Expat Employment Problems and Solutions

## 1. Problem:

I can't log in to the Expat Employment portal.

## Solution:

Ensure you have the correct credentials and are connected to the VPN. Reset your password if needed.

## 2. Problem:

Unable to upload expat documents.

## Solution:

Verify that the document format and size meet the system requirements.

## 3. Problem:

Error: "Unauthorized to view employee records."

## Solution:

Access to certain records may be restricted. Request access from HR or system admin.

## 4. Problem:

I can't edit expat contract details.

## Solution:

Editing rights are limited to authorized HR personnel. Request access if required.

## 5. Problem:

Expat visa expiry reminders are not received.

## Solution:

Check your notification settings or contact support.

## 6. Problem:

The employment status of an expat is incorrect.

## Solution:

Contact HR to update the employee's status.

## 7. Problem:

I can't generate expat employment reports.

## Solution:

Ensure you have the required role. Request access if needed.

## 8. Problem:

Error: "Invalid employment start date."

## Solution:

Verify the date format and ensure compliance with company policies.

## 9. Problem:

The system times out during bulk data uploads.

## Solution:

Upload in smaller batches or during non-peak hours.

## 10. Problem:

Unable to access historical employment records.

## Solution:

Check your access level or request access through HR.

## 11. Problem:

PDF preview of employment contracts is blank.

## Solution:

Try downloading the contract. If blank, contact IT support.

## 12. Problem:

I can't delete outdated employee records.

## Solution:

Deletion rights may be restricted. Request deletion through the admin.

## 13. Problem:

The dashboard metrics are incorrect or outdated.

## Solution:

Contact the Data Management Team for a data refresh.

## 14. Problem:

Error when saving employee updates.

## Solution:

Ensure all mandatory fields are completed correctly.

## 15. Problem:

Employee search function is not working.

## Solution:

Clear filters and retry. If the issue persists, contact support.

## 16. Problem:

Notifications for expat status changes are delayed.

## Solution:

Verify notification settings and contact IT if needed.

## 17. Problem:

I can't assign an expat to a new project.

## Solution:

Ensure project assignment permissions are granted.

## 18. Problem:

Error: "Duplicate record detected."

## Solution:

Check if the employee already exists in the system.

## 19. Problem:

I need to export employment data but can't find the option.

## Solution:

Check for the export button in the Reports section. If unavailable, request access.

## 20. Problem:

Employee nationality filter is missing.

## Solution:

Request the system admin to enable this filter.