

Kronos FAQs

1. Who should I contact regarding manager access issues?

Call the Help Desk or contact Employee Services to create a ticket for assistance. You should have the access within 2 business days.

2. Why are menu items dimmed/grayed out in the *Related Items* panel on the right side of the screen?

When the tab is already open, the item will be dimmed on the *Related Items* panel.

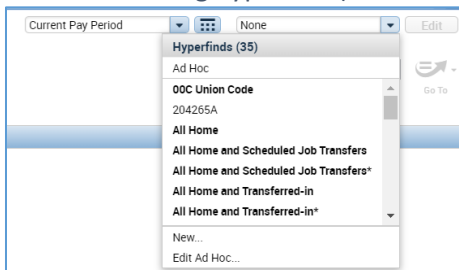
3. Why are some managers unable to see time off requests and alerts?

Alerts and time off request notifications will not be visible when a manager has access to more than 3,000 employees.

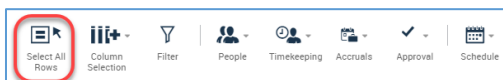
4. Where can I find employee's time off requests or exceptions if they are not displayed in my alerts?

By following the steps below you can use hyperfinds to display time off requests and exceptions.

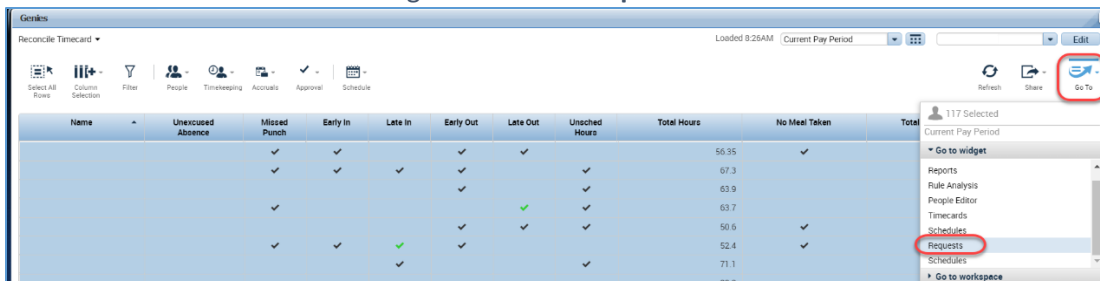
- Select an existing hyperfind (or create a hyperfind) for the group of employees reporting to you.



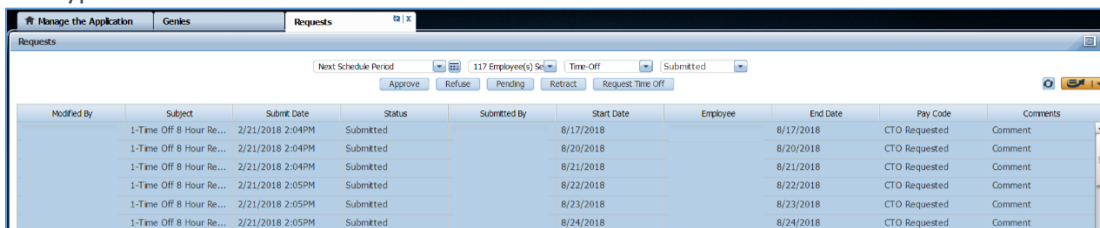
- Click on **Select All Rows** button.



- Click the **Go to** button at the far right and select **Requests**.



- This will open up new window with the time off requests submitted for the specific group indicated in the hyperfind.



5. Why am I seeing the Not Yet Hired indicator under an active employee's name in Kronos?

The *Not Yet Hired* indicator displays when the start date of the time period you have selected is prior to the employee's start/hire date.

6. When do I use *All Home*, *All Home and Transferred in*, and *All Home Location* queries?

All Home: This query displays employees whose home cost center you have access to.

All Home and Transferred in: This query displays the employees whose home cost center you have access to, plus any additional employees that have been transferred into your home cost centers during the time period displayed.

All Home Location queries – This query is used for advanced scheduling under scheduling manager for scheduling the group of employees at job, cost center, service level.

7. Why are terminated employees still displaying on my schedule list?

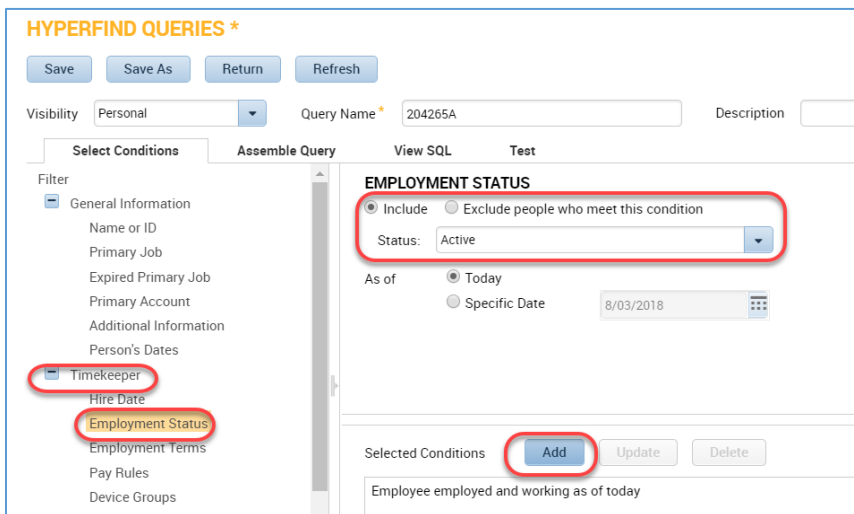
This occurs because the hyperfind is missing a condition that specifies only showing “Active” employees. To add this condition:

- a. Edit the hyperfind.



