

Annex (1)

Guide for the Implementation of the Remote Work System under Emergency Circumstances in the Federal Government Attached to Cabinet Resolution No. (19) of 2020

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Introduction:

In light of the emergency and exceptional circumstances, and in line with the Federal Government's keenness to ensure the safety of its employees, remote work is adopted in Federal Entities in accordance with this guide, with a view to safeguard their well-being and limiting the spread of epidemics and diseases in the State. Accordingly, and for the purpose of enabling all Federal Entities to properly implement the referenced decision, while ensuring the continuity of business operations and the provision of all required services under Emergency Circumstances in accordance with applicable procedures, this guide has been prepared to provide Federal Entities with the necessary mechanisms to implement the remote work system under Emergency Circumstances, through the use of smart and electronic systems approved in the Federal Government or those specific to the Federal Entity.

This guide sets out the procedures, tasks, and steps to be undertaken by Federal Entities when implementing remote work under Emergency Circumstances.

The Federal Authority for Government Human Resources has taken the necessary measures to enable Federal Entities, through the "Bayanati" system, to electronically document the attendance and departure of categories of employees working remotely, through a "log in" feature on the same system, in accordance with the electronic mechanism to be circulated to such entities in this regard, in order to ensure that employees perform the tasks assigned thereto remotely and in accordance with the rules.

First: Concept of Remote Work

Remote work is defined as one of the alternative work options that ensures the continuity of business operations and service delivery, work performed outside the workplace on a permanent, partial, or on-demand basis, whereby communication between the employee and the employing entity is conducted electronically through the smart and electronic systems approved by the Federal Government or those specific to the Federal Entity, with the employee and the employing entity adhering to the directives issued by the competent authorities in this regard in emergency cases that require the performance of work from outside the workplace instead of full or partial presence in the office.

Second: Types of Remote Work

Remote work is divided into the following types:

1. **Partial Remote Work:** Where an employee, upon the request of the employing entity, may divide their work time between the main workplace and the remote work location in equal or varying proportions, whether in hours per day or days per week or month.
2. **Full Remote Work:** These are jobs that can be performed entirely from outside the official workplace.

Third: Objectives of Remote Work

The implementation of remote work aims to achieve the following:

1. Providing multiple work options for employees, particularly in cases of emergencies, epidemics, and precautionary measures.
2. Taking into account the surrounding circumstances and ensuring business continuity under various conditions, particularly Emergency Circumstances.
3. Providing government services under Emergency Circumstances.

Fourth: Scope of Application

1. This guide shall apply to all Federal Entities.
2. Federal Entities shall implement "remote work" in accordance with the work exigencies, the nature of the jobs, and the type of services provided, and in accordance with the resolutions issued by the Cabinet in this regard.

Fifth: Timeframe for Implementing Remote Work in Federal Entities under Emergency Circumstances

The implementation of "remote work" in Federal Entities under Emergency Circumstances shall commence in accordance with the timeframes determined by the competent authorities in the State, provided that such implementation shall not prejudice the responsibilities and duties legally assigned thereto.

Sixth: Criteria for Selecting Jobs Suitable for Remote Work

1. Federal Entities shall determine the jobs suitable for remote work according to the following guiding criteria:
 - a. That the jobs are of a divisible nature.
 - b. That the jobs are capable of automation.
 - c. That the jobs require specific inputs that are processed through electronic systems.
 - d. Any other criteria determined by the entity in coordination with the Federal Authority for Government Human Resources.
2. Federal Entities shall, under Emergency Circumstances, implement remote work for the job categories referred to in Article (5) of this Resolution, notwithstanding the absence of all or some of the criteria set out in Clause (1) above.

Seventh: Implementation Mechanism

Federal Entities shall establish the specific controls and mechanisms for implementing remote work in a manner that ensures the maintenance of efficiency and productivity. Federal Entities shall coordinate with the Telecommunications Regulatory Authority to provide the necessary infrastructure services and applications for the implementation of remote work, in a manner that ensures the security and confidentiality of information and compliance with the cybersecurity standards prescribed by the Telecommunications Regulatory Authority and the competent authorities in the State.

