

Kronos - Unable to Request PTO-Kronos Logon

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ADEX-ENT Kronos Unable to request PTO/Kronos Login

Document Name

Unable to Request PTO/Kronos Login

Author(s)

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Document Purpose

This script is for hourly employees who want to either:

- View their time card - or –
- Submit a PTO request using a computer (EG: FMC4ME Homepage/Kronos link)

Overview

If the user is stating the following:

- They cannot login to Kronos (error message or locked out)

Required Information

1. Caller name –
2. Contact number
3. E-Mail address
4. Issue – (Access to Kronos at computer)
5. Reason for request
6. Hourly or Salary
7. Job Title
8. Work location (actual state/location)
9. Any recent HR change (EG: promotion, new-hire, demotion)

Other Information

Process

1. Is the employee requesting to access Kronos to request PTO and is an hourly employee?

a. Is the employee attempting to log into Kronos for the first time?

b. Does the employee currently punch on a timeclock?

2. If yes to either a or b, refer to the following resolution notes:

Not all employees are eligible to hold the same Kronos licensing. The caller may be out of scope to receive Kronos licensing for logging on at a computer or mobile device. No Kronos license will be provisioned to the caller.

Hourly employees are required to punch a timeclock or use the Teletime IP 877# to call in punches by phone if traveling. Hourly employees may select the "View Timecard" function key on any timeclock, then tap the day to view the punches they want to verify.

1. If the employee missed a punch, they should submit a manual timesheet adjustment form to your supervisor to request punch corrections or non-productive pay codes to be edited on your timecard other than PTO-S

2. If the User is an hourly employee with the Kronos display profile that allows employees to request PTO at the timeclock

a. Hourly employees must use the "Request Time Off" function key on the clinic's timeclock

There are quick-reference job aids for Kronos 8 posted on the FMC Employee Hub page, which Kronos Users and employees may resource at will. From Home page, go to > IT Support & Help Desk > IT Systems Library > scroll down to General Systems/Equipment > Kronos Workforce

Instructions for punching using 2 different models of timeclocks (4500 and Intouch), and for calling the Teletime IP 877# are found on the site. Employees should check with their supervisor for authorization before using Teletime IP.

Also included are PTO Request Posters with instructions how to use the 2 different models of timeclocks (4500 and Intouch) to submit PTO requests.

These instruction sheets are in pdf, and may be printed and posted by the timeclock or carried as needed.