

Kronos – Unable to approve Timecard

Article ID: KB0030664

Created: 2023-11-06 21:27:47

Updated: 2023-11-06 21:28:34

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/b32043bb47c59d148a6ab6be536d4343', 'value': 'b32043bb47c59d148a6ab6be536d4343'}

Purpose:

Follow this procedure when a user reports that he/she is unable to approve Timecard in Kronos

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number 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 required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the incident.

4.

Check access in eAccess OOB,

If user don't have access to Kronos, then inform them to raise an eAccess request or advise to have manager submit an eAccess request. If user is already having access to Kronos (Access type: edit & approve), and still unable to approve timecards, then follow the escalation process.

5.

Advise user to contact their manager or supervisor for approving timecards as employees don't have access to approve timecards in Kronos.

6.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

Kronos

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

DTI-EUX-HCL IAM-L1

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DTI-EUX-HCL-HelpDesk-L1