ADEX-ENT Kronos Unable to Access Kronos-OKTA

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Document Name

Unable to access Kronos

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Document Purpose

To help identify employees with a legitimate need to log into Kronos on a computer but are receiving an error

Overview

There are employees/contractors in areas of the company who need access to FMC apps via the OKTA portal (EG: NxStage, Spectra, Kronos)

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, move from contractor to permanent EE)

Other Information

· There are employees who work remotely (not in an office or clinic) where a time clock is not available. These employees will need to access Kronos via their computer (Ex. Patient Account Rep is remote and is eligible for a Kronos employee license).

Process

· Caller cannot log into Kronos app on a computer

Are you able to access other FMC apps? (there are employees/contractors in parts of the company who need access to FMC through a portal – ex. NxStage, Spectra)

1. No:

· OKTA activation is required to access all applications – refer user to complete the following:

· Go to https://myaccess.freseniusmedicalcare.com, from a computer, not a mobile device.

· Enter your work username (your work email) and password to log in.

· If you don't have a work or North American email, see instructions below.

· Follow the prompts to set up your multi-factor authentication (MFA).

· If you don't have a cell phone use the voice call to a land line option instead of text message.

· Need help? View simple step-by-step activation instructions here, or Call the Helpdesk at 866-491-8167

***If user is not registered to OKTA, submit ticket to OKTA User Security using verbiage, "OKTA (not Kronos) activation needed" ***

2. Yes:

· Is the employee/user hourly or salary – refer to script: Hourly VS Salary

· (Salary employees) Has the user submitted an e-Access request for the Kronos application

· No: Refer user to submit an e-Access Request ID to gain access to Kronos (Remote employees must be logged into VPN for access to Kronos app

· Yes: Check status of e-Access request and refer to provisioning, providing the e-Access request ID, the employees name and employee ID. Assign ticket to DTI-EUX-HCL Provisioning

· If e-Access has been approved and completed, send the ticket to OKTA USER SECURITY TEAM with subject beginning with OKTA. Provide User Name, ID, and Completed e-Access ticket ID