

Kronos – Unable to log into Kronos Mobile App

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Title

Kronos – Unable to log into Kronos Mobile App

Purpose:

Follow this procedure when a user reports they are unable to log into Kronos mobile application.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number FMC email address Detailed 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 the user has been provided Kronos Mobile in eAccess.

If the user does not have access advise them to submit an eAccess Request. Follow the resolution process.

5.

Is the user provisioned correctly in Kronos to use mobile, refer to the eAccess Runbook

Yes – Refer the user and the incident to ACES Provisioning

ACES 844.362.2237 DTI-EUX-ACES IPS - L1

No – Refer the user and the incident to have their account updated.

DTI-EUX-HCL Provisioning

6.

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 & Applications

Resolution Subcategory

Kronos

Escalation Process

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

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