Federal Entities shall also comply with the following guiding controls and standards when implementing remote work:

1. Adapting the requirements of remote work to align with the nature of the work, the workforce, and the categories, and the health conditions subject to implementation, while ensuring that this does not prejudice the duties and responsibilities legally assigned to such entities.
2. The entity shall ensure the readiness of its services for customers and the public, and that they are available through websites, smart applications, etc.
3. Focusing on encouraging all customers to benefit from smart services as a primary alternative to personal visits to service centers.

4. Using all technological means and ensuring the provision of the necessary technical equipment for all its employees (such as: Skype for Business, VPN, MS Teams, ZOOM, or any other available means).
5. Providing the technical equipment required to conduct periodic meetings, electronically monitor the achievements, and enable access to the main and subsidiary electronic systems used for the performance of work within the entity (such as Bayanati, customer service systems, etc.) as well as to ensure the completion of the tasks and responsibilities assigned thereto and monitor the achievements.
6. Using the available communication means by work teams and internal committees within the Federal Entity, such that members may be informed of the latest developments through the entity's work groups, internal portals, the entity's WhatsApp group, Telegram, etc.
7. Monitoring the implementation of remote work and documenting achievements through:
 - a. Measuring the productivity of employees working remotely.
 - b. Ensuring the quality and accuracy of outputs.
 - c. Determining the timeframes for service delivery, task execution, and project delivery.
 - d. Complying with governance and cybersecurity standards when using various technological means in implementing the remote work system.
 - e. Any other controls deemed appropriate by the Federal Entity in this regard.

Eighth: Obligations of the Federal Entity Implementing the Remote Work

The Federal Entity shall ensure the availability of the following elements:

1. Ensuring the provision of the necessary technical support to perform work remotely through the use of smart and electronic systems in the Federal Government or those specific to the Federal Entity.
2. Defining the efficiency measurement mechanism, including the identification of standard criteria, mechanisms, and timeframes for each selected activity and output.
3. Ensuring the availability of a secure technological environment when using digital and electronic technologies related to work, by adhering to the controls related to maintaining the privacy and confidentiality of the entity's data, and regulating access permissions to

systems for the purpose of performing work remotely.

4. Ensuring the electronic monitoring of employees working remotely, in order to verify their adherence to remote work hours, the performance of their duties, their task completion, and work outputs, as well as any other aspects determined by the Federal Entity.

Ninth: Obligations of the Employee Working Remotely

The employee working remotely shall be subject to all human resources laws and regulations approved by the Federal Government and their employing entity. The employee shall also undertake to comply with the following:

- a. Delivering work within the specified standard timeframes and responding to all calls and emails from their superiors or colleagues.
- b. Committing to attend the official workplace when called upon to participate in meetings, gatherings, and official engagements, in accordance with the schedule prepared therefor.
- c. Obtaining prior approval for remote work from their employing entity.
- d. Compliance with the work ethics approved by their employing entity, while maintaining the confidentiality of information, documents, and records, and utilizing remote work time to perform the required job tasks, in addition to adhering to the standards of professional conduct and public service ethics.
- e. Submitting a daily report on their achievements and level of productivity while working remotely.

Tenth: General Controls for Remote Work

1. The Federal Entity shall determine remote work hours in accordance with the work exigencies, in a manner that does not prejudice the responsibilities legally assigned thereto.
2. The implementation of remote work shall not affect the availability of a minimum number of employees within the organizational unit, where the work exigencies so require, as determined by the Federal Entity.
3. The remote work period may differ from the official working hours of the government

entity where Emergency Circumstances and the work exigencies so require.

4. An employee working remotely shall not be entitled to any overtime compensation if they work hours exceeding those officially prescribed.
5. The employing entity may mandate remote work for any employee falling within the categories of employees specified by the competent authorities in the State.
6. All human resources laws and regulations applicable in the Federal Government and their employing entity shall apply to the employee working remotely.
7. The employee working remotely shall be subject to the provisions of the approved performance management system for employees of the Federal Government.
8. The employee shall ensure the availability of a suitable work environment at their remote work location, such that it meets the requirements for success and contributes to enhancing productivity and quality of achievement, while taking into account occupational health and safety requirements.
9. The employee working remotely shall comply with any other conditions or controls determined by the employing entity.

