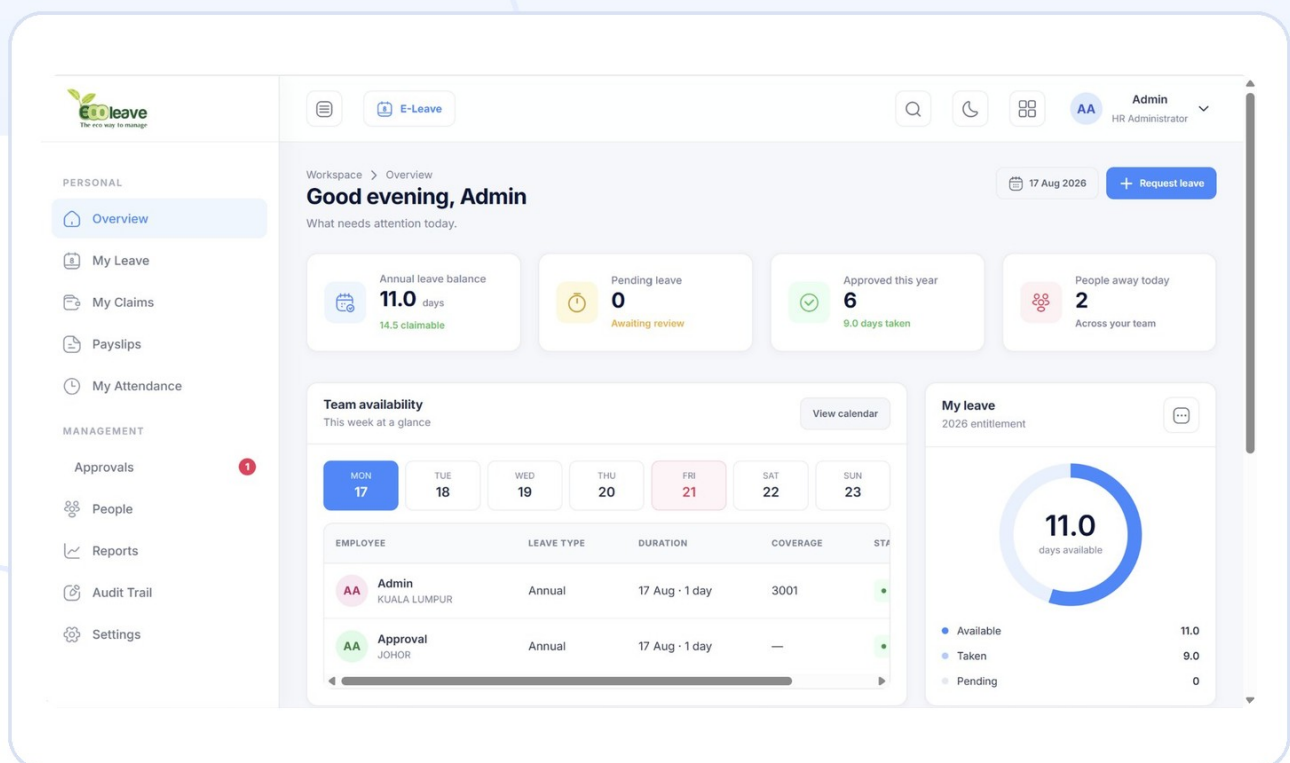


V6 to V8 Upgrade Guide

Navigation mapping, go-live preparation and task-by-task transition guidance.



About this manual

This guide helps existing Ecoleave V6 users move to the V8 interface. It explains the new workspace, maps V6 menu paths to V8, and provides preparation, validation and go-live checklists.

Item	Details
Document	Ecoleave V6 to V8 Upgrade User Guide
Edition	1.0 - 18 August 2026
Audience	Existing V6 employees, approvers, HR administrators, payroll/finance users, implementation teams and support users
Application	Ecoleave People Cloud V8
Language	English
V8 reference	https://v8.ecoleave.asia/e-leave/dashboard

IMPORTANT - Features depend on access rights

The screens in this manual use an HR Administrator example. Your menu, buttons, fields and approval stages may differ according to enabled modules, organisation policy and permission group.

NOTE - Sample information

Names, balances, dates, amounts and company information shown in screenshots are sample data. Follow your organisation's current policy and values.

V6 reference: <https://v6.ecoleave.asia/e-leave/dashboard>

Contents

Upgrade quick view	5
1. Upgrade scope and responsibilities	6
1.1 What this guide assumes	6
1.2 Roles in the upgrade	6
1.3 Before-upgrade checklist	7
2. First sign-in to V8	8
2.1 Open V8 and confirm access	8
2.2 First-day personal validation	8
3. What changed from V6 to V8	9
3.1 Workspace and navigation model	9
3.2 Terminology and status changes	9
4. V6 to V8 menu map	11
4.1 E-Leave employee and approval map	11
4.2 E-Leave HR and setup map	11
4.3 E-Claim map	12
4.4 E-Payslip and E-Attendance map	12
5. Employee task transition	13
5.1 Leave tasks	13
5.2 Claim and payslip tasks	13
5.3 Attendance and overtime tasks	14
6. Approver task transition	15
6.1 One approval inbox	15
6.2 Decision, return and apply on behalf	15
7. HR administrator transition	16
7.1 People replaces scattered employee administration	16

Contents - continued

7.2 Reports centre and Audit Trail	17
7.3 Organisation settings hub	18
8. Module configuration transition	19
8.1 E-Leave configuration map	19
8.2 E-Claim configuration map	20
8.3 E-Attendance configuration map	21
8.4 Administrator and integration map	22
9. Migration validation	23
9.1 Data and balance validation	23
9.2 Workflow, access and integration validation	23
9.3 User acceptance testing	24
10. Go-live plan	25
10.1 Cutover checklist	25
10.2 First-day support and communication	25
11. Upgrade troubleshooting	26
Glossary	27
Alphabetical index	28

Upgrade quick view

V8 retains familiar HR concepts but reorganises them into one role-based workspace.

What changes when you move from V6 to V8?

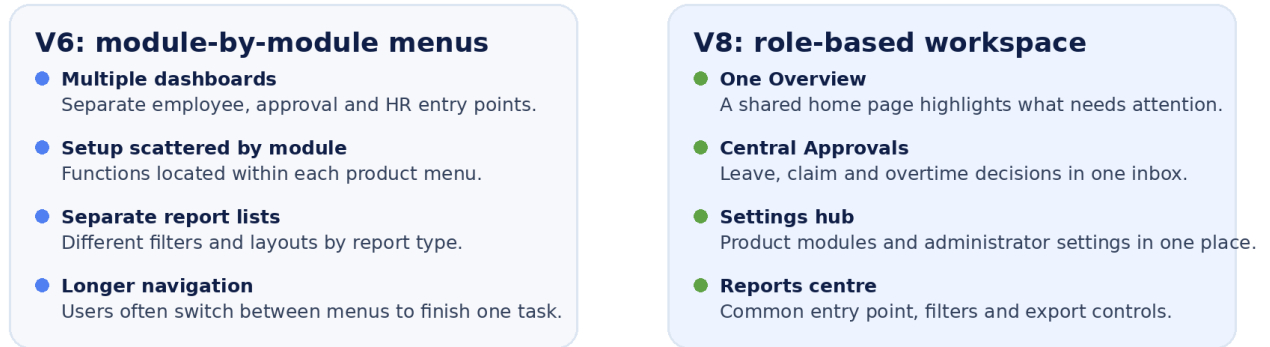


Figure 1. V6 and V8 navigation approach.

V6 to V8: the new mental model

Most data concepts remain familiar; navigation and task grouping are simplified.

