

Kronos - Supervisor can see employee in Workday but not Kronos

Article ID: KB0025233

Created: 2024-08-27 11:52:33

Updated: 2025-04-28 15:43:35

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 - Supervisor can see employee in Workday but not Kronos

Purpose:

Follow this procedure when a user reports Supervisor can see employee(s) in Workday but not Kronos. Kronos will update from Workday in 24-48 hours, at that time all reports should be viewable 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 the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Did the Manager assigned to the employee submit the change? All changes / updates / new hire information must be completed / submitted by the assigned Manager.

5.

Advise the user to visit the Workday Resources and Support page

Employee Hub > scroll down to Workday Support Resources & Support Icon and confirm Workday input/changes were performed accurately. If the user needs assistance in completing this, please refer them to the Employee Service Center (ESC) at

855.342.6247 EmployeeServiceCenterAskHr@freseniusmedicalcare.com

6.

Ask the user when the changes were made in Workday?

If changes were made too close to payroll processing it will not be visible until the Wednesday / Thursday after Payroll Monday. Workday changes must be submitted by noon, Thursday before payroll Monday. If changes are not seen by Thursday after payroll Monday advise the user to contact the Employee Service Center (ESC) at

855.342.6247EmployeeServiceCenterAskHr@freseniusmedicalcare.com

7.

If it has been 48 hours and reports are not visible in Kronos, follow the escalation process.

8.

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 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 KRONOS SUPPORT

Published by

DTI-ADEX-ENT KRONOS SUPPORT