Eleventh: Obligations of Federal Entities and Their Employees in Cases of Emergencies, Crises, and Epidemics

1. All Federal Entities shall educate their employees on the procedures announced by the competent authorities regarding travel and any resulting health measures imposed by the concerned authorities in the State, including the requirement that any person returning from any of the countries specified by the competent authorities shall be subject to health quarantine immediately upon arrival in the State through any of its air, land, or sea ports, for the period determined by the competent authorities, noting that the list of prohibited countries is subject to continuous updated according to developments and the extent of the spread of such epidemics and diseases therein.
2. All employees shall refrain from traveling except in cases of extreme necessity and until further notice, provided that the employing entity is informed of the travel and the destination in emergency cases.
3. Health quarantine imposed on the employee upon their return from travel outside the

State, which prevents them from performing their work, is defined as the health quarantine determined by the competent authorities in the State in this regard.

4. The following procedures shall apply where the competent authorities in the State announce, for emergency reasons, a list of countries to which travel is prohibited due to the outbreak of epidemics therein, and that returnees therefrom shall be subject to precautionary measures, including testing or health quarantine, as determined by the competent authorities in the State; and where, notwithstanding such announcement, an employee travels to such countries for a non-compelling reason (strictly after their inclusion in the list), and upon their return is subject to health quarantine by the competent authorities in the State, and their employing entity does not accept their justification for travel, the period of health quarantine shall be deducted from the employee's annual leave balance, if any, and if no balance is available, such period shall be treated as unpaid leave. Where the employee's travel is for a compelling reason (such as the death of a parent or travel on an official mission, etc.) the period of health quarantine imposed on the employee by the competent authorities in the State shall be treated in accordance with the provisions of sick leave stipulated in the Executive Regulation of the Human Resources Law in the Federal Government.
5. All Federal Entities shall take necessary steps to support employees in adhering to the guiding instructions related to prevention and hygiene, and to ensure the availability of appropriate health requirements in accordance with the nature of the entity's work.
6. All Federal Entities shall ensure the regular sanitization and disinfection of facilities and public and shared areas in the workplace, in accordance with hygiene, disinfection, and public health guidelines, and in compliance with the requirements issued by the competent authorities.
7. All Federal Entities shall disseminate awareness among employees and customers and keep them continuously informed of all developments related to precautionary measures and procedures, through the use of available technological means, such as dedicated awareness messages published on the entity's official social media channels or internal electronic platforms, as appropriate.
8. All Federal Entities shall comply with all precautionary measures and procedures issued

periodically by the competent authorities in the State.

9. Employees shall comply with the health procedures and measures issued by the Ministry of Health and Prevention regarding preventive procedures when experiencing any symptoms similar to those of the Coronavirus, and shall disclose any travel history or contact cases, if any.

Twelfth: Schedule of Tasks and Responsibilities Related to Remote Work under Emergency Circumstances

Entity	Tasks and Responsibilities
Senior Management in the Federal Entity	<ul style="list-style-type: none"> – Supervising the implementation of the general framework for remote work under Emergency Circumstances. – Developing mechanisms for some jobs to work remotely. – Ensuring that the performance of tasks and service delivery is not affected by the implementation of remote work. – Providing the necessary support to complete the tasks that the Federal Entity decides to implement remotely. – Forming work teams for emergency situations.
Human Resources Department	<ul style="list-style-type: none"> – Publishing the remote work guide under Emergency Circumstances to the various organizational units of the Federal Entity. – Following up on all periodic and daily reports received from direct heads regarding remote work and taking necessary action. – Following up on the extent of direct heads' compliance with the controls contained in this guide. – Working to provide all aspects of support required to direct heads in this regard.