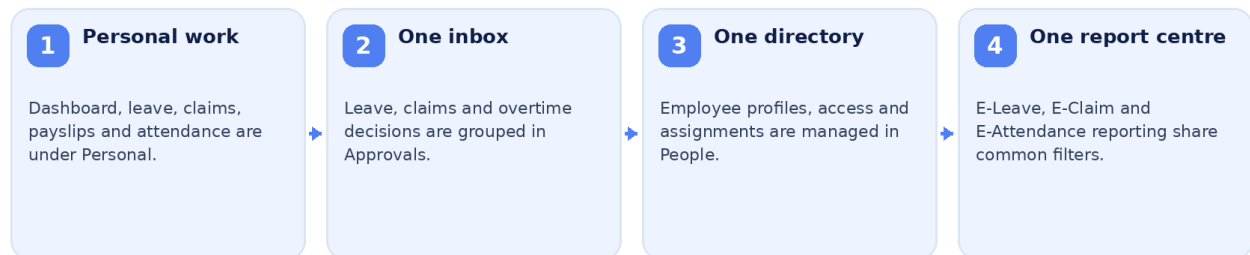


Figure 2. The V8 mental model.

Old habit in V6	New action in V8
Open separate employee, approval or HR dashboard	Start from Overview and use Personal or Management navigation.
Find leave, claim and overtime decisions in different modules	Open Approvals and choose the relevant tab.
Use several setup menus	Open Settings, then select the product module or Administrator.
Run reports from separate menu trees	Open Reports and select E-Leave, E-Claim or E-Attendance.
Search employee records in different functions	Use People as the main employee directory and assignment workspace.

IMPORTANT - Do not retire V6 too early

Keep the agreed V6 reference or rollback access until the implementation owner has signed off migrated balances, pending work, access, workflows, reports and integrations.

1. Upgrade scope and responsibilities

A successful interface upgrade requires business validation, not only a technical file or database change.

1.1 What this guide assumes

- The organisation is moving from the supplied V6 application snapshot to Ecoleave People Cloud V8.
- The implementation team has defined which historical data, configuration and integrations are included in migration.
- Users will receive the V8 URL, cutover date and support contact from the organisation.
- Existing credentials are used unless the administrator issues new credentials.
- Visible features depend on permission, enabled modules and organisation policy.

CAUTION - Migration scope must be confirmed

Do not assume every custom field, optional report, historical attachment or integration is migrated merely because the new screen exists. Validate the agreed scope.

1.2 Roles in the upgrade

Role	Main responsibility
Implementation owner	Approve scope, schedule, fallback plan and final go-live decision.
HR administrator	Validate people, leave balances, approvers, policies, reports and communication.
Payroll / finance	Validate payslips, claim processing, payment reporting and payroll imports.
Attendance administrator	Validate schedules, devices, punch rules, overtime and attendance reports.
Approver / manager	Test pending decisions, coverage, return reasons and apply-on-behalf access.
Employee tester	Test sign-in, leave, claim, payslip and attendance tasks on common devices.
Technical support	Back up, deploy, monitor logs, test email/location/integration and maintain rollback readiness.

IMPORTANT - Business sign-off

Technical deployment is not complete until the HR, payroll/finance, attendance and approval owners have validated their control totals and critical workflows.

1.3 Before-upgrade checklist

Check	Owner	Evidence
Database and application file backup completed and restoration tested.	Technical	Backup timestamp and restore test result.
V6 employee list, active status, branch, department, category and manager exported.	HR	Approved employee master export.
Leave entitlement, BF, adjustments, taken, pending and balance exported by employee/year.	HR	Signed balance control report.
Pending leave, cancellation, claim, overtime and attendance corrections listed.	HR / Finance	Open-transaction control list.
Approvers, roles and permission groups reviewed.	HR	Access matrix.
Work schedules, rosters, attendance devices and employee assignments exported.	Attendance admin	Schedule/device control report.
Claim types, rates, limits and cut-off rules documented.	Finance	Approved claim configuration list.
Email, payroll, attendance-device and backup integrations identified.	Technical / Process owner	Integration test plan.
Cutover window, transaction freeze and fallback decision time communicated.	Implementation owner	Communication record.
User acceptance test accounts and scenarios prepared.	Project team	UAT script and expected results.

2. First sign-in to V8

The first sign-in is a validation step. Do not immediately start live transactions before checking the account.

2.1 Open V8 and confirm access

V8 sign-in page: <https://v8.ecoleave.asia/e-leave/dashboard>

V6 reference page: <https://v6.ecoleave.asia/e-leave/dashboard>

- 1 Open the V8 address in a new browser tab. Keep V6 open only if the cutover plan permits reference access.
- 2 Sign in with the credential instructed by the administrator.
- 3 Confirm the company logo, company name, username and role displayed in the top-right profile area.
- 4 Open the module launcher and confirm the products assigned to the user.
- 5 Confirm the sidebar shows the expected Personal and Management menu items.
- 6 Sign out and sign in again to confirm the session works before performing business transactions.

2.2 First-day personal validation

Check in V8	Compare with V6 or approved control report
Employee number, name, email and role	Personal Info / employee master.
Branch, department and category	V6 employee setup or HR export.
Manager and leave / claim approvers	V6 approval assignment.
Leave entitlement, BF, adjustments, taken and balance	V6 yearly entitled and balance control.
Work schedule and attendance assignment	V6 attendance schedule / device assignment.
Pending leave, claim, cancellation, overtime and corrections	Open-transaction control list.
Available payslip periods	V6 E-Payslip / payroll publication list.

CAUTION - Stop on material mismatch

Do not submit a compensating leave or attendance transaction to correct migrated data. Record the mismatch and ask the migration owner to correct the source or migration result.

3. What changed from V6 to V8

The largest change is task grouping: V8 is organised by user role and common workflow rather than long module-specific menu trees.

3.1 Workspace and navigation model

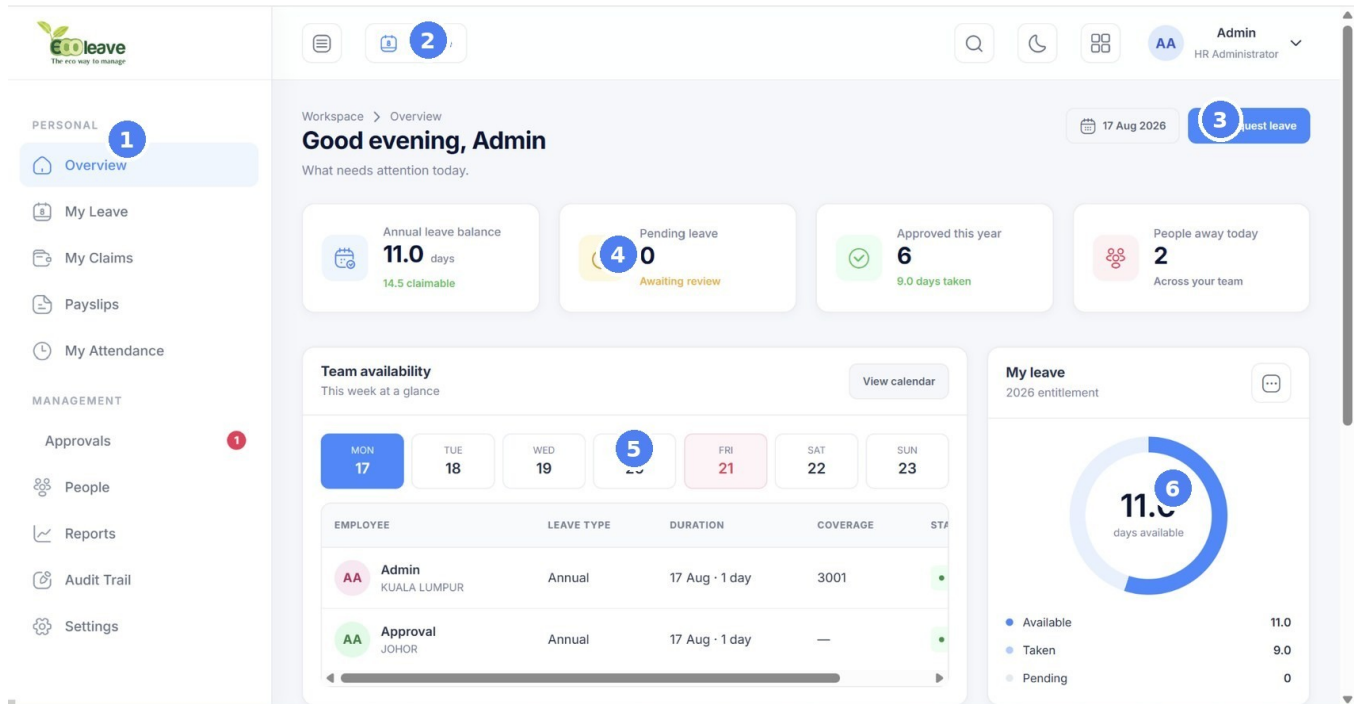


Figure 3. V8 shared workspace.

