**TCD Problem Report Template:**

Reboot the TCD:

Reboot by holding down the power button for 10 seconds.

If the problem still occurs after a reboot, describe the problem in as much detail as possible.

Date (and approximate time):

TCD Number, Serial Number, and IP Address:

Employee ID and Name:

Event which triggered the problem: (such as punch in, meal, out, exception user, or enroll)

Brief description of the problem including the “error” messages shown on the TCD: