

# Kronos – Time Clock Issues

**Article ID:** KB0025283

**Created:** 2024-08-27 11:50:17

**Updated:** 2025-04-28 15:44:06

**Author:** {'link':

'https://fmcnadev.service-now.com/api/now/table/sys\_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

**Category:** {'link':

'https://fmcnadev.service-now.com/api/now/table/kb\_category/5d0af6a91b4369503a8e0dc0604bcbac',

'value': '5d0af6a91b4369503a8e0dc0604bcbac'}

Title

Kronos – Time Clock Issues

Purpose:

Follow this procedure when a user reports they are unable to use the Kronos Time Clock. User may see an error message or the clock will not power on or connect to the network. This will prevent them from clocking in or out, viewing time card, requesting PTO using the time clock.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed 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.

Thoroughly document any visible error message provided by the user.

5.

Advise the user to contact their manager for appropriate procedure to follow. Detailed procedures can be found on the Employee Hub

IT Support & Help Desk > IT Systems Library > General Systems/Equipment > Kronos Workforce

6.

Follow the escalation 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 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.

Escalation Group

DTI-ADEX-ENT-SOP-KRONOS - L2.

Published by

DTI-ADEX-ENT KRONOS SUPPORT