Entity	Tasks and Responsibilities
Information Technology Department	<ul style="list-style-type: none"> – Ensuring the readiness and effectiveness of the electronic systems and networks required for remote work. – Ensuring the optimal use of technical systems by the employees targeted for remote work. – Providing technical support to organizational units by providing the necessary equipment for remote work implementation. – Responsibility for full supervision of information security and proper usage by the concerned parties. – Providing a hotline for communication in emergency situations with the employer.
Direct Head	<ul style="list-style-type: none"> – Adopting the employee’s daily work schedule and plan and ensuring its adequacy to cover the required time. – Monitoring the employee's performance on a daily basis and providing all aspects of support, awareness, guidance, and supervisory direction. – Notifying the employee of any meetings and gatherings that require their attendance and participation. – Ensuring that the implementation of remote work does not prejudice the interest of the work. – Contributing to providing the requirements for accomplishing the work for the employee who works remotely whenever the need arises. – Submitting periodic reports on the performance of employees working remotely to the senior management.

Entity	Tasks and Responsibilities
Employee	<ul style="list-style-type: none"> – Completing the assigned works and tasks through remote work in the most efficient manner. – Maintaining a high level of productivity and quality of performance during the period of remote work implementation. – Complying with the prescribed work schedule and ensuring that work is performed as determined by their employing entity and proving the start and end times of work through the electronic system according to the approved mechanism. – Ensuring ease of communication and interaction with the supervisor and all concerned employees to accomplish the work. – Committing to being present at the workplace to attend meetings, gatherings, and events upon request. – Preparing daily achievement reports and submitting them electronically to the direct head. – Maintaining the confidentiality of information and data and ensuring the integrity of the material resources under their custody.

Annex (2)

Guide for the Mechanisms of Implementing the Remote Work System under Emergency Circumstances in the Federal Government Attached to Cabinet Resolution No. (19) of 2020

Within the framework of supporting Federal Entities in the proper application and regulation of government work under Emergency Circumstances in the Federal Government, and the directives contained therein, and for the purposes of governing the procedures related to the Resolution, adherence to the following is required:

First: Mechanisms for Implementing Remote Work According to the Nature of the Employee's Work

Human resources departments in Federal Entities shall monitor the setting of tasks and targets for employees working remotely, and follow up on all periodic and daily performance reports received from their direct heads, in light of prior coordination on tasks, work priorities, and quality of outputs between direct heads and employees working remotely in the Federal Government under Emergency Circumstances, in accordance with the following details ⁽¹⁾:

(a) Categories of employees working remotely whose job duties require the use of electronic or smart systems to provide services to customers or to complete government transactions or procedures:

Federal Entities shall manage and measure the effectiveness of their performance through the remote work system, whereby human resources departments in Federal Entities, in coordination with direct heads, shall monitor the implementation of work and document targets, tasks, and achievements realized through the guideline Model (No. 2), for the purpose of performance governance, including:

- Measuring the productivity of this category of employees on a daily and periodic basis (e.g., number of outputs, number of completed target tasks, number of required deliverables).
- Measuring the quality of outputs and the accuracy of deliverables.

¹ *Check the workflow outlined in Model No. (1) for further clarification.*

- Adhering to the specified timeframe for executing tasks, delivering services, and submitting projects.
- Complying with cybersecurity governance standards when using various technological means in implementing the remote work system.
- Any other controls deemed appropriate by the Federal Entity in this regard.

(b) Categories of employees working remotely whose job duties do not require the direct provision of electronic services to customers or continuous access to electronic systems:

Human Resources Departments in Federal Entities, in coordination with direct heads, shall set targets and tasks and monitor the performance of this category of employees to ensure the proper implementation and documentation of achievement, through the submission of daily or periodic reports by the employees to their direct heads, including details of the tasks completed during official working hours. (See details in Model No. 2).

Second: Reports on the Effectiveness of the Remote Work System

Human Resources Departments in all Federal Entities shall submit semi-monthly reports to the Federal Authority for Government Human Resources, following coordination with the senior management in the Federal Entity, for the purpose of assessing the effectiveness of the implementation of the remote work system in each entity, in accordance with the controls and procedural guidelines applicable in the Federal Government under Emergency Circumstances, and based on the model for measuring the indicators of remote work system implementation at the entity. (Check details in the attached Model No. 2).

