📖 ATTENDO Documentation

Complete User Guide & System Documentation

Setup Guide
Quick setup instructions

System Architecture
Technical diagrams

Vendor Guide
Daily attendance tracking

Manager Guide
Team management

Admin Guide
System configuration

Notifications
Email & SMS alerts

📖 ATTENDO Vendor User Guide

Complete guide to using the Vendor Timesheet Management System

Version 2.0 **Last Updated: January 2025**

Quick Actions

+ Submit Today's Status | View Calendar | View Reports | Download Excel | Notifications

Getting Started

Welcome to ATTENDO! This system helps you manage your daily attendance and work status efficiently.

System Access

1. Open your web browser and navigate to the ATTENDO portal
2. Enter your username (Vendor ID) and password
3. Click "Login" to access your dashboard
4. If this is your first login, you may need to change your password

Tip: Save the portal URL as a bookmark for quick access. The system works best on Chrome, Firefox, or Edge browsers.

Default Credentials

- **Username:** Your Vendor ID (e.g., V001, Otsoxx)
- **Default Password:** vendor123 (change on first login)

Dashboard Overview

Your dashboard is the central hub for all attendance-related activities.

Dashboard Components

- **Today's Status Widget:** Shows your current day's attendance status
- **Monthly Summary:** Displays total days submitted this month
- **Pending Approvals:** Shows statuses awaiting manager approval
- **Mismatch Alerts:** Highlights discrepancies between submitted status and swipe records
- **Recent History:** Quick view of your last 10 status submissions
- **Profile Information:** Your details and manager information

Status Indicators

In Office - Full Present in office full day

In Office - Half Present in office half day

WFH - Full Working from home full day

WFH - Half Working from home half day

Leave - Full On leave full day

Leave - Half On leave half day

Absent Absent from work

Pending Awaiting approval

Submit Daily Status

Submit your daily attendance status to keep your records up to date.

How to Submit Status

1 Click the "Submit Today's Status" button on your dashboard

2 Select the date (defaults to today)

3 Choose your attendance status from the dropdown:

4. In Office - Full/Half Day
5. Work From Home - Full/Half Day
6. On Leave - Full/Half Day
7. Absent

8. Enter your location (auto-fills based on status selection)
9. Add any optional comments or notes
10. Click "Submit Status" to save

⚠ **Important:** Submit your status before 10:00 AM each working day to avoid reminder notifications.

Auto-fill Features

- Selecting "In Office" auto-fills location with "BL-A-5F"
- Selecting "WFH" auto-fills location with "Home"
- Date defaults to current date but can be changed for backdated entries

Edit/Update Status

Modify your submitted status if it's pending or rejected.

When Can You Edit?

- **Pending Status:** Can be edited until manager approves
- **Rejected Status:** Must be edited and resubmitted
- **Approved Status:** Cannot be edited (contact manager for corrections)

How to Edit Status

1. Go to your Recent Status History on the dashboard
2. Find the status you want to edit
3. Click the "Edit" button (only visible for pending statuses)
4. Modify the required fields in the edit form
5. Click "Update Status" to save changes
6. The status will reset to "Pending" for manager review

ℹ **Note:** Editing a status creates an audit trail. All changes are logged for compliance purposes.

View Status History

Track and review your attendance history.

Accessing History

- **Recent History:** Last 10 entries shown on dashboard
- **Full History:** Click "View Calendar" for complete monthly view
- **Export Option:** Download history as Excel report

History Table Information

- **Date:** The attendance date
- **Status:** Your submitted attendance status
- **Location:** Office/Home/Other location
- **Approval:** Current approval status (Pending/Approved/Rejected)
- **Actions:** Available actions (Edit/Resubmit)

Filtering and Sorting

Use the monthly report feature to:

- Filter by date range
- Filter by status type
- View approval statistics
- Generate attendance percentage

Resolve Mismatches

Handle discrepancies between your submitted status and biometric swipe records.

What are Mismatches?

Mismatches occur when your submitted status doesn't align with the swipe machine records. For example:

- You marked "Present" but no swipe record exists
- You marked "Leave" but swipe shows you were present
- You didn't submit status but swipe record exists

How to Resolve Mismatches

1. Check the mismatch alert on your dashboard (red badge with count)

2. Click "Resolve Mismatches" button
3. Review each mismatch:
    4. Your submitted status
    5. Swipe machine record
    6. Date of mismatch
7. Provide a detailed explanation for the mismatch
8. Click "Submit Explanation" for each mismatch
9. Your manager will review and approve/reject the explanation

⚠ **Important:** Unresolved mismatches may affect your attendance records and billing. Resolve them promptly.

Common Mismatch Reasons

- Forgot to swipe in/out
- Swipe machine malfunction
- Client site visit (no swipe available)
- Emergency leave (couldn't swipe)
- System downtime

View Reports

Access detailed attendance reports and analytics.

Available Reports

- **Monthly Summary Report:** Complete month attendance overview
- **Attendance Percentage:** Your attendance rate calculation
- **Status Distribution:** Breakdown by status type (Office/WFH/Leave)
- **Approval Statistics:** Pending vs Approved statuses

How to Access Reports

1. Click "View Report" button on dashboard
2. Select the report type and date range
3. View report in browser or download as Excel
4. Reports include charts and detailed tables

Export Options

- **Excel Format:** Full data export with formatting
- **PDF Format:** Printable report (coming soon)

- **Email Report:** Send report to your registered email

Tip: Download your monthly report at month-end for personal records and verification.

