ADEX-ENT Kronos Mngr Demographic Change 7-28-22

ADEX-ENT Manager license demographic changeKronos Hourly VS Salary

Document Name

Hourly VS SalaryManager license demographic change

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Document Purpose

The purpose of this document is to assist in routing the tickets to KRONOS L2 queue when the manager needs their demographics changed. Group: DTI-ADEX-ENT-SOP-KRONOS-L2deciphering who should have a Kronos license to punch at a computer, and who should punch at a time clock

Overview

If the user/caller is stating the following:

1. I no longer need XXXX clinic

2. Provision me with YYYY clinicI cannot log in to Kronos

3.

4. I get an error message when attempting to log into Kronos (EG: wrong User ID or password)

5. I am now the manager for a new clinic XXXX.

6. I still see employees from my old clinic.

7. I don't see employees from my new clinic.

8. Add extra area (dept, clinic, area, region, etc) to my KRONOS.

Required Information

1. Caller name –

2. Contact number

3. E-Mail address

4. Issue –

5. License status – Ask the manager if they already have a manager's license and see direct/indirect reports

6. Reason for request

Other Information

Note 1: There are many varying ways in which a user will express the inability to access Kronos; listening for those clues is key to resolving this issue at L1 Note 1: Please verify whether the user already has manager license i.e. the manager should be able to login into KRONOS as a manager.

Process

1. Caller cannot log in to KronosManager calling for a demographic change::

Please assign the incident to:

1a. Are you an hourly or salary employee? (Note: some users may not understand this question; to clarify, do you punch in when working?)

Hourly employee:

Do you normally log into Kronos or do you normally punch at a time clock?

If the user normally punches at a time clock then they are out of scope for a Kronos license and will not be granted one.

Hourly employees are required to punch a timeclock or use the Teletime IP 877# to call in punches by phone if traveling.

Check with your manager before using the Teletime option.

Hourly employees may select the "View Timecard" function key on any timeclock, then tap the day to view the punches they want to verify.

• Submit a manual timesheet adjustment form to your supervisor to request punch corrections or non-productive pay codes to be edited on your timecard.

· For Hourly employees with the Kronos display profile that allows employees to request PTO at the timeclock

Hourly employees must use the ""Request Time Off"" function key on the clinic's timeclock.

** There are quick reference job aids for Kronos 8 posted on the Employee Hub home page, which Kronos Users and employees may resource at will.

From the Employee Hub, scroll down to: IT Support & Help Desk > IT Systems Library > General Systems/Equipment > Kronos Workforce > Under the Posters section are:

• Instructions for punching using 2 different models of timeclocks (4500 and Intouch), and for calling the Teletime IP 877# are found on the site. Check with your supervisor for authorization before using Teletime IP.

• Also included are PTO Request Posters with instructions how to use the 2 different models of timeclocks (4500 and Intouch) to submit PTO requests.

• These instruction sheets are in pdf, and may be printed and posted by the timeclock or carried as needed.

Salary Employees:

Salaried employees are paid what is scheduled in Peoplesoft regardless of whether the Kronos timecard is completed or left blank.

• Only non-productive pay codes (PTO, ESL, etc..) on salaried employee timecards are sent to Payroll on the timecard data import for processing pay.

• REG time does not appear on the Kronos timecard but is set for payment through Payroll.

Follow up with Payroll if you still have any question about your paycheck.

DTI-ADEX-ENT-SOP-KRONOS-L2 if the manager already has the license provisioned and needs the demographics changed.• Payroll Supervisors and Coordinators can be reached at 1-888-FMC-PAY1 (1-888-362-7291), then follow the prompts.

DTI-ADEX-ENT-SOP-KRONOS-L2