Third: Attendance and Departure Mechanisms

Government entities operating the government Human Resources Information System "Bayanati" and integrated with their attendance and departure systems shall use the attendance and departure recording feature through the government Human Resources Information System "Bayanati" for all categories of employees benefiting from the remote work mechanism, by logging into the employee self-service system, selecting the remote work option, and recording attendance and departure, for the purpose of monitoring compliance

with the official working hours for employees. (Check details in Model No. 3).

Fourth: Application of Human Resources Laws and Regulations

All employees working remotely shall be subject to the human resources laws and regulations in force in the Federal Government and their employing entities, including:

- Decree by Law No. (11) of 2008 Regarding Human Resources in the Federal Government and its Executive Regulations issued by Cabinet Resolution No. (1) of 2018.
- Cabinet Resolution No. (18) of 2015 Regarding the System of Rewards and Incentives for Employees of the Federal Government, for the purpose of motivating distinguished human resources and rewarding employees for outstanding performance, and enhancing the level of services provided to customers.
- The performance management system approved by the Federal Government, which ensures the optimal application of employee performance measurement, the achievement of planned objectives, and the completion of assigned tasks.

Finally, emphasis is placed on the importance of concerted efforts for the optimal implementation of the remote work system across the various organizational units in Federal Entities, which requires obtaining the necessary technical support by coordinating initially with the information technology departments in Federal Entities.

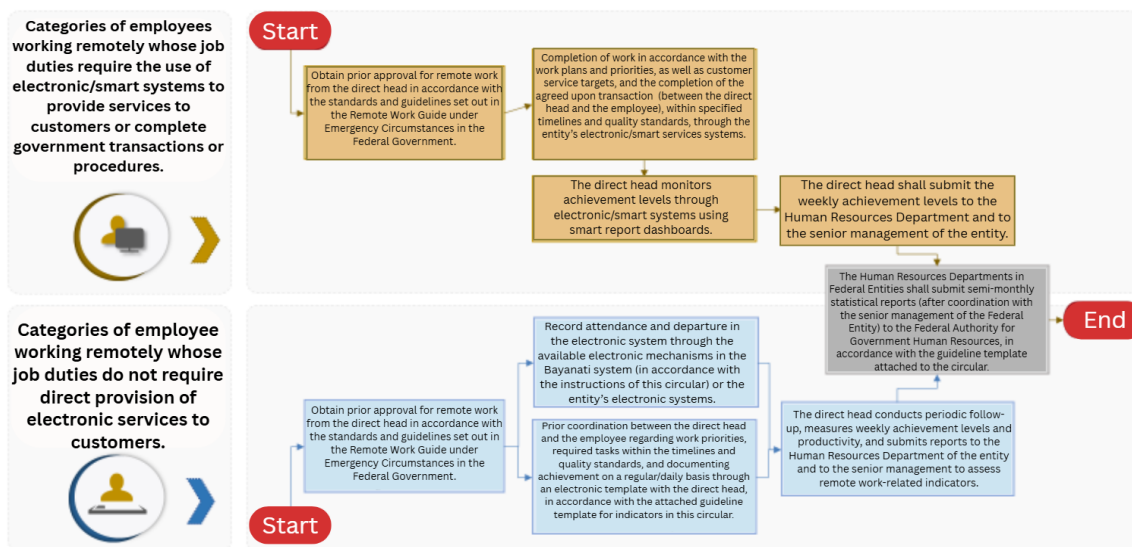
Attachments:

1. Model No. (1) Regarding the Workflow for the Governance of Remote Work under Emergency Circumstances in Federal Entities According to the Nature of the Employee's Work.
2. Model No. (2) Regarding the Guideline Template for Measuring the Governance Indicators of the Remote Work System Implementation under Emergency Circumstances in the Federal Government.
3. Model No. (3) Regarding the Guidelines and Requirements for Using the Electronic Feature for Registering Attendance and Departure in the Bayanati System.

