Kronos – Cannot Log into Kronos on Computer

Title

Kronos – Cannot Log into Kronos on Computer

Purpose:

Follow this procedure when a user reports they are unable to log into Kronos on the Computer.

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.

Confirm if the user is a salary or hourly employee. Hourly employees use the timeclock.

Hourly employees are not provided Kronos Access on computers.

5.

Verify the user has eAccess provisioned for Kronos.

6.

If a salary user is having difficulty logging into Kronos refer the incident to the provisioning team to have the account setup reviewed.

DTI-EUX-HCL Provisioning

7.

Follow the resolution process.

Incident Classification Requirements

Category

Software

Subcategory

Kronos

Service

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

Resolution Subcategory

Kronos

Escalation Process

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

Published by

DTI-ADEX-ENT KRONOS SUPPORT