V6 characteristic	V8 replacement
Separate dashboards for employee, approval, HR and finance	Overview plus role-based sidebar and summary cards.
Module menus expand into many nested options	Personal and Management sections expose only permitted functions.
Approvals split by product	Approvals groups leave, Earn RL, claim and overtime decisions.
Setup opened from separate HR/module menus	Settings provides Company profile, Modules, Approval workflow, Notifications, Security & access and Integrations.
Reports opened from different menus	Reports centre provides a module selector and consistent filters.
Employee setup distributed across functions	People becomes the main directory and assignment workspace.

3.2 Terminology and status changes

V6 wording or behaviour	V8 wording or behaviour
Dashboard	Overview, or a module-specific personal page.
Apply / Self Leave	My Leave > Request leave.
Approve / Reject	Approval inbox > Approve or Return; rejected/returned status follows workflow configuration.
Print Report	Reports centre with PDF and Excel export.

V6 wording or behaviour	V8 wording or behaviour
Setup	Settings > Modules > relevant product.
Personal Info	Profile menu for personal view; People for authorised HR maintenance.
Multiple status screens	Status labels, filters and approval timeline in the working page.
Separate HR audit menus	Audit Trail with E-Leave, E-Claim and E-Attendance module cards.

GOOD PRACTICE - Return is not silent rejection

When returning a request, enter a clear reason so the employee knows what must be corrected. The exact final status names depend on workflow configuration.

4. V6 to V8 menu map

Use these tables during training and support. A V8 function is visible only when the user has the required permission and module.

4.1 E-Leave employee and approval map

V6 path	V8 path	Transition note
E-Leave > Employee > Dashboard	Overview	Shared home page with leave balance, pending items and team availability.
E-Leave > Employee > Personal Info	Profile menu > My profile; HR maintenance in People	Personal view and HR edit are separated by permission.
E-Leave > Employee > Apply / Self Leave	My Leave > Request leave	Full, half-day and hourly options appear when enabled.
E-Leave > Employee > View All Leaves	My Leave > leave records	Use year and status filters and open the approval timeline.
E-Leave > Employee > Yearly Entitled	My Leave > My Leave Summary	Shows BF, adjustments, entitlement, earned, taken, forfeit and balance.
E-Leave > Employee > Duty Roster	My Attendance / Settings > E-Attendance	Location depends on whether the user is viewing or administering the roster.
E-Leave > Employee > Replacement Leave > Request RL1 / RL2	My Leave > Request leave or Earn RL when enabled	RL categories are presented according to the V8 policy configuration.
E-Leave > Approval > Dashboard	Approvals	Summary cards and common pending inbox.
E-Leave > Approval > Approve/Reject	Approvals > Pending	Approve or Return with reason; use timeline and batch controls.
E-Leave > Approval > Apply On Behalf	Approvals > Apply On Behalf	Common entry for authorised acting user.
E-Leave > Approval > Print Report	Reports > E-Leave	Apply filters, then export PDF or Excel.
E-Leave > Approval > Messages	Settings > Modules > E-Leave > Send message	Available to authorised administrators.

4.2 E-Leave HR and setup map

V6 path	V8 path	Transition note
E-Leave > HR > Dashboard	Overview and People	Use Overview for attention items and People for employee administration.
E-Leave > HR > Apply on behalf	Approvals > Apply On Behalf	Same business control in the shared approval workspace.
E-Leave > HR > Setup	Settings > Modules > E-Leave Setting	Setup functions are grouped by purpose.
HR Setup > Holiday	E-Leave Setting > Add / Edit Holiday	Holiday calendar maintenance.
HR Setup > Rest Day	E-Leave Setting > Rest Day	Rest-day configuration and assignment.
HR Setup > Leave Entitle	E-Leave Setting > Leave Entitle	Entitlement rules and values.
HR Setup > Approver / Manager	E-Leave Setting > Approver / Manager	Approver mapping and manager assignment.
HR Setup > Block Dates	E-Leave Setting > Block Days	Restricted application dates.
HR Setup > Leave Control	E-Leave Setting > Leave Control	Application, duration, attachment and policy controls.
HR Setup > Employees	People and E-Leave Setting > Employee Settings	Master profile in People; leave-specific settings in module setup.

V6 path	V8 path	Transition note
HR Setup > Update Leave	E-Leave Setting > Update Leave	Authorised leave correction.
HR Setup > Department / Category / Branch	E-Leave Setting > Department, Category & Branch	Organisation classification directory.
HR Setup > Country / State	E-Leave Setting > Countries / States	Location master data.
HR > Reports and Leave Summary	Reports > E-Leave	Annual, Medical, RL, Summary, Others and Leave.
HR > Audit	Audit Trail > E-Leave	Read-only edit and deletion history.

4.3 E-Claim map

V6 path	V8 path	Transition note
E-Claim > Dashboard	My Claims	Personal claim totals, records and allowance.
E-Claim > Finance Dashboard	Approvals > Claims and Reports > E-Claim > Payment	Decision and finance reporting are separated by role.
E-Claim > E-Claim	My Claims > New claim	Dynamic fields follow the selected claim type.
E-Claim > Setup	Settings > Modules > E-Claim	Claim types, fields, presets, rates, limits, cut-off, control, notification and workflow.
E-Claim > Report	Reports > E-Claim	Summary, Category, Approval Status and Payment.
E-Claim > Summary	Reports > E-Claim > Summary	Use the shared report workspace.
E-Claim > Audit	Audit Trail > E-Claim	Read-only history.
E-Claim approval list	Approvals > Claims	Claims share the common inbox and filters.

4.4 E-Payslip and E-Attendance map

V6 path	V8 path	Transition note
E-Payslip module	Payslips	Select year/month, preview, PDF, verify and print latest where enabled.
E-Attendance > Employee Dashboard / Attendance	My Attendance	Clocking card, daily timeline, metrics and attendance log.
E-Attendance > OT Request	My Attendance > Request correction > OT Request	Shown when overtime request is enabled.
E-Attendance > Approval List	Approvals > Overtime	Common approval inbox.
E-Attendance > HR Dashboard	Overview and Reports > E-Attendance	Operational summary and detailed reporting.
E-Attendance > Setup > Schedule	Settings > Modules > E-Attendance > Schedule	Standard workday definition.
E-Attendance > Duty Roster / Weekly Duty	Settings > Modules > E-Attendance	Roster and recurring assignment controls where enabled.
E-Attendance > Device	Settings > Modules > E-Attendance > Device	Attendance source and device configuration.
E-Attendance > Attendance Control	Settings > Modules > E-Attendance > Attendance control	Grace time, exceptions, overtime and related rules.
E-Attendance reports / sheet / time card	Reports > E-Attendance	Attendance Records, Summary, Attendance Sheet, Time Card, User Movement.
E-Attendance audit	Audit Trail > E-Attendance	Read-only attendance change history.

5. Employee task transition

Use the new destination rather than trying to reproduce the V6 click path.