Holiday Calendar

View company holidays and plan your attendance accordingly.

Calendar Features

- View all company-declared holidays
- See holiday names and descriptions
- Navigate between months
- Holidays highlighted in different color
- Weekend identification

How to Use Calendar

1. Click "View Calendar" from quick actions
2. Use navigation arrows to change months
3. Holidays appear with special marking
4. Click on a holiday to see details
5. Plan your leaves around holidays for maximum benefit

Note: You don't need to submit attendance status for company holidays and weekends.

Profile Management

View and manage your profile information.

Profile Information

Your profile displays:

- **Vendor ID:** Your unique identifier
- **Full Name:** Your registered name
- **Department:** Your assigned department
- **Company:** Your vendor company name

- **Band/Level:** Your designation level
- **Location:** Default work location
- **Manager Details:** Your reporting manager information
- **Last Login:** Your previous login timestamp

Password Management

1. Click on your username in the top-right corner
2. Select "Change Password" from dropdown
3. Enter current password
4. Enter new password (minimum 8 characters)
5. Confirm new password
6. Click "Update Password"

⚠ **Security:** Use a strong password and don't share it. Change your password every 90 days.

🔔 Notifications & Power Automate Integration

Stay informed with intelligent notifications delivered through Microsoft Power Automate workflows.

Power Automate-Powered Notifications

ATTENDO uses Microsoft Power Automate to deliver intelligent, timely notifications through Excel-based workflows synchronized with OneDrive. This ensures you receive the right information at the right time through your preferred channels.

Types of Notifications You'll Receive

- **Daily Status Reminders:** Automated reminders every 3 hours (9 AM - 6 PM) until you submit
- **Manager Feedback:** Instant notifications when your status is approved/rejected
- **Mismatch Alerts:** Real-time alerts when attendance conflicts are detected
- **Holiday Reminders:** Advance notifications for upcoming company holidays
- **System Updates:** Important announcements and maintenance schedules

Smart Notification Features

- **Intelligent Timing:** Notifications stop automatically once you complete required actions
- **Context-Aware:** Only relevant notifications based on your status and pending tasks
- **Multi-Channel:** Delivered through Microsoft Teams, email, or mobile push as configured
- **Real-Time Processing:** Power Automate flows check for updates every 5-15 minutes

How You'll Receive Notifications

- **Microsoft Teams:** Primary channel for instant workplace communication
- **Email Notifications:** Sent to your registered email address
- **In-App Alerts:** Dashboard notifications when you log in
- **Mobile Push:** Teams mobile app notifications for urgent matters

Behind the Scenes

When you submit your status, ATTENDO instantly updates Excel notification tables in OneDrive. Power Automate flows automatically detect these updates and deliver appropriate notifications to you and your manager, creating a seamless, intelligent notification ecosystem.

Managing Notifications

You can:

- Click bell icon to view all notifications
- Mark notifications as read
- Clear old notifications
- Update email preferences (contact admin)

Vendor Process Flow

Visual guide to common vendor processes and workflows.

Daily Status Submission Process

Login to ATTENDO → **Check Dashboard** →
Submit Status → **Add Comments** →

Confirm & Submit

Available Status Options

In Office (Full Day)

Working full day from office

In Office (Half Day)

Working half day from office

Work From Home (Full)

Working full day remotely

Work From Home (Half)

Working half day remotely

Leave (Full Day)

Taking full day leave

Leave (Half Day)

Taking half day leave

Absent

Unplanned absence

Mismatch Resolution Process

Mismatch Aler → **Review Details** → **dd Explanatio…** → **Submit** → **anager Review**

Report Generation Flow

Click View Report → **Select Date Range** → **Choose Format** → **Generate Report** → **Download/View**

❓ Frequently Asked Questions

Q: What if I forget to submit my daily status?

A: You can submit backdated status for up to 7 days. After that, you'll need manager approval for late submissions.

Q: Can I submit status for future dates?

A: No, you can only submit status for today and past dates. Future date submissions are not allowed.

Q: What happens if my status is rejected?

A: You'll receive a notification with the rejection reason. You must edit and resubmit the status with corrections.

Q: How do I know if there's a mismatch?

A: The dashboard shows a red badge with mismatch count. You'll also receive email notifications for new mismatches.

Q: Can I change my submitted status after approval?

A: No, approved statuses cannot be changed. Contact your manager for corrections if needed.

Q: What if the swipe machine wasn't working?

A: Submit your status normally and explain the swipe machine issue in the mismatch resolution if detected.

Q: How is attendance percentage calculated?

A: Attendance % = (Present Days + WFH Days) / Total Working Days × 100. Excludes weekends and holidays.

Q: Can I access the system from mobile?

A: Yes, the system is mobile-responsive. Use any modern mobile browser to access all features.

Support & Contact

Get help when you need it.

Support Channels

- **IT Helpdesk:** For login and technical issues
- **HR Support:** For attendance policy queries
- **Manager:** For approval and correction requests
- **System Admin:** For system-wide issues

Contact Information

- **Email:** support@attendo.com
- **Phone:** +91-1234-567890
- **Hours:** Monday-Friday, 9:00 AM - 6:00 PM

Before Contacting Support

1. Check this documentation for answers
2. Try logging out and logging back in
3. Clear browser cache and cookies
4. Try a different browser
5. Note down any error messages

Pro Tip: Include your Vendor ID, date/time of issue, and screenshots when reporting problems for faster resolution.