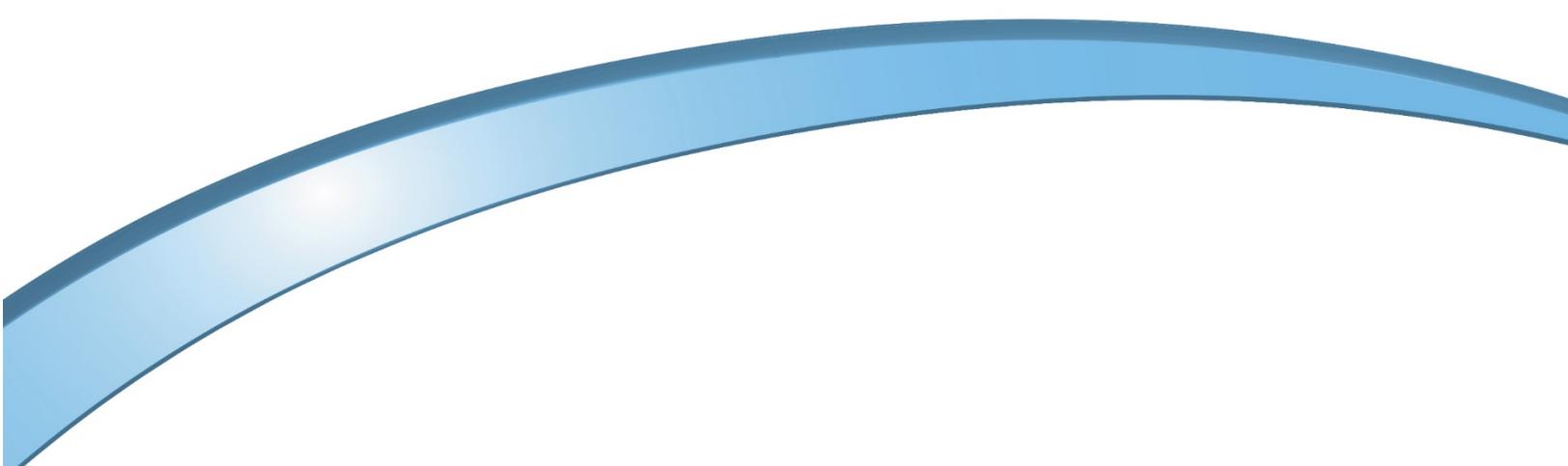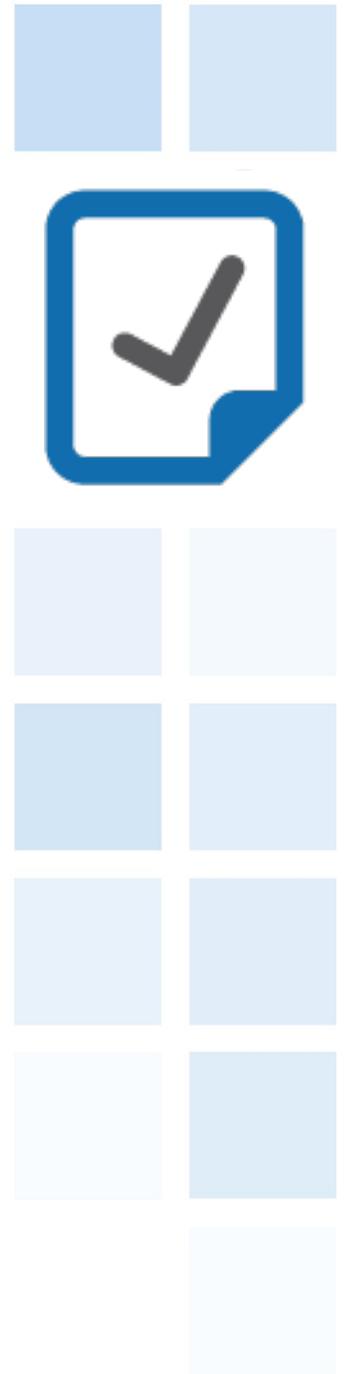Documentation

OnePoint Human Capital Management

How to Temporarily Unplug Biometric Device for OneTouch Clocks

# Temporarily Unplug Biometrics

GOAL

- How to temporarily unplug biometric reader on an OneTouch
- How to disable biometrics to prevent illness
- Disable fingerprint scan to prevent employees from getting sick