Model (1)

Workflow for the Governance of Remote Work under Emergency Circumstances in Federal Entities According to the Nature of the Employee's Work

Workflow for the Governance of Remote Work under Emergency Circumstances in Federal Entities According to the Nature of the Employee's Work

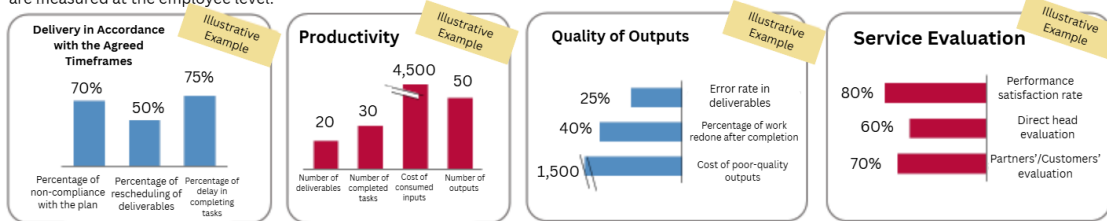


Model (2)

Guideline Template for Measuring the Governance Indicators of the Remote Work System Implementation Under Emergency Circumstances in the Federal Government

Model (A): Performance Measurement Indicators at the Individual Level in the Federal Entity

The charts below illustrate the guideline indicators related to the governance of remote work under emergency circumstances in Federal Entities, which are measured at the employee level.



Model (B): Performance Measurement Indicators at the Federal Entity Level

The table below illustrates the guideline indicators related to the governance of remote work under Emergency Circumstances in Federal Entities. These indicators are measured at the federal entity level.

Employee Categories	Nationality Type		Gender		Level of Achievement			Total
	Citizens	Non-Citizens	Male	Female	High Level	Medium Level	Low Level	Number of Employees
Categories of employees working remotely whose job duties require the use of electronic/smart systems to deliver services to customers								
Categories of employees working remotely whose job duties require the use of electronic/smart systems to complete government transactions or procedures.								
Categories of employees working remotely whose job duties do not require direct provision of electronic services to customers, or who perform administrative or technical work within job responsibilities and objectives								
Total								

Model (3)

Guidelines and Requirements for Using the Electronic Feature for Recording Attendance and Departure in the "Bayanati" System

First: The following controls shall be observed when using the electronic feature for recording attendance and departure in the "Bayanati" system:

1. The entity shall be an operator of the government Human Resources Information System "Bayanati".
2. The entity shall have completed the electronic linkage between the government Human Resources Information System "Bayanati" and its own attendance and departure (biometric) system.
3. The employee shall be connected to their entity's virtual private network (VPN).
4. The Information Technology department in the Federal Entity shall grant the employees permission to install applications on their computers in a manner that complies with the entity's information security policy.
5. The employee shall be registered on the entity's operating system using their official work email (Windows Domain).
6. The user shall log into the government Human Resources Information System "Bayanati" and activate the attendance recording feature for remote work.

Noting that the electronic mechanism will verify the username registered within the operating system's domain (Windows Domain) and update the corresponding attendance and departure log within the government Human Resources Information System "Bayanati" to allow the human resources departments in the Federal Entity to follow up; and noting that the use of the above-mentioned feature is optional for each entity in a manner that suits its applied systems and policies.

Second: Regarding Federal Entities that operate the government Human Resources Information System "Bayanati" but do not operate an attendance and departure system, the Authority urges you to expedite the process of linking your attendance and departure systems

with the government Human Resources Information System "Bayanati" to enhance the integration of government systems.

Third: For Federal Entities linked with the government Human Resources Information System "Bayanati" via the Enterprise Service Bus (ESB), the Federal Authority for Government Human Resources (FAHR) encourages you to leverage the feature it has developed to activate it within your systems, based on our belief in the importance of enhancing human resources procedures in all Federal Entities. You are kindly requested to instruct the relevant personnel within your information technology departments to communicate with the Authority's team to review the electronic mechanisms and assess the extent of their applicability in your entities.