The screenshot shows the 'HYPERFIND QUERIES' window. At the top, there are buttons: 'New', 'Duplicate', 'Edit' (highlighted with a red circle), 'Delete', and 'Refresh'. Below these is a table with two columns: 'Query Name' and 'Visibility'. The table contains two rows: one for 'OOC Union Code' with 'Public' visibility, and another for '204265A' with 'Personal' visibility.

- b. Select Timekeeper.
c. Select Employment Status.
d. Select **Include**, then select **Active** from the **Status** drop down.
e. Click **Add**.



The screenshot shows the 'HYPERFIND QUERIES *' window. At the top, there are buttons: 'Save', 'Save As', 'Return', and 'Refresh'. Below these are fields for 'Visibility' (set to 'Personal'), 'Query Name' (set to '204265A'), and 'Description'. The main area is divided into 'Select Conditions' and 'Assemble Query' tabs. Under 'Select Conditions', there is a 'Filter' section with a tree view. 'Timekeeper' is selected and highlighted with a red circle. Under 'Timekeeper', 'Employment Status' is selected and highlighted with a red circle. In the 'Assemble Query' section, the 'EMPLOYMENT STATUS' condition is shown. It has two radio buttons: 'Include' (selected) and 'Exclude people who meet this condition'. Below these is a 'Status' dropdown menu set to 'Active'. There are also 'As of' options: 'Today' (selected) and 'Specific Date' (set to '8/03/2018'). At the bottom, there is a 'Selected Conditions' section with an 'Add' button highlighted with a red circle, and buttons for 'Update' and 'Delete'. The text 'Employee employed and working as of today' is displayed below the buttons.

- f. Click **Save**.

8. I am receiving an access error message when I run Kronos reports.

Please clear your browser cache and log back in.

9. What do the timecard background colors indicate?

Timecard background colors to indicate the following:

Orange = Approved by employee

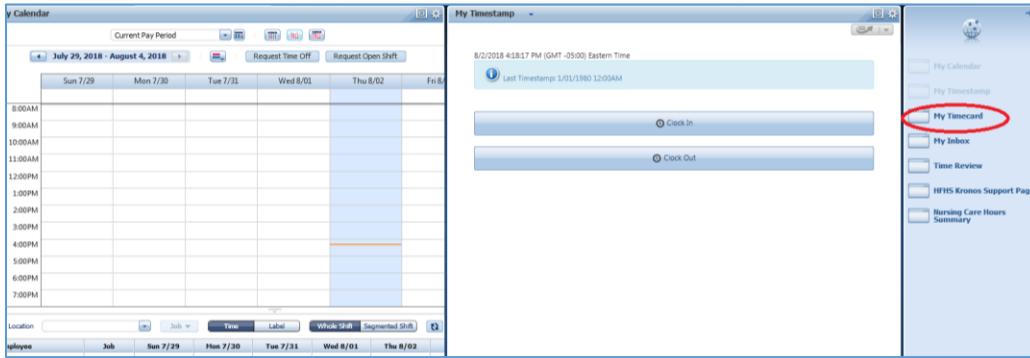
Yellow = Approved by manager

Green = Approved by manager and employee

Gray = Signed off

10. How can employees view or print out their own time cards and schedules?

- Click on **My Timecard** in the Related Items pane on the right hand side of the screen.

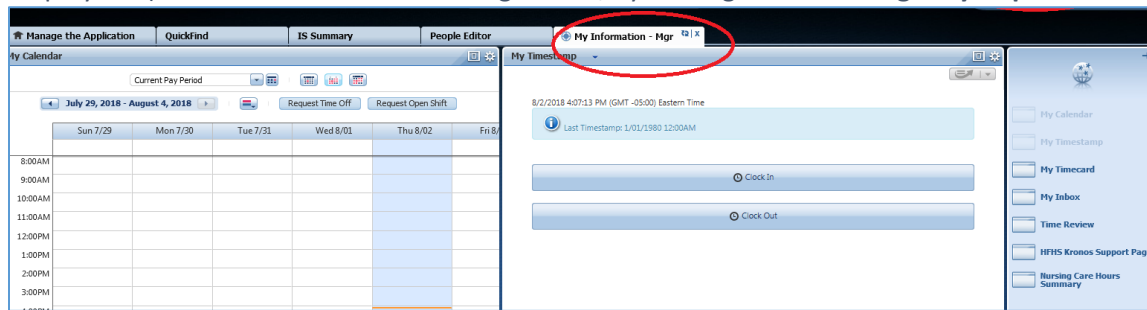


- The timecard will display. To print the timecard, select the **Print Timecard** button.



11. Where should managers submit their own time off requests and approve their own time?

Managers can submit their own time off requests and approve their own timecards by switching the workspace on the top right corner to **My Information – Mgr**. A new tab will display containing your information as an employee. (You can switch back to manager view, by clicking on the **Manage My Department** tab.



12. How can I find inactive and terminated employees in Kronos?

Select **Inactive Employees** or **Terminated Employees** links from the Related Items panel.

