ADEX-ENT Kronos Hourly VS Salary and Login Issue

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Document Name

Hourly VS Salary

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Document Purpose

The purpose of this document is to assist in deciphering who should have a Kronos license to punch at a computer, and who should punch at a time clock

Overview

If the user/caller is stating the following:

1. I cannot log in to Kronos

2. I get an error message when attempting to log into Kronos (EG: wrong User ID or password)

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

Note 1: There are many varying ways in which a user will express the inability to access Kronos; listening for those clues is key to resolving this issue at L1

Note 2: Please verify whether the user has an active e-Access request for the Kronos employee license. If the employee does NOT have an e-Access request in, the employee may not be eligible for a Kronos license. (refer back to Hourly VS Salary)

Process

1. Caller cannot log into Kronos:

Are you an hourly or salary employee? (Note: some users may not understand this question; to clarify, do you punch in when working?)

Hourly employee:

Do you normally log into Kronos or do you normally punch at a time clock?

If the user normally punches at a time clock then they are out of scope for a Kronos license and will not be granted one.

Hourly employees are required to punch a timeclock or use the Teletime IP 877# to call in punches by phone if traveling.

Check with your manager before using the Teletime option.

Hourly employees may select the "View Timecard" function key on any timeclock, then tap the day to view the punches they want to verify.

• Submit a manual timesheet adjustment form to your supervisor to request punch corrections or non-productive pay codes to be edited on your timecard.

· For Hourly employees with the Kronos display profile that allows employees to request PTO at the timeclock

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 Employee Hub home page, which Kronos Users and employees may resource at will.

From the Employee Hub, scroll down to: IT Support & Help Desk > IT Systems Library > General Systems/Equipment > Kronos Workforce > Under the Posters section are:

• Instructions for punching using 2 different models of timeclocks (4500 and Intouch), and for calling the Teletime IP 877# are found on the site. Check with your 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.

Salary Employees:

Salaried employees are paid what is scheduled in Peoplesoft regardless of whether the Kronos timecard is completed or left blank.

• Only non-productive pay codes (PTO, ESL, etc..) on salaried employee timecards are sent to Payroll on the timecard data import for processing pay.

• REG time does not appear on the Kronos timecard but is set for payment through Payroll.

Follow up with Payroll if you still have any question about your paycheck.

• Payroll Supervisors and Coordinators can be reached at 1-888-FMC-PAY1 (1-888-362-7291), then follow the prompts.

2. Error message when attempting to log in to Kronos (via a computer)

Do you normally log into Kronos via a computer?

Yes, what is the error message? Can you provide a screenshot of the error message?

Are you logged into the Hub Homepage (this is necessary to gain access to most applications)?

Are you currently working from your usual work station or remotely?

If remotely, are you working inside of the VDI? (User must be in the VDI for access to Kronos)

All Kronos Users must open the FMC Employee Hub homepage, then sign-on to access Kronos

• Kronos is one of many FMC Network apps that use single sign on to connect over a bridge page.

• The Kronos User must sign on with their FMC Network username and password.

If you are receiving an error message that you locked your account, it is your FMC Network account logon that you have locked, not Kronos.

• Please call the Help Desk 1-866-491-8167 and follow the prompts for FMC Network password reset/unlock assistance.

• Additionally, it is recommended that you clear the browser cache (history and cookies) on your computer.

No, refer back to the inquiries above in this procedure in the "Hourly Employee" section