paper
2. Process later when system back
3. Notify manager immediately
4. Continue operations manually
5. Enter transactions when system returns

■ Till/Register Not Balancing

Problem: Cash count doesn't match system

Common Causes:

- Transaction entered incorrectly
- Forgot to enter transaction
- Change given incorrectly
- Void/refund not recorded

Immediate Actions:

1. ✓ Recount cash carefully
2. ✓ Review all transactions
3. ✓ Check for missing receipts
4. ✓ Verify void/refund records
5. ✓ Calculate difference

If Over:

- Likely forgot to enter a sale
- Review recent transactions
- Check for duplicate entries
- Add to overage log

If Under:

- Likely gave wrong change
- Review cash transactions
- Check large bills
- Add to shortage log

Report to Manager:

1. Complete variance report
2. Document discrepancy amount

3. Explain investigation findings
4. Sign report
5. Follow up with manager

Prevention:

- Count change carefully
- Enter transactions immediately
- Double-check cash amounts
- Keep register organized
- Do regular cash drops

■ Reporting Issues

■ Can't Generate Reports

Problem: Report won't load or download

Check:

- Have permission for this report
- Date range is valid
- Data exists for the period
- Internet connection stable

Solutions:

Permission Issues:

- Verify your role has report access
- Contact manager for access
- Some reports are manager-only

Date Range Issues:

- Try smaller date range
- Check dates are in correct format
- Don't select future dates
- Ensure "from" date is before "to" date

Data Issues:

- No data for selected period = blank report
- Try different date range
- Verify transactions exist

Technical Issues:

1. Refresh page
2. Clear cache
3. Try different browser
4. Download instead of view
5. Contact IT support

■ Report Data Looks Wrong

Problem: Numbers don't seem right in report

Verify:

- Correct date range selected
- Correct filter applied
- Correct report type
- Data has synced

Common Mistakes:

- Selected wrong month/year
- Filter excluding data
- Looking at wrong report type
- Comparing different metrics

If Still Wrong:

1. Note specific discrepancy
2. Document what's wrong
3. Compare to manual records
4. Contact manager with details
5. May need IT investigation

■ Sync & Data Issues

■ Changes Not Saving

Problem: Updates disappear or don't save

Quick Checks:

- Internet connection active
- Clicked "Save" button
- Waited for confirmation
- No error messages shown

Solutions:

Before Making Changes:

1. Check internet connection
2. Ensure you're logged in
3. Verify you have permission

After Making Changes:

1. Click "Save" button
2. Wait for success message
3. Refresh to verify
4. Don't close browser immediately

If Still Not Saving:

1. Screenshot/note your changes
2. Try again in few minutes
3. Try different browser
4. Clear cache and retry
5. Contact IT support

■ Old Data Showing

Problem: Dashboard shows outdated information

Solutions:

Force Refresh:

1. Pull down to refresh (mobile)
2. Hard refresh: Ctrl+Shift+R (desktop)
3. Clear cache
4. Reload page

Check Last Updated:

- Look for "Last Updated" timestamp
- If very old, may be system issue
- Contact IT if timestamp not updating

Wait For Sync:

- Some data updates every 5-15 minutes

- Wait and check again
- Urgent changes should be immediate

■ Profile Issues

■ Can't Update Profile

Problem: Profile changes won't save

Check:

- Have permission to edit
- All required fields filled
- Valid format (phone, email, etc.)
- Internet connection active

Field-Specific Issues:

Phone Number:

- Must include country code
- Format: +66 12 345 6789
- No spaces or dashes in some systems
- Must be unique

Email:

- Must be valid email format
- user@example.com
- Can't use already registered email

Employee ID:

- Usually can't change yourself
- Contact manager to update
- Must follow department format

Department/Role:

- Usually can't change yourself
- Contact manager for role changes
- May require approval

■ Wrong Department Assigned

Problem: Registered in wrong department

Solution:

1. Contact your manager immediately
 2. Manager can update in Staff Management
 3. Department will update immediately
 4. May affect your dashboard features
 5. Employee ID may need to change too
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■ Emergency Issues

■ System Completely Down

Problem: Can't access anything

Immediate Actions:

