DAR App Version 2.5.0.19 - Frequently Asked Questions

1. **Are all users required to install the DAR App version 2.5.0.19?**
   Yes, all users are required to install and use DAR App version 2.5.0.19. The new version enhances the cyber security and protects users from cyber-attacks.

   The old version of the DAR App will be obsoleted in due course. By then, DARs stored in the old version of the DAR App cannot be synchronized with the CIC Cloud.

2. **I have some workers' daily attendance records (DARs) stored in the DAR App. Will such data be transferred to the DAR App version 2.5.0.19 after installation of the new version?**
   The DAR stored in the old version of the DAR App cannot be transferred to the new version. Before installation of the new version, users must synchronize all DARs with the CIC cloud.

   To ensure that all DARs have been synchronized with the CIC cloud, users should log onto the Construction Workers Registration Gateway (CWRG) to check the completeness of the DARs. If there are any missing DARs in the CWRG, users may synchronize the DARs again or manually input the DARs in the CWRG.

3. **What should I do before and after installing the new version of the DAR App?**
   The major steps of the installation of the DAR App version 2.5.0.19 are outlines as below for ease of reference:
   (i)   Synchronize all the DARs with the CIC Cloud;
   (ii) Check the completeness of DARs in the CWRG and synchronize again or manually input DARs in CWRG if there are any missing DARs;
   (iii) Uninstall the existing version of DAR App;
   (iv) Log onto the CWRG;

(v) Download the DAR App version 2.5.0.19 from the CWRG into the electronic card reading device;

(vi) Install the DAR App version 2.5.0.19;

(vii) Log onto the DAR App;

(viii) Input the existing device name. If a new device is used, please input a new name;

(ix) Select the appropriate contracts from the drop-down list of registered contracts;

(x) Click "Register" to register the selected contract and synchronize the data (the original Good List and Bad List of that contract will be automatically transferred to the new version of the DAR App);

(xi) After the data synchronization is completed, click "Data Synchronization" to check if "Last DAR Sync. Time" is correct.

After completing the above steps, users can use the new version of the DAR App to capture the DARs of workers and maintain/update the Good List as usual.

4. **What are the new features of CIC DAR App version 2.5.0.19?**

The new features include enhancement of cyber security, uploading device log by providing Open-Time Password (OTP) to users by CWRS Helpdesk when necessary and notifying users of the update of DAR App version.

5. **What is the purpose of the device log?**

If a user encounters problems when using the DAR App, he/she may provide the screen capture(s)/video(s) and email to CWRS Helpdesk at cwrs_helpdesk@cic.hk or contact CWRS Helpdesk at 2100 9863 for assistance. CWRS Helpdesk may request for the device log for follow-up and will provide the user with a 5-digit One-Time Password (OTP) for uploading the log to the CIC via DAR App.

6. **If an electronic card reading device has been deactivated, what should I do?**

If the electronic card reading device with Android 12 or earlier version has been deactivated, you should deregister the device by detaching the device from the contract via the DAR App or CWRG. For details, please refer to the User Manual of the Construction Workers Registration System. If you are using more than one Android 13 device for a contract, please do not deregister any Android 13 device until the contract ends.

7. **If I have questions when installing the new version of DAR App, what shall I do?**

   Please provide screen capture(s) of the issue and email to CWRS Helpdesk at cwrs_helpdesk@cic.hk. Users may also call its hotline at 2100 9863.

   If the card reading device you are using is integrated with your other system such as biometric system, please reach out to your system provider for initial assistance.