

## Kronos Frequently Asked Questions

1. How do you fix a missed punch for an approved timecard?

- If after the manager approval deadline but before the HR/Payroll signoff deadline, the approving manager would remove his/her approval and make the necessary edits. Only the manager who approved the timecard can remove his/her approval.
- Signoff of a timecard can only be removed by level Tier 3 support. Tier 3 will only remove the signoff in extenuating circumstances. It is the responsibility of the approving manager and signoff personnel to ensure that exceptions are corrected before signoff occurs.
- See Common Tasks for Managers Job Aid and Update Approval Pages document.

2. How do you correct a missed punch for employees who has worked a double shift/24 hours?

- Instructions on correcting exceptions on employees' timecards should be covered in the training manual.
- What exactly is being asked? Need an example.

3. How do you remove partial approvals?

- Partial approvals occur when managers approve days in a pay period but not the full pay period or when HR/Payroll attempts to sign off on days in the current and previous pay period at the same time OR when a new hire is added to Kronos on any day other than the beginning of the pay period.

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- In the latter case, time can only be entered for the employee from the date they are added to Kronos not PeopleSoft (PS).
- If prior to HR/Payroll signoff, the approving manager would remove approval on the partial days and approve all days in the pay period in the first case.

### 4.How do you request leave from time clocks and computers?

- Requesting leave for web-users from the web (computer) is included in the training manual for timestamp and project view timecard employees.
  1. The Time Off screen is accessed from the My Requests (My Information tab).
  2. Select the leave type on the left side of the screen.
  3. Enter the requested information and select Submit.
  4. The request is sent to the employee's manager.
  5. The employee returns to the Time Off screen to see if leave is approved/denied.
- Requesting leave from the time clock: (basics should be included in training manual. There is a Time clock Help Card and a Blackout Times poster available)
  1. Press a Soft Key
  2. Enter Employee ID
  3. Press ENTER Key
  4. Follow on-screen directions
    - a. <<change>> - The employees who request leave from the clocks now have to enter two different codes for the same leave type.

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- Request For Codes
  0. 01Holiday Deferral
  1. 02FLSA Comp
  2. 03GA Comp
  3. 04Personal Leave
  4. 05Annual Leave
  5. 06Sick Leave
- Pay Codes
  0. Annual Leave
  1. FLSA Comp
  2. GA Comp
  3. Holiday Deferral
  4. Personal Leave
  5. Sick Leave

Note (Do not include for managers): According to Kronos, this is functionality changed due to changes requested to the template back in October. Tier 3 support is still working with Kronos on this but until further notice this is functioning as designed.

### 5.How do you approve a leave request?

- The manager reviews the leave request message in their Kronos IN BOX and then approves/denies the leave request from the schedule editor.
  - They should also receive a message in their GroupWise IN BOX.
- See the Common Tasks for Managers Job Aid

### 6.How do you reset or unlock Kronos password?

- Time clock users are identified by their employee ID number and enrolled finger so they should never be locked out.
- Web-based users will be prompted on initial login to Kronos to change their password and select three security questions and provide an answer for each.

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- To change their password or unlock their account the web-based employee would select the Forgot Your Password? link on the login screen and provide the answers to their selected security questions.
  - After three unsuccessful tries their account will be locked and only Tier 2 support can unlock and reset the password.

7.How do you make sure you have the correct version of Java installed?

- Instructions were sent out to the data managers for that. They are to verify all settings and perform all troubleshooting steps before contacting HR to contact us.

8.How do you approve/move overtime hours?

- The manager would right click on the pay code hours to be moved from the Totals & Schedule tab of the employee and select the pay code and amount of hours to move them to.

9.How do you complete a manager delegation request?

- From the Mgr\_Delegation link (General Tab/Actions link/Mgr\_Delegation link) select the delegate and enter the date information.
- The request is sent to the selected delegate when Save & Close is selected.
- The delegate must accept the request to see the employees from the delegating manager for the appropriate date.
- See Manager Delegation Job Aid.

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10. How does rounding work and impact managers and staff? (i.e. if they clock out too long for lunch, etc....)

- Rounding

- \* Kronos rounds time to the nearest quarter (1/4) hour for all employees. There is a seven (7) minute grace period on IN and OUT punches with the exception of the first punch of the day for employees with a schedule in Kronos.

- \* There is a 15 minute grace period on the initial punch of the day for employees with a schedule in Kronos. For example, if the employee is scheduled to work from 7:00 a.m. until 3:30 p.m., and they punch in (start of shift) at 6:46 a.m., Kronos rounds the start time to 7:00 a.m. If they clock in at 6:45 a.m., Kronos rounds the start time to 6:45 a.m.

- Meal Punches

- \* Rounding rules apply to meal punches as well.

- \* The standard meal period in Kronos is 30 minutes. Kronos deducts the 30-minute meal period for employees who are clocked out for 23 – 30 minutes. Kronos assumes the employee forgot to punch back in from lunch when an employee is clocked out for more than 2 hours. This signifies the start of a new shift for the employee, and the manager will need to edit the employee's timecard.

- \* A 30-minute automatic meal deduction will be applied to each scheduled work day for the jobs listed below. If the employee punches for the meal, the automatic meal deduction will be overridden.

**JOB CODE NEW JOB TITLE OLD JOB TITLE**

**70833SS: Health Aide (WL) Health Services Technician 1 I/S**

**70834SS: Health Aide (AL) Health Services Technician 2 I/S**

**70807SS: Health Aide (WL) Forensic Services Technician 1**

**70808SS: Health Aide (AL) Forensic Services Technician 2**

**70815SS: Health Aide (SP) MH/DD Shift Supervisor**

**71141SS: Nurse Assistant (WL) Nursing Asst, Certified**

**71142SS: Nurse Assistant (AL) Nursing Asst Lead, Certified**

**71109TS: Lic Prac Nurse (WL) Nurse Licensed Practical Inpt**

**71113PS: Registered Nurse (WL) Nurse (Inpatient)**

**71101PS: Registered Nurse (SP) Nurse Charge (Inpatient)**

## Kronos Frequently Asked Questions

**70201SS: Client Support Worker (WL)Houseparent**

**70981SS: Client Support Worker (AL)None**

11. What to do if managers do not have access to the correct employees?

*this is because they are not updating HR timely of any changes or issues so that "reports to" can be updated accordingly.*

- An employee's timecard is available in Kronos the next day after entry into PeopleSoft.
- GRHS has a process they follow to ensure entry in PeopleSoft for access to timecard on correct date in Kronos.