



Sustainable Water Services Industry

Frequently Asked Questions (FAQs) – i-HADIR (PAAB Attendance System)

Frequently Asked Questions (FAQ) i-HADIR System

1. I cannot log in to I-HADIR / My password is incorrect.

Your I-HADIR password is the same as your laptop password. Please ensure that the **Caps Lock** key is not enabled and that you are entering the correct password.

If the issue persists, you may reset your password through the following website:

[PAAB Self-Service Portal](#)

2. I did not receive the OTP (One-Time Password) during login.

The OTP email is sent from **no-reply@paab.my**. Please check your PAAB email inbox as well as your **Junk/Spam** folder in case the email was filtered or blocked.

To reduce the frequency of OTP requests, you may tick the "**Trust Browser**" option during login.

3. I cannot check in or check out while working from home (WFH) because location access is disabled.

Please ensure that **Location Services** are enabled on both your browser and device (laptop/mobile phone).

For detailed instructions, please refer to the **I-HADIR User Manual** available on the I-HADIR website.

4. My location does not display the exact or real-time location.

Please try logging out and logging in I-HADIR again.

The location displayed in I-HADIR is based on GPS data and may have an accuracy variance of up to approximately **1,000 metres**. This is considered normal and acceptable for attendance purposes.

5. I forgot to check in or check out while working from home (WFH).

You will receive an email notification requesting you to provide remarks for the affected date.

Please enter the appropriate remarks explaining the reason for the missed check-in or check-out.

6. I checked in at the office and later attended a meeting (e.g., in Putrajaya) under Local Travelling. I performed an online check-in and check-out at the meeting location. My office working hours are 5 hours and my working hours at the meeting location are 4 hours, making a total of 9 working hours. However, I still received an email notification for early out and insufficient working hours.

The system calculates and records Work in Office (WIO) and Work from Home (WFH)/Local Travelling working hours separately. Although your combined working hours meet the minimum required working hours for the day, the system will only consider your office working hours when assessing WIO attendance compliance.

As your office attendance record reflects only 5 hours, the system will automatically generate email notifications for early out and insufficient working hours under the WIO category.

In such cases, simply provide remarks stating that you attended an official meeting or work assignment under Local Travelling (e.g., in Putrajaya) on that day.

7. I attended the office as usual, but I received an email indicating an early out or missing check-in/check-out record.

This situation is commonly caused when an employee does not successfully complete the facial recognition scan upon entering or leaving the office.

When scanning your face at the attendance device, please ensure that your **name is displayed on the screen** to confirm that the scan has been successfully recorded.

If you receive an email notification, please submit remarks in the system indicating your actual check-in and check-out times for verification purposes.

Note: If you continue to experience issues with the I-HADIR system after following the steps above, please contact the Human Resources Department for further assistance.