Kronos – User cannot submit a Timecard

Title

Kronos – User cannot submit a Timecard

Purpose:

Follow this procedure when a user reports they are unable to submit a Timecard.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

If the user has successfully submitted Timecards previously and has received an error please document the error. Follow the escalation process.

5.

Advise the user to contact their manager for appropriate procedure to follow.

Detailed procedures can be found on the Employee Hub

IT Support & Help Desk > IT Systems Library > General Systems/Equipment > Kronos WorkforceThe user can also contact the Employee Service Center 855.362.6247.

6.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Kronos

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent)

Resolution Category

Software & Applications

Resolution Subcategory

Kronos

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Escalation Group

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