خطوات تنزيل واستخدام نظام الحضور والانصراف عن بعد

Home Attendance System Installation and Usage Steps

First Step: Login to Bayanati

Under Employee Self Service, click "Work from Home – Attendance Check in and Out".

الخطوة الأولى: الدخول إلى نظام بياناتي

تحت صلاحية الخدمة الذاتية للموظف، اضغط على "العمل عن بعد – تسجيل الحضور والانصراف".



Second Step: Install the Application

You should install the application once only.

الخطوة الثانية: تنزيل التطبيق.

يجب تنزيل التطبيق مرة واحدة فقط.

Bayanati
الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

الهيئة الاتحادية للموارد البشرية الحكومية
أفضل عن بعد - تنزيل الحضور والانصراف

الاصفحة: 1.0.0.0
ملكية التطبيق: الهيئة الاتحادية للموارد البشرية الحكومية
متطلبات تشغيل التطبيق:
Microsoft .NET Framework 4.7.2 (x86 and x64) •
لتحميل متطلبات التطبيق، اضغط هنا لتحميل متطلبات التشغيل. اضغط هنا

WorkFromHome.pdf 1 / 5

خطوات تنزيل واستخدام نظام الحضور والانصراف عن بعد
Home Attendance System Installation and Usage Steps

First Step: Install the Application
الخطوة الأولى: تنزيل التطبيق

اضغط هنا لتحميل التطبيق

Using "Google Chrome" Browser, Click "Setup.exe"

باستخدام متصفح "Google Chrome"، اضغط على "Setup.exe"

Bayanati
الهيئة الاتحادية للموارد البشرية الحكومية
Federal Authority For Government Human Resources

الهيئة الاتحادية للموارد البشرية الحكومية
أفضل عن بعد - تنزيل الحضور والانصراف

الاصفحة: 1.0.0.0
ملكية التطبيق: الهيئة الاتحادية للموارد البشرية الحكومية
متطلبات تشغيل التطبيق:
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لتحميل متطلبات التطبيق، اضغط هنا لتحميل متطلبات التشغيل. اضغط هنا

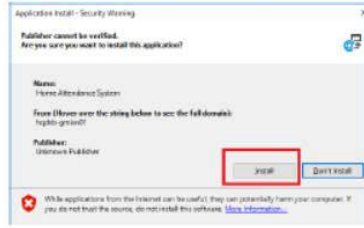
اضغط هنا لتحميل التطبيق

خطوات تنزيل واستخدام نظام الحضور والانصراف عن بعد
Home Attendance System Installation and Usage Steps

اضغط هنا لتحميل التطبيق

Click "Install".

اضغط على "Install".



If this screen pops-up, click "Allow Once".

في حال ظهور هذه الشاشة، اضغط على "Allow Once".



If this screen pops-up, please contact your Entity's Information Technology Department to allow downloading the application.

في حال ظهور هذه الشاشة، يرجى التواصل مع إدارة تقنية المعلومات في جهتكم ليتم السماح بالتنزيل.



Third Step: Open the Application

الخطوة الثالثة: تشغيل التطبيق.

If you already installed the application, you do not have to install it again. Simply open the application from your PC.

في حال تم تنزيل التطبيق مسبقاً، لا داعي من تنزيله مجدداً. يرجى فتح التطبيق مباشرة من جهاز الحاسب الآلي.

Open "Start", and Search for " العمل عن بعد - تسجيل الحضور والانصراف".

اضغط على "ابدأ"، ثم ابحث على " العمل عن بعد - تسجيل الحضور والانصراف".



Clock-In and Clock-Out using the Application.

تسجيل الدخول والخروج من خلال التطبيق.



Fourth Step: View Attendance

الخطوة الرابعة: الاطلاع على سجل الحضور

Under Employee Self Service, click "Time Attendance".

تحت صلاحية الخدمة الذاتية للموظف، اضغط على "الحضور والانصراف".



Click the month.

اضغط على الشهر.

You will be able to view the Time Attendance Details, with the Remarks.

ستتمكن من الاطلاع على تفاصيل الحضور والانصراف، بالإضافة إلى الملاحظات.

