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Step 1: Assign user group belong to HR.

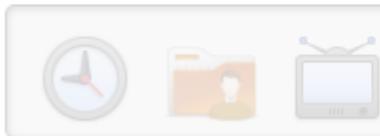
Welcome **flexi**, UserGroup: **ADMIN**, RouteID: -,  Already Registered? 
[My Account](#) | [Change Password](#) | [Change Email](#) | [Logout](#)

Check User Group

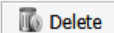


Home	e-Employee	e-Attendance	e-OT	e-Leave	e-Appraisal
Configuration	User Account	Access Page	Database	Route Setting	Supervisor

- User Group Page
- User Group Page Edit
- Access Page Checklist
- Mobile Access Page
- Custom Field Access



Group List

 Add
  Delete

Page 1 of 1 (6 items) < [1] >

#	User Group ID	User Group	Remark	Is HR Group?	
Edit 	ADMIN	ADMIN NAME		☒	
Edit 	NOACCESS	NOACCESS		☐	
Edit 	NORMAL	NORMAL	NORMAL	☐	
Edit 	ROOT	ROOT	ROOT	☐	
Edit 	SUPERVISOR	SUPERVISOR	SUPERVISOR	☐	
Edit 	VIEW	VIEW	For viewing their own records only	☐	

 http://localhost/eStaff/Admin/GroupEdit.aspx

Group Setup

User Group ID:

Name:

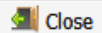
Remark:

Is HR Group? ☒

Is Install Activate? ☐

eAppraisal/ Allow View All Questions? ☐

Exclude Leave Code: (Example: ADV,ABS)

 Update
  Close

Step 2: Configure web.config

Go to eStaff folder, open web.config using notepad, and add below line under <appSettings>

```
<!-- Appender -->
<root>
  <level value="ALL"/>
  <appender-ref ref="ADONetAppender"/>
  <!--<appender-ref ref="FileAppender" />-->
</root>
</log4net>
<appSettings>
  <!-- ***** Encryption Key ***** -->
  <add key="encryptionKey" value="flexi"/>
  <add key="log4net.Internal.Debug" value="true"/>
  <add key="CallServiceTimeoutMinutes" value="240"/>
  <add key="FolderPath" value="C:\Users\yttan\OneDrive\Desktop\eStaff\AttachFile\OT\"/>
  <add key="FolderPathSCode" value="C:\Users\yttan\OneDrive\Desktop\eStaff\AttachFile\ShiftCode\"/>
  <add key="FolderPathAdmin" value="C:\Users\yttan\OneDrive\Desktop\eStaff\"/>
</appSettings>
```

```
<add key="CallServiceTimeoutMinutes" value="240"/>
```

The value ***"240"** is in **minutes** unit. Meaning if CallService services is not trigger over 240/60 -> **4 Hours**, the system alert message will display on notification page when HR login to the ESS system. Customer can change this value according to their request.

* Notes: If above line is not added into web.config, system will default 4 hours automatically.

Sample of system alert message

Option 1: Both CallService (Email) & (iFlexiHRMS) not trigger as scheduled:

 http://localhost/eStaff/Home.aspx



Welcome flexi , UserGroup: **ADMIN** , RouteID: - ,  Already Registered? 
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Welcome To e-Staff System

 [Leave Employees](#)

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System Alert: CallService (Email) and CallService (iFlexiHRMS) have not been triggered as scheduled. Last Successful Run - Email: 30/07/2026 15:14:09, iFlexiHRMS: 30/07/2026 15:14:09. Please verify that both services are running and resolve the issue as soon as possible.
 [12 Approval OT Code Not Match.](#)

Option 2: CallService (Email) not trigger as scheduled:

 http://localhost/eStaff/Home.aspx



Welcome flexi , UserGroup: **ADMIN** , RouteID: - ,  Already Registered? 
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System Alert: CallService (Email) have not been triggered as scheduled. Last Successful Run - Email: 30/07/2026 15:14:09. Please verify the service is running and resolve the issue as soon as possible.

▶ [12 Approval OT Code Not Match.](#)

Option 3: CallService (iFlexiHRMS) not trigger as scheduled:

http://localhost/eStaff/Home.aspx

iFLEXiHRMS

Welcome **flexi** , UserGroup: **ADMIN** , RouteID: - ,  Already Registered? 

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System Alert: CallService (iFlexiHRMS) have not been triggered as scheduled. Last Successful Run - iFlexiHRMS: 30/07/2026 15:14:09. Please verify the service is running and resolve the issue as soon as possible.

 [12 Approval OT Code Not Match.](#)

This feature is available in ESS System version 1.0.49.4 and later.