ADEX-ENT Kronos Mobile Related Issues

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ADEX-ENT Kronos Mobile Related Issues

Document Name

Mobile Related Issues

Author(s)

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Document Purpose

There are times when employees who use Kronos mobile have an issue with logging in, clocking in or access to mobile. This document assists in directing the employee to the correct resolution for Mobile use

Overview

1. Unable to log in to UKG (Mobile) App

2. Unable to Punch in/ Punch out using the Kronos Mobile App

3. User needs to install Kronos Mobile app on their work mobile device

4. Any queries related to Kronos mobile work phone

5. Anything related to scanning a hospital poster's NFC tag

Required Information

1. Caller name –

2. Contact number

3. E-Mail address

4. Issue –

5. Reason for request

Other Information

Companion cheat sheet = Time clock punching options

Process

1. Unable to log in to UKG (Mobile) app

Check e-Access status –

a. Is the employee granted/provisioned to have Kronos Mobile in e-Access?

i. No - instruct user to input an e-Access request

ii. Yes – Refer user/ticket to ACES Provisioning @ 844-362-2237

b. Is the employee provisioned correctly in Kronos to use mobile? (look in Kronos eAccess Runbook)

i. Yes – Refer user and ticket to ACES Provisioning @ 844-362-2237

ii. No – Refer user and ticket to L1 HCL Provisioning to correct provisioning

2. Unable to clock in (punch in)/out (punch out) using the Kronos Mobile App

a. Is the employee provisioned correctly in Kronos to use mobile? (look in Kronos eAccess Runbook)

i. Yes – Refer user and ticket to ACES Provisioning @ 844-362-2237

ii. No – Refer user and ticket to L1 HCL Provisioning to correct provisioning

3. User needs to install Kronos Mobile app on their work mobile device

4. Any queries related to Kronos mobile work phone

5. Anything related to scanning a hospital poster's NFC tag

Kronos Support does not handle Mobile devices. Going forward, please contact the ACES help desk at 844-362-2237 with any Mobile device issues such as:

• Provisioning a mobile device for a new Inpatient User

• Mobile User password reset/unlock

• ACES provisioned device repair or replace

• Updates to the Kronos Mobile app version on the provisioned device

• Hospital poster issues