5.1 Leave tasks

Task	V6 habit	V8 procedure
Check balance	Open Yearly Entitled.	Open My Leave and review cards plus My Leave Summary.
Apply leave	Open Apply / Self Leave.	Select Request leave from Overview or My Leave.
Check approval	Open separate view-all or approval status page.	Find the record in My Leave and open the approval timeline.
Cancel future leave	Use V6 cancellation function.	Select the eligible future record, enter reason and track cancellation status.
Plan team leave	Use calendar/report screens.	Use Team availability or View calendar from Overview / My Leave.

IMPORTANT - Balance comparison

During the controlled parallel-check period, compare V8 BF, BF Adj, Entitle, Earn, Claimable, NPL, Taken, Forfeit and Balance with the approved V6 export.

5.2 Claim and payslip tasks

Task	V8 procedure
Submit claim	Open My Claims > New claim, select category, enter expense details/amount, attach receipt and submit.
Check claim limit	Review Monthly allowance and the reset date.
Find returned claim	Use the period selector and status label, then open the action menu.
Download payslip	Open Payslips, select year and month, preview, then choose PDF.
Report payroll issue	Provide payroll period and the specific item; do not change another HR record to compensate.

5.3 Attendance and overtime tasks

Recommended attendance punch sequence

Additional punch cycles may be available when enabled by your organisation.



Figure 4. V8 daily punch sequence.

V6 task	V8 procedure
Clock attendance	Open My Attendance and select the next movement button.
Review today	Use Today's timeline and Today's movements.
Find exception	Use Attendance log and Exceptions only.
Correct missing/incorrect punch	Select Request correction and complete date, issue, correct time, source and reason.
Request overtime	Open Request correction > OT Request when enabled; enter date, time, task/project, reason and evidence.

6. Approver task transition

V8 replaces product-specific approval pages with a single filtered inbox.

6.1 One approval inbox

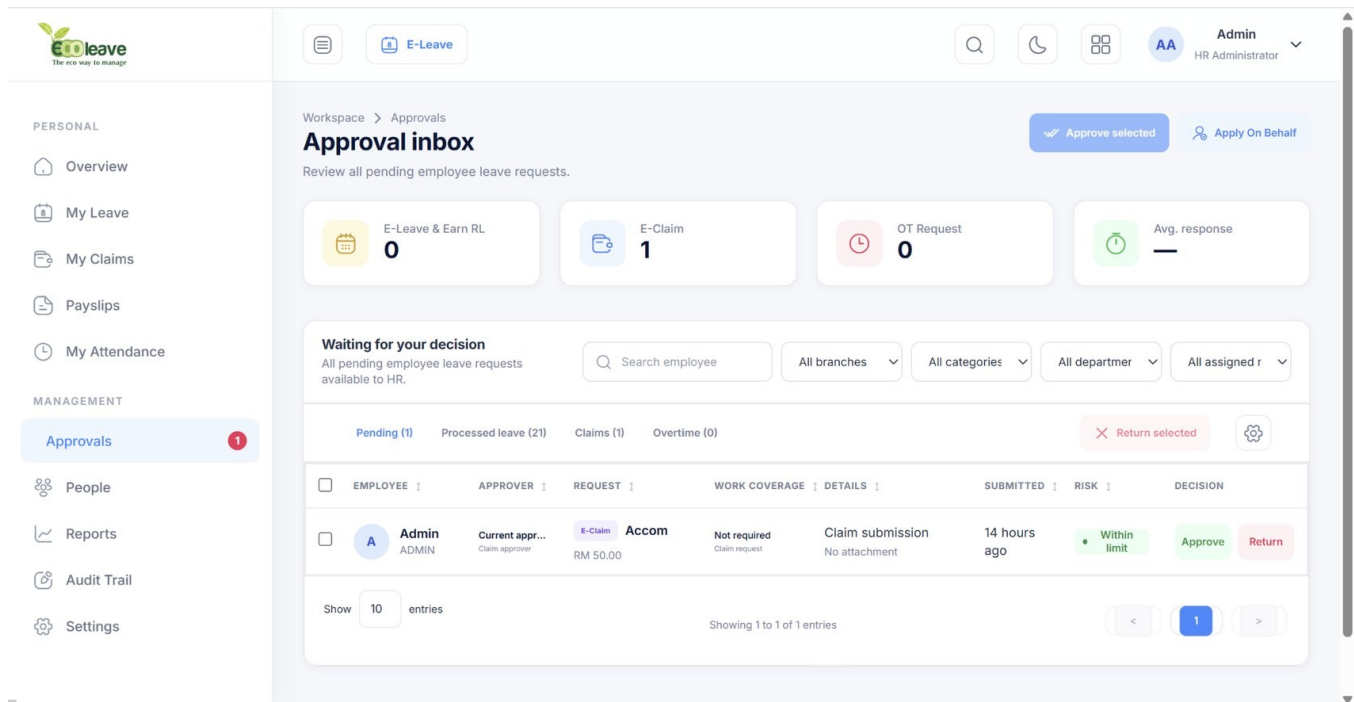


Figure 5. V8 Approval inbox.

- Use summary cards to identify pending E-Leave / Earn RL, E-Claim and OT requests.
- Filter by employee, branch, category, department and assigned request type.
- Review work coverage, details, submitted time, risk indicator, attachment and timeline.
- Use Pending, Processed leave, Claims and Overtime tabs instead of separate V6 menus.

6.2 Decision, return and apply on behalf

V6 action	V8 action	Control
Approve / Reject	Approve / Return	Return requires a clear correction reason.
Process one item	Row decision buttons	Review all detail before selecting the decision.
Process many items	Approve selected / Return selected	Select only individually reviewed eligible records.
Check completed leave	Processed leave tab	Use status and row actions for history.
Apply for employee	Apply On Behalf	Use only with authority and preserve supporting evidence.

GOOD PRACTICE - Train on status language

Managers should understand Pending, Recommended, Approved, Returned/Rejected, Cancellation pending and Cancelled before go-live.

7. HR administrator transition

HR moves from separate V6 HR menus to People, Reports, Audit Trail and Settings.

