

COMMON ISSUES AND TROUBLESHOOTING FOR GHRSTAFFCENTER

This guide is designed to help you quickly resolve common issues that you might encounter while using the GHRStaffCenter HRIS platform. Below are some of the most frequent issues and their solutions.

1. Login Issues

Problem: Unable to log in to GHRStaffCenter.

Possible Causes:

- Incorrect username or password.
- Account not activated or locked.
- Browser compatibility issues.

Troubleshooting Steps:

- Doublecheck your username and password. Ensure Caps Lock is off.
- If you've forgotten your password, click on the "Forgot Password" link to reset it.
- Ensure that your account has been activated via the activation email. If your account is locked, contact your system administrator.
- Clear your browser cache or try using a different browser.
- Make sure you're using the latest version of your web browser.

2. Slow Performance or Loading Issues

Problem: GHRStaffCenter is running slowly or taking too long to load.

Possible Causes:

- Network connectivity issues.
- High system load or server issues.
- Browser issues.

Troubleshooting Steps:

- Check your internet connection and ensure it is stable.
- Close unnecessary browser tabs or applications running in the background.
- Clear your browser cache and cookies.
- If the issue persists, try accessing the platform at a different time, as high traffic might be causing delays.
- Contact support if the problem continues, as there might be server related issues.

3. Payroll Processing Errors

Problem: Errors encountered while processing payroll.

Possible Causes:

- Incorrect employee data or tax information.
- System misconfiguration.

Troubleshooting Steps:

- Verify that all employee data (e.g., salary details, tax information) is accurate and up to date.
- Check for any error messages that provide specific details on the issue.
- Review the payroll setup and configuration to ensure everything is correctly set up.
- If the problem persists, contact support for assistance in resolving the issue.

4. Issues with Leave Management

Problem: Employees are unable to request leave or approve requests.

Possible Causes:

- Incorrect leave balances.
- Role based access issues.

Troubleshooting Steps:

- Check the employee's leave balance to ensure they have available leave.
- Ensure that the leave request settings are properly configured.
- Verify that users have the correct access rights to submit or approve leave requests.
- If necessary, reset the leave balances or update access permissions.
- If the issue continues, contact support for further investigation.

5. Employee Dashboard Not Displaying Correctly

Problem: Employee dashboard is not showing all the information or displaying incorrectly.

Possible Causes:

- Browser issues.
- Incomplete employee profile setup.

Troubleshooting Steps:

- Refresh the page or log out and log back in.
- Clear your browser cache or try using a different browser.
- Ensure that the employee's profile information is fully filled out and updated.
- Check for any recent updates or changes to the system that might affect the dashboard display.
- If the problem remains unresolved, contact support for assistance.

6. Onboarding Process Stuck or Incomplete

Problem: The onboarding process for a new employee is not progressing or cannot be completed.

Possible Causes:

- Missing or incomplete onboarding tasks.
- Technical glitches.

Troubleshooting Steps:

- Review the onboarding checklist to ensure all tasks are assigned and completed.
- Check for any errors or notifications that might indicate what is holding up the process.
- Restart the onboarding process if possible, or manually complete any pending tasks.
- Contact support if the issue persists, as it may require a technical fix.

7. Performance Management Module Issues

Problem: Unable to set goals or conduct performance reviews.

Possible Causes:

- Incorrect settings or permissions.
- System errors.

Troubleshooting Steps:

- Ensure that performance management settings are correctly configured.
- Check that managers and employees have the appropriate permissions to set goals and conduct reviews.
- Review the module for any error messages or alerts that could indicate the problem.
- Contact support if the issue cannot be resolved through settings adjustments.

8. Data Sync Issues

Problem: Data not syncing between modules or reports not updating.

Possible Causes:

- Delay in system synchronization.
- Data entry errors.

Troubleshooting Steps:

- Wait a few minutes and refresh the page, as data synchronization can sometimes take time.
- Verify that the data entered is correct and properly formatted.
- Check for any error messages indicating sync issues.
- If the problem persists, log out and log back in to force a data sync.
- Contact support if data still does not sync correctly.

If you encounter any other issues not covered in this guide, or if the troubleshooting steps do not resolve your problem, please reach out to our support team for further assistance. We're here to help ensure your experience with GHRStaffCenter is smooth and trouble free!