

Kronos Frequently Asked Questions**Q: How do I submit a request for Kronos access?**

Send an email to hr@freshdirect.com

Q: How do I reset my Kronos account?

If you are locked out of your account, send an email to HR@freshdirect.com.

If you do not remember your password you can have Kronos send you your login information. Do this from the login screen at <http://hr.freshdirect.com/selfservice/>. On the bottom left hand corner click the area labeled “Forgotten your Logon Information? Have it emailed to you...”. It will ask you for your SSN and DOB. Once it has confirmed your identity you will receive an email in your FreshDirect inbox with your login information.

Q: What should I do if my clock in Kronos is not working?

If is a hardware issue (screen blank, clock broken) send an email to TechnologyServices@freshdirect.com.

If an employee is receiving an error message at the clock please write down the entire error message (Number code and wording). Then send this information along with employee name, date/time of punch attempt and a brief explanation in an email to hr@freshdirect.com.

Q: Where can I find the link to Kronos Timekeeper & Self Service?

<http://hr.freshdirect.com/selfservice/>

Q: Can I have my Kronos username and password sent to my outlook account? How?

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Q: Can an employee's hours be adjusted for a previous pay period?

Adjustments cannot be made to an employee's timecard in Kronos once it is approved by a manager/HR. For an adjustments from a previous pay period the manager must complete a payroll adjustment form (Intranet>HR>Manager Central > Manager Forms) and submit the form to payroll.

Q: How can I avoid constantly being locked out of Kronos Timekeeper?

If you forget your password, do not attempt to log-in. For security reasons, Kronos will lock you out of the system after 3 attempts.

Q: What should I do if my employee is having difficulty punching-in their time?

Record the error message displayed on the screen and forward via email to HR@freshdirect.com.

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