7.1 People replaces scattered employee administration

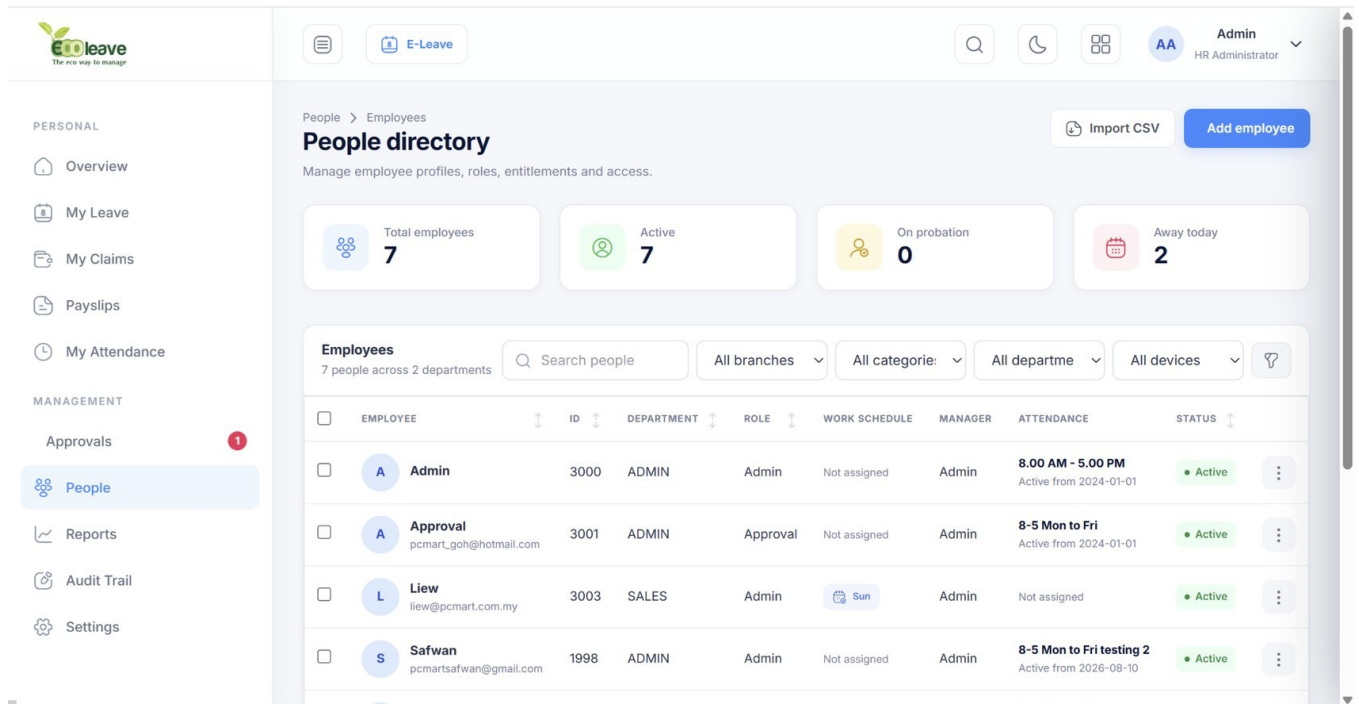
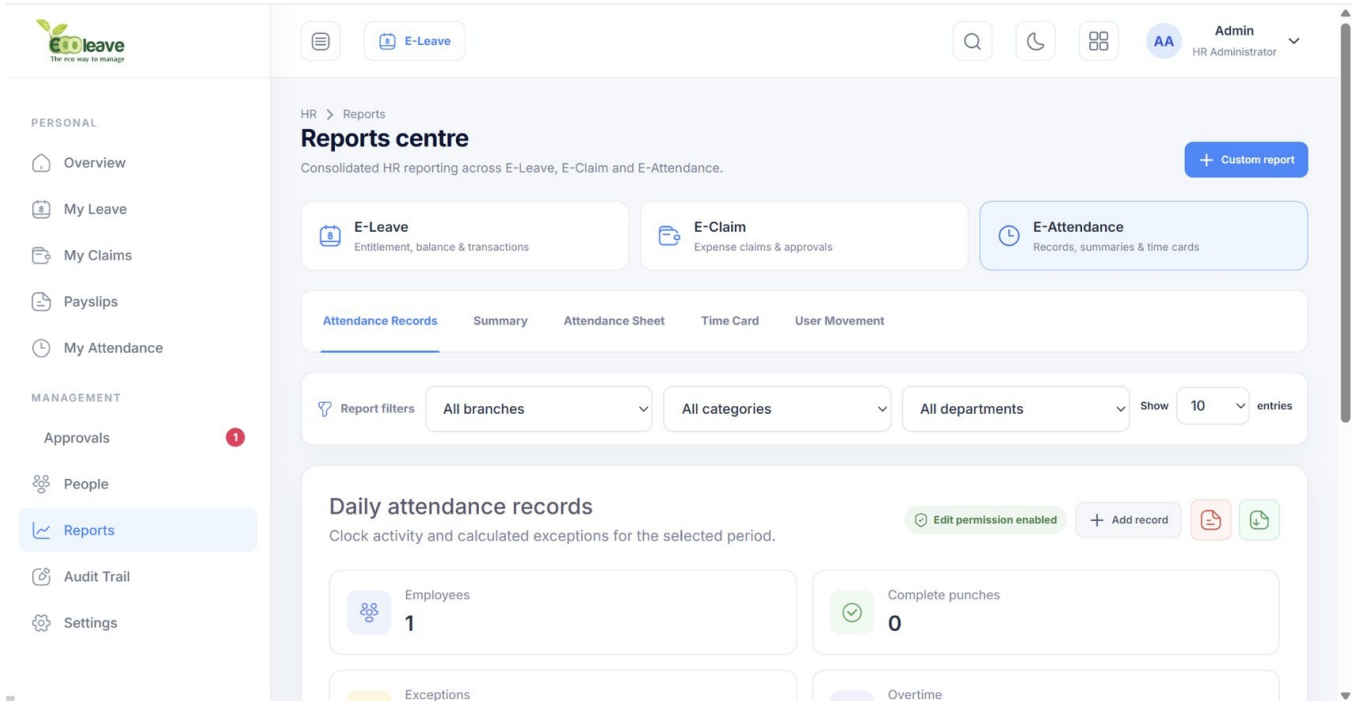


Figure 6. V8 People directory.

V6 administration	V8 location
Employee personal and employment data	People > employee action / wizard.
Branch, department, category and manager	People, with master definitions under E-Leave settings.
Add employee	People > Add employee.
Employee upload	People > Import CSV or Administrator > Employee sheet upload, according to process.
Permission and role assignment	People plus Settings > Security & access / Administrator > Roles.
Approver assignment	People employee settings and E-Leave > Approver / Manager.
Schedule / device assignment	People bulk actions and E-Attendance settings.

7.2 Reports centre and Audit Trail



The screenshot displays the Ecoleave V8 Reports centre interface. On the left, a sidebar contains a 'PERSONAL' section with links for Overview, My Leave, My Claims, Payslips, and My Attendance. Below this is a 'MANAGEMENT' section with links for Approvals, People, Reports (highlighted), Audit Trail, and Settings. The main content area is titled 'Reports centre' and shows 'E-Attendance' selected. It includes filters for branches, categories, and departments, and a 'Daily attendance records' section with a table showing 1 employee and 0 complete punches.

Figure 7. V8 Reports centre - E-Attendance example.

- Choose E-Leave, E-Claim or E-Attendance at the top of Reports centre.
- Use shared branch, category, department, employee and period filters where provided.
- Export PDF or Excel only after confirming the filter scope.
- Use Audit Trail to review edits and deletions by module, username, date, action and organisation scope.
- Do not use the audit page as a substitute for source-record correction.