To disable biometrics for a period of time, you will need to unplug the biometric reader from the clock.
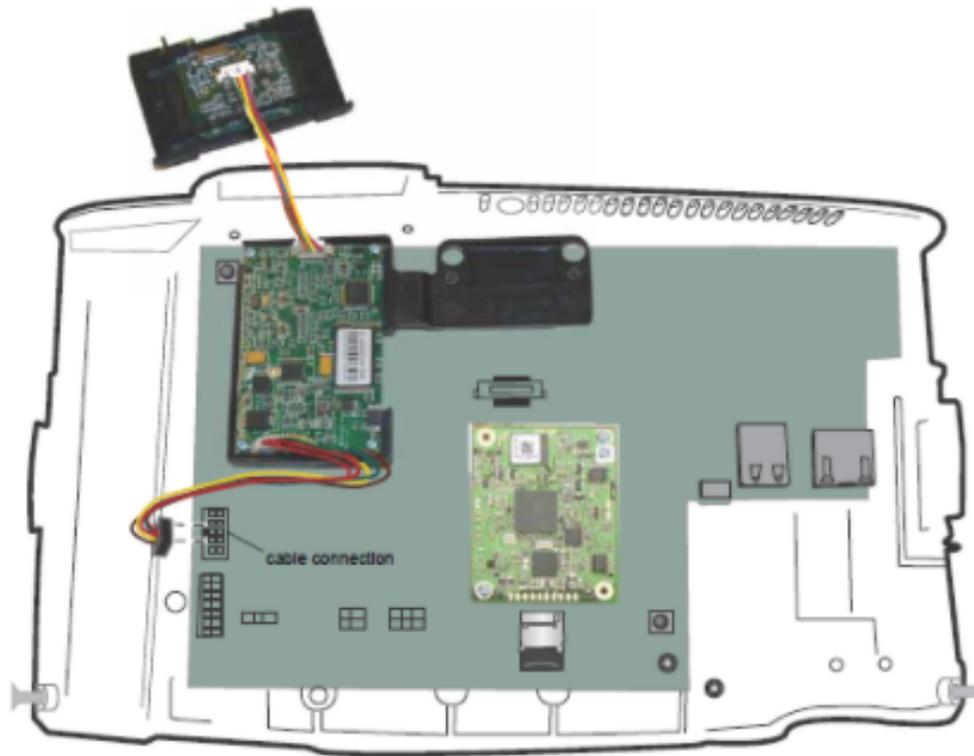
To unplug the reader, perform the following steps:

1. If the OneTouch is assembled, use the security wrench to remove the cover.
2. Disconnect the power and the optional backup battery.
3. Unplug the cable attached to the biometric reader from the system board (pictured below showing connectors for each reader/clock model).

Touch ID 9000:

cable connection
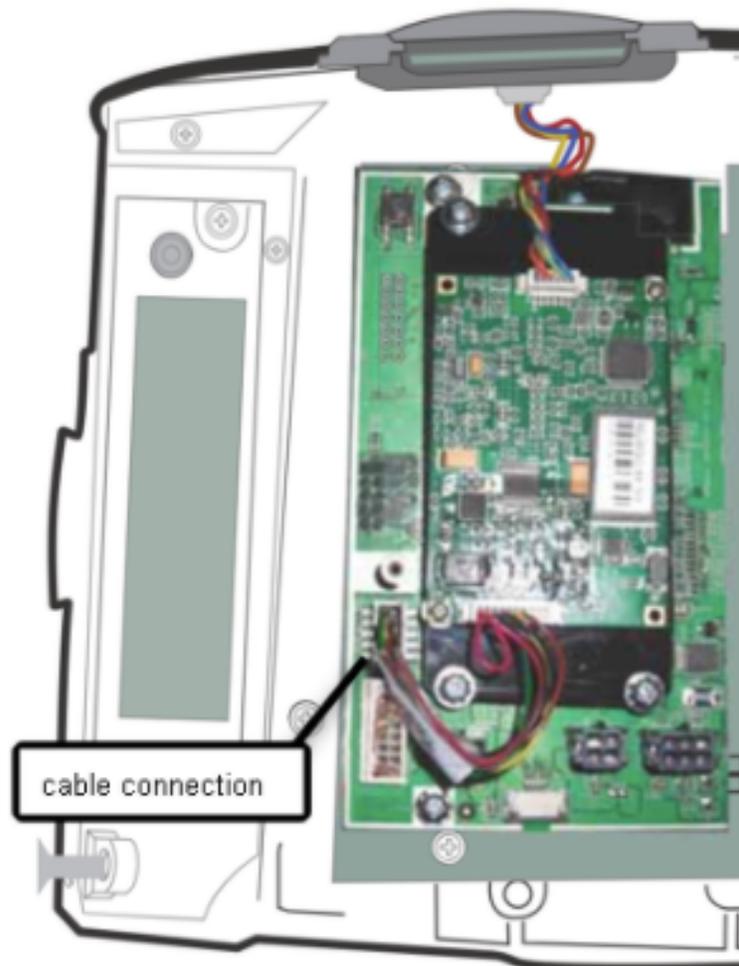
Touch ID 9100:

4. Reconnect the power and optional backup battery.
5. Re-attach and secure the cover using the security wrench.

If you are looking to switch to using badges, once the steps above are done you must make sure the badge numbers are in the employee profile and that an update is pushed to the clock by following the steps below.

Push new badges down to clock:

1. Log in to system admin account.
2. Navigate to "Company Settings> System> OneTouch Installations".
3. Find the OneTouch clock you want to push employees to via SN that is locate at the bottom of the clock and or via Device ID
   NOTE: The clock Serial Number (SN) will normally start with 00JC.
4. Click on the "Edit Middleware Information" icon of the device that you will be pushing employees to
5. On the top right of the screen, locate the icon with three dots and click on "Resend Employees"
6. Now, with in an hour the new employees should be on the clock.

NOTE As of 3/16/2020: The engineering teams are working on a solution to disable biometrics without having to delete employee templates or disabling the reader physically.