ADEX-ENT Kronos RAI clinics

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ADEX-ENT RAI clinics with no timeclocks

Document Name

Hourly employees eligible for workforce employee license for former RAI clinics.

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Document Purpose

The purpose of this document is to assist L1 team in routing the tickets related to former RAI clinics 5974, 7109, 7138, 7145, 7161, 7165 with timestamp issue to provisioning team DTI-EUX-HCL Provisioning.

Overview

If the user/caller is stating the following:

1. I/My employees want access to virtual kronos.

2. I'm unable to clock in/out.

3. I'm not able to create a timestamp.

4. No physical time clock, I want access to kronos computer license.

In all the above 4 cases, move the ticket to Provisioning team.

Required Information

1. Caller name –

2. Contact number -

3. E-Mail address -

4. Clinic ID – Must be 5974, 7109, 7138, 7145, 7161, 7165

5. Issue –

Resolution

Resolution for L1 team:

When team encounters such ticket, move the ticket to DTI-EUX-HCL Provisioning.

Resolution steps for DTI-EUX-HCL Provisioning

clinic **** does not have a kronos physical timeclock onsite. Hourly employees coded to department **** need to login to a computer kiosk in the clinic and punch with timestamp. They should be given a kronos workforce employee license with the correct permissions.

(here **** refers to the clinic ids mentioned above in required information tab)