7.3 Organisation settings hub

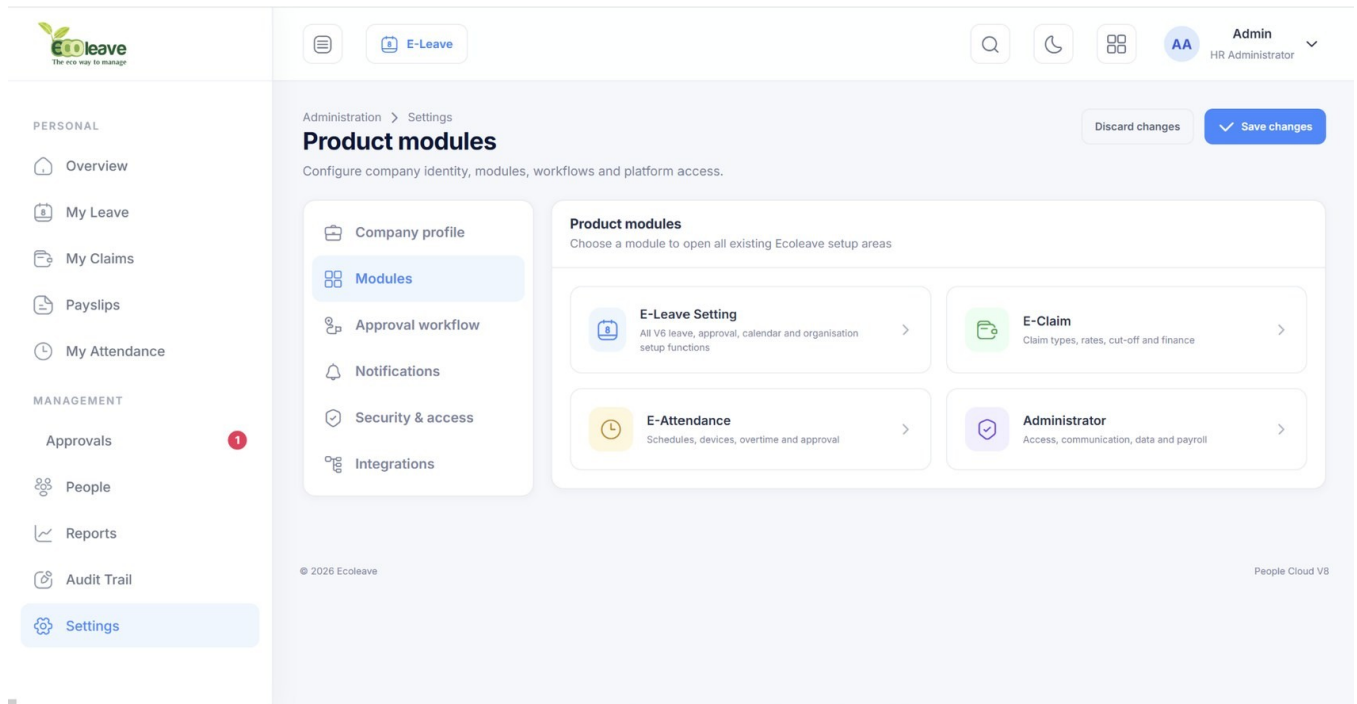


Figure 8. V8 module settings hub.

Top-level settings	What moved here
Company profile	Company identity, timezone, address and logo.
Modules	E-Leave, E-Claim, E-Attendance and Administrator setup areas.
Approval workflow	Approver mapping and current leave, claim and attendance workflows.
Notifications	Email, SMS and portal messages where enabled.
Security & access	Permission groups and user access.
Integrations	Payroll, attendance devices and data backup where configured.

8. Module configuration transition

Validate settings against the approved V6 control reports before opening the system to all users.

8.1 E-Leave configuration map

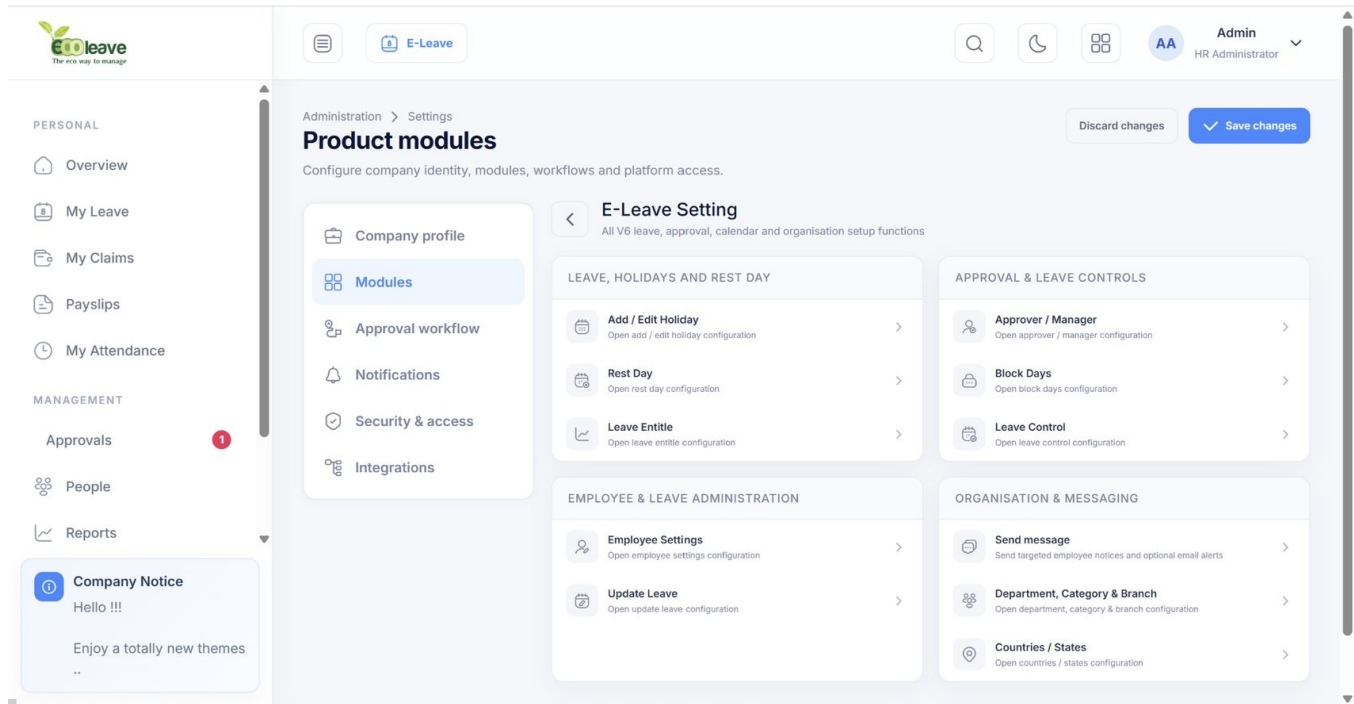


Figure 9. V8 E-Leave settings.

V8 group	Validate after migration
Add / Edit Holiday	Holiday dates, names, states/branches and active period.
Rest Day	Rest-day definitions and employee/category assignments.
Leave Entitle	Leave types, entitlement amounts, earning, carry forward and forfeiture rules.
Approver / Manager	Employee manager and every approval level.
Block Days	Restricted dates and applicable employee groups.
Leave Control	Duration options, attachment rules, cancellation, coverage and application controls.
Employee Settings / Update Leave	Leave categories, opening values and authorised corrections.
Organisation directory	Department, Category, Branch, Country and State masters.

8.2 E-Claim configuration map

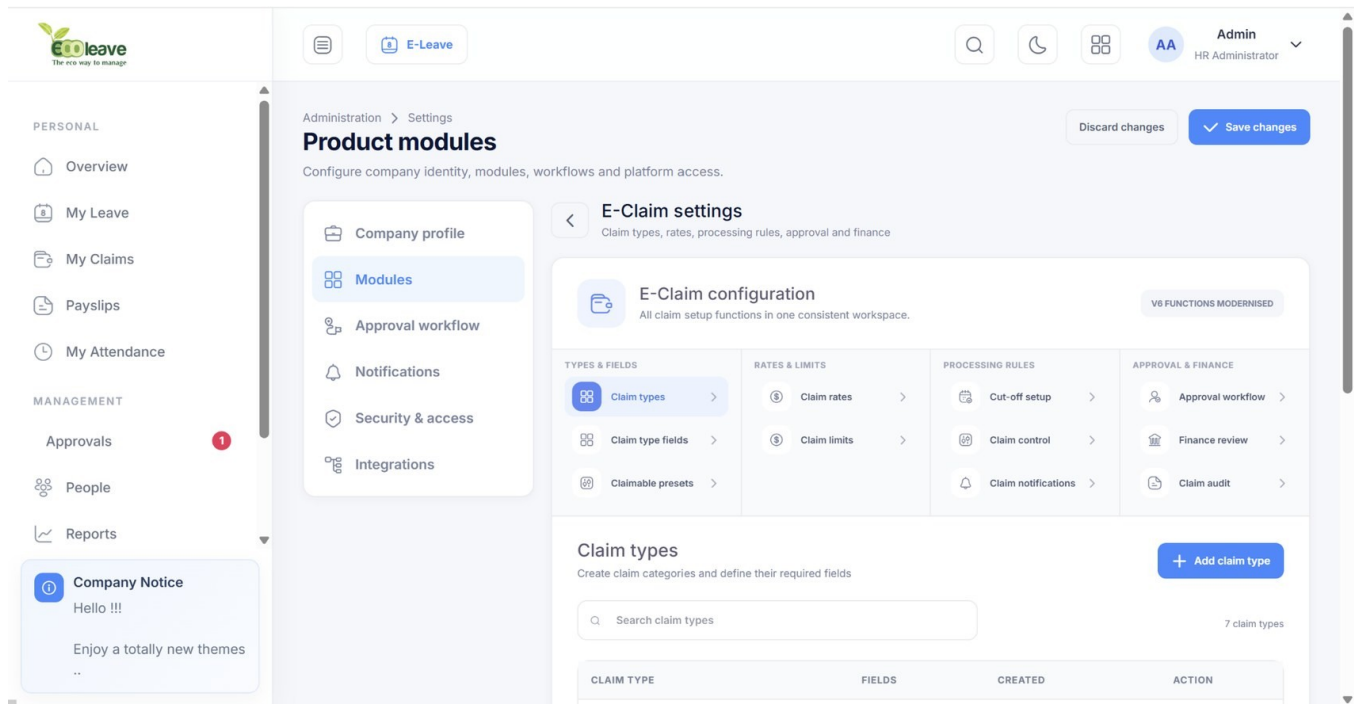


Figure 10. V8 E-Claim settings.