1. ✓ Check internet connection
2. ✓ Try accessing from different device
3. ✓ Check if maintenance scheduled
4. ✓ Contact IT support
5. ✓ Notify manager

Workarounds:

1. Use paper/manual processes
2. Record all transactions
3. Continue operations offline
4. Enter data when system returns
5. Document everything

Don't:

- ■ Don't panic
 - ■ Don't lose transaction records
 - ■ Don't stop serving customers
 - ■ Don't close business
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■ Security Issue / Unauthorized Access

Problem: Suspicious activity on account

Immediate Actions:

1. ✓ Log out immediately
2. ✓ Change LINE password
3. ✓ Notify manager NOW
4. ✓ Contact security/IT

5. ✓ Document what happened

If You See:

- Unknown logins
- Transactions you didn't make
- Profile changes you didn't do
- Access to areas you shouldn't see
- Suspicious messages

Don't:

- ■ Don't ignore it
- ■ Don't continue using account
- ■ Don't wait to report
- ■ Don't share login details

■ Device-Specific Issues

iOS Issues

Safari Problems:

- Enable JavaScript: Settings → Safari → Advanced
- Clear cache: Settings → Safari → Clear History
- Disable content blockers
- Update iOS to latest version

Location Not Working:

- Settings → Privacy → Location Services
- Enable for Safari/Chrome
- Set to "While Using App"

LINE Integration:

- Update LINE app
- Re-authorize LINE permissions
- Reinstall LINE if necessary

Android Issues

Chrome Problems:

- Enable JavaScript: Chrome → Settings → Site Settings
- Clear cache: Chrome → Settings → Privacy → Clear Data
- Disable data saver
- Update Chrome

Location Not Working:

- Settings → Location → On
- Settings → Apps → Chrome → Permissions
- Grant location permission
- Set to "High Accuracy"

LINE Integration:

- Update LINE app from Play Store
- Clear LINE cache
- Reinstall if necessary

■ General Tips

Performance Optimization

Make Dashboard Faster:

- Close unused browser tabs
- Clear cache weekly
- Update browser regularly
- Disable unnecessary extensions
- Use WiFi when available
- Close other apps (mobile)
- Restart device periodically

Preventive Maintenance

Weekly:

- Clear browser cache
- Check for app updates
- Review profile settings
- Test critical features

Monthly:

- Clear all cookies
 - Update all apps
 - Check device storage
 - Review permissions
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■ Getting Help

Self-Help First

1. Check this troubleshooting guide
2. Try basic fixes (refresh, clear cache, restart)
3. Search for error message
4. Review relevant user guide

When To Contact Support

Contact Manager For:

- Registration/approval issues
- Permission problems
- Department/role changes
- Account access issues
- Policy questions

Contact IT Support For:

- Technical errors
- System not loading
- Payment processing issues
- Data sync problems
- Bug reports

Emergency Contacts For:

- Security issues
- Data breaches
- System compromise
- Urgent system failures

■ Information To Provide When Reporting Issue

Always Include:

1. Your name and Employee ID
2. Your department/role
3. What you were trying to do
4. What happened (exact error message)
5. What you've already tried
6. Device type (phone/computer, iOS/Android)

7. Browser (Chrome, Safari, Firefox, etc.)

8. Screenshot (if possible)

Example Good Report:

```
Name: John Smith
Employee ID: PAT-023
Department: Caddy
Issue: Can't clock in for shift
Error: "GPS not available" message
Tried: Restarted phone, enabled location,
       cleared cache - still not working
Device: iPhone 13, iOS 17.1
Browser: Safari
Time: October 7, 2025 at 7:45 AM
Screenshot: Attached
```

■ Additional Resources

- [General Manager Guide](#)
- [Staff Registration Guide](#)
- [Security Policies](#)
- [Caddy Guide](#)
- [Pro Shop Guide](#)
- [F&B Guide](#)

■ Support Contacts

IT Support:

- Email: support@mcipro.com
- Phone: [Your IT support number]
- Hours: [Your support hours]

Manager:

- [Your manager's contact]

Emergency:

- [Emergency contact number]

Last Updated: October 7, 2025

Version: 1.0

Feedback: Report issues or suggest additions to this guide