

# Names are duplicated on the Attendance Marking Sheet

## Problem

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Names are duplicated on the Attendance Marking Sheet.





**Products affected:** Attendance

**Versions affected:** Any

## Solution

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To resolve this, clear the user directories.

1. Open the **ACS Utility Manager**.
  - a.) **Windows 7:** On your Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Click **All Programs > ACS Technologies > ACS Tools > Utility Manager**. The ACS Technologies - Utility Manager window displays.
  - b.) **Windows 8.1:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start screen displays. Click the arrow button . The Apps view displays. In the ACS Technologies section, click **Utility Manager**. The ACS Technologies - Utility Manager window displays.
  - c.) **Windows 10:** On the Windows desktop, click the Start button  in the lower-left corner of the screen. The Start menu displays. Scroll to the ACS Technologies section, and click **Utility Manager**.  
[Link](#)
2. Click **Clear User Directories**.
3. When the confirmation message displays, click **Yes**.
4. Select the desired user name, then click **Remove All Listed Files**.
5. Click **Exit**.