Area	Validate
Claim types and fields	Category names, required fields, active status and attachment requirement.
Claimable presets	Preset values or eligibility conditions.
Claim rates	Mileage or other rate values and effective dates.
Claim limits	Employee/category limits, period and reset rules.
Cut-off setup	Cut-off date, period and finance processing behaviour.
Claim control / notifications	Submission, editing, evidence and notification rules.
Approval workflow / finance review	Approver levels, finance role and final payment status.

8.3 E-Attendance configuration map

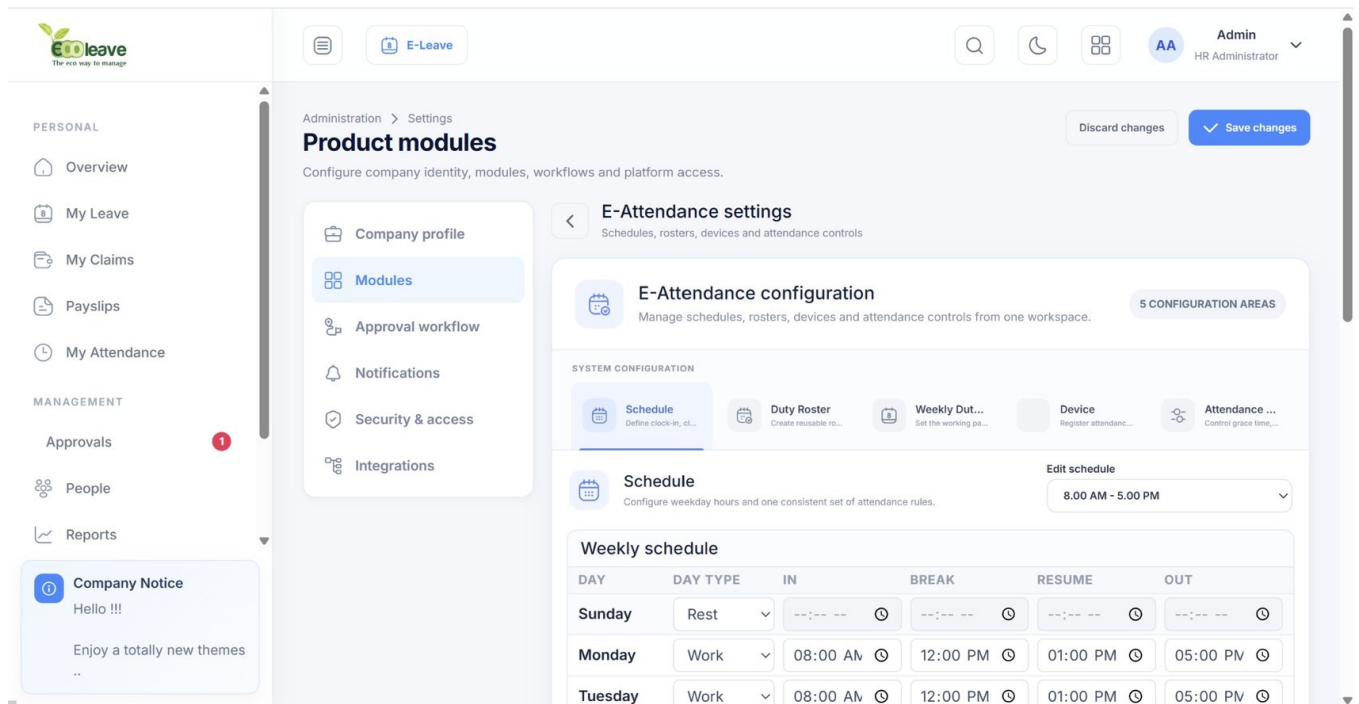


Figure 11. V8 E-Attendance settings.

Area	Validate
Schedule	Work/rest days, in, break, resume and out times.
Duty Roster / Weekly Duty	Roster patterns and employee assignments.
Device	Device/source registration, connectivity and employee association.
Attendance control	Grace time, exception, location, overtime and correction rules.
People assignment	Every active employee has the intended schedule and attendance method.

8.4 Administrator and integration map

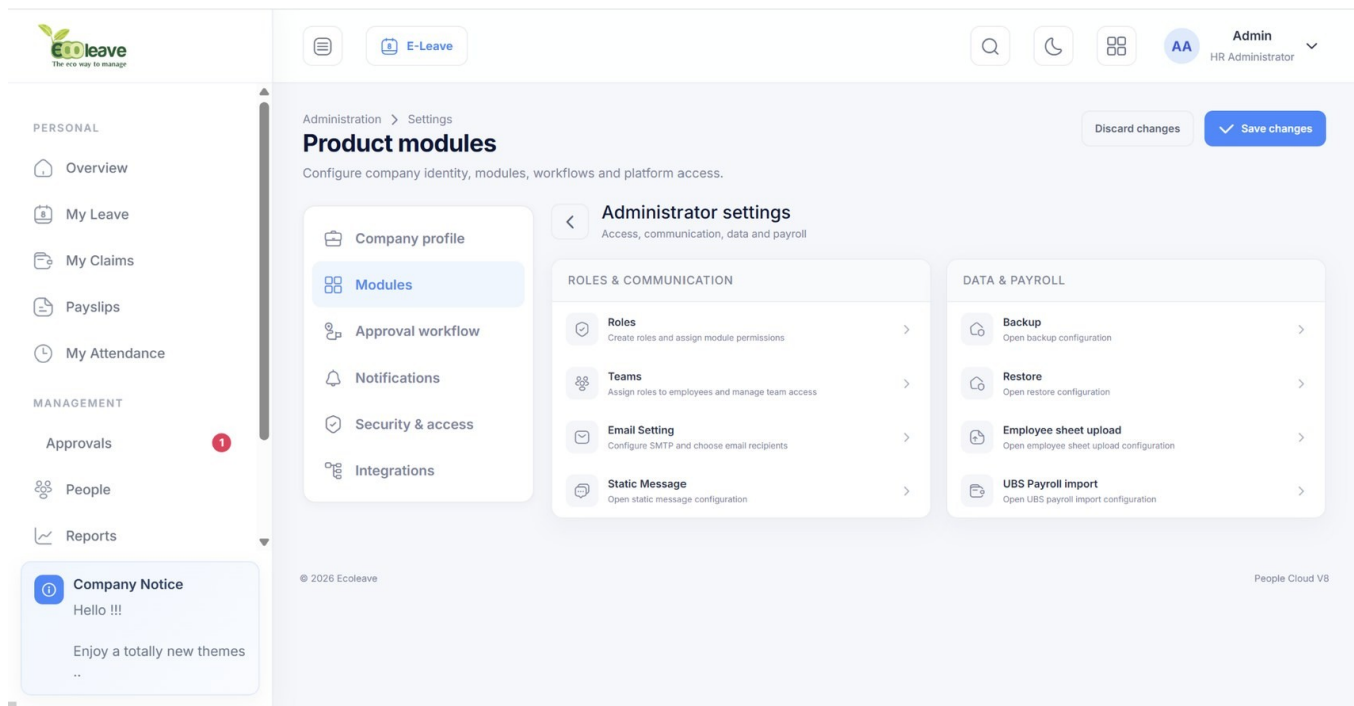


Figure 12. V8 Administrator settings.

