

What is the "Needs Review" column on my employees' pending entries?

The **Needs Review** column notifies you that the punch needs review or needs action taken before you can approve the punch entry.

- There are two icons that can appear in this column - the **red eye icon** and the **gray question mark icon**.
- If the criteria for both icons are met for the punch entry, only the red eye icon will appear.

The **red eye icon** means the supervisor/employer must review or take action on the punch entry

Examples of this include:

- Verification of the client's signature is required for EVV
- Geofencing failed (the employee was not clocking in from an approved location)
- Schedule variation (actual time worked is outside the acceptable deviation from the schedule)
- Client facial recognition failed (the picture taken at the time of service did not match the picture on file in DCI)

The **gray question mark icon** means the punch entry is waiting on action from someone else or from a system process but can be approved

Examples of this include:

- The punch is awaiting client portal sign-off

Related articles

- [What is the "Needs Review" column on my employees' pending entries?](#)
- [Managing Entries - Guide](#)
- [Status - Quick Reference](#)
- [Mobile App - Supervisor or Employer - Manage Entries](#)
- [Pending Entries - Supervisor/Employer](#)