V8 function	V6 / operational source to compare
Roles	V6 permission group and role matrix.
Teams	Manager/team assignment and access scope.
Email Setting	V6 SMTP, sender, recipient and notification test.
Static Message	Existing company notice or communication text.
Backup / Restore	Documented backup path, retention and restore procedure.
Employee sheet upload	Approved template, field mapping and duplicate-handling rule.
UBS Payroll import	Payroll company, period, mapping and test import result.
Integrations	SQL Payroll, UBS Payroll, attendance devices and storage/backup links as configured.

9. Migration validation

Use controlled reports and samples. A screen that opens successfully does not prove that all migrated values are correct.

9.1 Data and balance validation

Control	Recommended comparison
Employee totals	Total, active, inactive/deleted, probation, branch, category and department.
Employee samples	At least one user per role, branch, category, schedule and approval workflow.
Leave balances	BF, BF Adj, Entitle, Earn, Claimable, NPL, Taken, Forfeit and Balance by leave type/year.
Leave history	Approved, pending, rejected/returned, cancelled and cancellation-pending records.
Claim history	Category, date, amount, status, receipt link, approver and payment status.
Payslips	Published periods and sample employee PDF output.
Attendance	Schedule, punch source, daily movements, calculated hours, exception and overtime.
Attachments	Sample leave/claim evidence opens only for authorised users.

9.2 Workflow, access and integration validation

Test	Pass condition
Employee permission	Only assigned Personal functions are visible; no HR administration access.
Approver permission	Assigned requests appear in Approvals; unrelated employees are not exposed.
HR permission	People, Reports, Audit and authorised Settings actions operate as approved.
Leave workflow	Request reaches the intended approver levels and updates balance/status correctly.
Claim workflow	Claim reaches manager/finance, respects limit/cut-off and preserves receipt.
Attendance workflow	Punch, correction and overtime follow schedule/location/approval rules.
Email notification	Expected recipient receives a correctly branded message from the approved sender.
Payroll / device integration	Test transaction or import matches control totals and logs errors clearly.
Backup / restore	A test backup is created and restoration procedure is confirmed outside production.

9.3 User acceptance testing

- 1 Prepare test accounts representing employee, approver, HR, finance/payroll and attendance administrator roles.
- 2 Run one normal and one exception scenario for each enabled module.
- 3 Record expected and actual result, screenshot, user, time and data used.
- 4 Classify issues as blocking, high, normal or cosmetic and assign an owner.
- 5 Retest corrections and obtain business owner sign-off before production cutover.

Minimum UAT scenario	Expected result
Submit and approve full-day leave	Correct approver, status, balance, calendar and report.
Return a leave request	Reason visible and employee can correct/resubmit as designed.
Submit claim with receipt	Limit, cut-off, workflow, document and report correct.
Clock full workday	Movements and calculated hours match schedule.
Submit attendance correction / OT	Correct approval tab and final attendance result.
Add or edit employee	Directory, access, approver and schedule assignment correct.
Export each report module	Filters and totals match approved control.

10. Go-live plan

Control the transition with a clear freeze, final reconciliation, communication and rollback decision point.

10.1 Cutover checklist

Sequence	Action	Complete
1	Announce V6 transaction freeze and support contact.	[]
2	Take final V6 database and application backup.	[]
3	Export final employee, balance and open-transaction controls.	[]
4	Run migration / deployment according to approved procedure.	[]
5	Clear application cache and confirm V8 URL / SSL.	[]
6	Run technical smoke test: login, database, files, email, location and integrations.	[]
7	Run business reconciliation and priority UAT scenarios.	[]
8	Resolve blockers or invoke rollback before the decision deadline.	[]
9	Release V8 access and distribute quick-start instructions.	[]
10	Monitor first-day submissions, approvals, errors and support tickets.	[]

10.2 First-day support and communication

- Tell users the V8 URL, sign-in method, supported browser and where to obtain password help.
- Explain the five main destinations: Overview, Personal tasks, Approvals, People and Reports/Settings.
- Provide a specific channel for data mismatches and a separate channel for “how to use” questions.
- Ask users not to create duplicate transactions when a screen is slow.
- Publish known issues and workarounds with owner and target resolution time.
- Keep an incident log of user, time, URL, request number, impact, screenshot and resolution.

GOOD PRACTICE - Recommended training order

Train HR and support first, then approvers, then employees. Approvers and support must be ready before employees submit live requests.

11. Upgrade troubleshooting

Treat migration mismatches differently from ordinary user-interface questions.

Issue	Immediate check	Correct response
User cannot sign in	Correct V8 URL, username, password policy, account status.	Reset or correct access; never ask for the user's password.
Menu missing	Role, permission group, enabled module and session cache.	Correct permission, sign out/in and retest.
Wrong employee details	People profile and migration source row.	Correct controlled master data and record the change.
Leave balance mismatch	Compare all balance components and pending records.	Reconcile migration; do not submit artificial leave.
Pending request missing	Open-transaction extract, employee ID and status mapping.	Restore/migrate the record or follow approved cutover procedure.
Claim receipt missing	Attachment migration path, permission and file existence.	Restore securely; do not expose files by relaxing access.
Attendance hours differ	Schedule, timezone, punch source and grace rules.	Correct configuration or migration, then rebuild authorised summary if required.
Email not sent	SMTP, sender, recipient, queue/log and spam folder.	Correct email configuration and retest with a controlled account.
Payroll/device sync fails	Endpoint, credentials, mapping, firewall, log and effective period.	Use integration owner and rollback/queue procedure.
Old V6 page bookmarked	Browser bookmark and communication.	Replace bookmark with V8 URL after sign-off.

Escalation record

- Company, user and role - never include password.
- V6 and V8 employee/request identifiers involved.
- Exact URL, module, date and time.
- Expected value from the approved V6 control report.
- Actual V8 value and full screenshot.
- Whether the issue is reproducible and how many users are affected.
- Any temporary workaround already approved.

Glossary

Upgrade terms used in this guide.

Term	Meaning
Control report	Approved export used as the expected source for migration reconciliation.
Cutover	Controlled switch from V6 transaction processing to V8.
Fallback / rollback	Approved method to return to the previous state if go-live criteria fail.
Freeze	Period when users stop entering transactions in V6 before final migration.
Migration mismatch	Difference between approved V6 source/control and V8 result.
Parallel check	Temporary comparison of V6 and V8 without uncontrolled duplicate entry.
Permission group	Set of functions and actions assigned to a user role.
Reconciliation	Comparison and explanation of totals and detailed records.
Smoke test	Small set of critical technical checks immediately after deployment.
UAT	User acceptance testing by business representatives.

Alphabetical index

Use this subject index to locate common tasks and terms quickly. Page references point to the first detailed explanation.

Topic	Page	Topic	Page
Access matrix	7	Integration validation	23
Administrator settings	22	Leave balance mismatch	26
Approval inbox	15	Menu mapping	11
Apply on behalf	15	Migration scope	6
Attendance control	21	Module launcher	8
Attendance device	21	Open transactions	7
Audit Trail	17	Overtime mapping	12
Backup	7	Payslip mapping	12
Balance reconciliation	23	People directory	16
Block Days	19	Permission group	23
Claim cut-off	20	Reports centre	17
Claim limits	20	Rest Day	19
Control report	7	Roles	22
Cutover	25	Schedule	21
Data validation	23	Sign-off	24
Employee import	16	Smoke test	25
Employee profile	8	Support escalation	26
Entitlement	23	Timezone	23
Fallback / rollback	25	Transaction freeze	25
Finance Dashboard mapping	12	UAT	24
First sign-in	8	V6 URL	8
Freeze	25	V8 URL	8
Go-live communication	25	Workflow validation	23
Holiday setup	19		