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| KRONOS Frequently Asked Questions | |
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| **Questions** | **Answers** |
| How do I enter my time into Kronos? | * You can enter your time using your personal mobile device by downloading and using the Kronos app. * You can enter your time using the Kronos desktop link at [soin.kronos.net](https://soin.kronos.net/wfc/logon). * You can use both of the above methods interchangeably to record your time, depending on what works best for you. |
| I am an employee, do I have to approve my timecard? | * No, it is not required for an employee to approve their timecards in Kronos. * **If you are a supervisor, yes**, you are required to approve your employee’s timecards timely. |
| If I don’t have mobile service for my mobile phone, can I still track my *In & Out* punches? | Yes. You can use offline mode on your mobile device.   * When you log into the system, you will receive a notification that “‘Kronos’ is not available,” and that you are offline. * Select “OK” to launch Offline Mode. * Punch to record your time as you normally would during the day. * With each punch, you will receive a “Punch Logged Offline Activity” notification. These stored punches will not appear on your timecard in Offline Mode. * Once you are within a service area, you can log in and the system will automatically upload the stored punches to your timecard. * *Please note: Manage Timecard features and time off requests do not work in Offline Mode.* |
| In the training, the presentation indicated there was a Kronos desktop app. Is that an actual program that is downloaded or is it still just going to be the browser app? | * For the desktop app, it is an URL.  It is **soin.kronos.net**. * The only actual app is the mobile app.  Here is the job aid for installing the [mobile app](https://www.in.gov/fssa/thehub/files/Job_Aid_Kronos_Mobile_App_Install.pdf). |
| How do I update the hours entered with a Paycode next to them on a timecard? | * The hours must be updated on the employee’s schedule first in order to successfully show updated on the timecard. |
| Should I delete punches in Kronos and enter a comment like I used to do in PeopleSoft? | * No, perfectly good punches should be left as is in Kronos. The missed punches should be added to the row and then a comment should be entered. * If a punch is a duplicate, then it is acceptable to delete it and leave only the good punch/punches on the timecard. |
| I only want to select a group of employee timecards to edit. How do I do that? | 1. Select the ***Person Summary***feature to see the list of employees at the facility, 2. Find the manager that the employees report to under the *Assigned Manage*r column, 3. Then use your left mouse button to click and drag your mouse over the employees you want to select, 4. Then select ***Go To*** and select *Timecards* from the *Go To* list.   *Please note: You can click on the column headers to re-sort the person summary data as needed.* |
| I clicked “full day” when submitting a leave request and it added too many hours to my timecard after it was approved. How do I fix this? | * Never use ***“Full Day”*** when submitting leave requests. “Full Day” factors in the lunch periods and does not remove them. * Physically type in the amount of hours you need to show on your timecard for your leave day. (Ex. Type in 7.30) |
| I only want to look at one employee’s timecard. How do I do that? | 1. Select the ***QuickFind*** feature, 2. Enter the last name of the employee (or the PeopleSoft number), 3. Then click the magnifying glass, 4. Then double click on that employee’s name to open their timecard. |
| The employee I am entering a schedule for works one schedule for week one and then a different schedule for week two. How do I enter that? | * Click the plus sign on the *Add Shift* screen and enter the first week’s schedule on the first row and then enter the second week’s schedule on the second row to repeat the 2-week schedule pattern. * *Please Note: When updating a schedule, you may have to click Override if a previously saved pattern has already been made for an employee.* |
| How do I enter FML or NPL in Kronos? | * FML and NPL are not being recorded inside Kronos at this time. FML and NPL hours must be coded into PeopleSoft instead. |
| I entered a delegate to approve time for me on the second Monday of the pay period, but they cannot see the first week of the pay period to approve. Why is that? | * A delegation of time approvals in Kronos is effective from the day you enter it…..forward. All punches that need to be approved prior to the day of the entry of the delegation, will have to be approved by the manager entering the delegation before becoming unavailable. |
| What if I have questions? | You have several options:   * You can speak with your Supervisor, * Speak with your Change Champion or, * Send an email to [FSSA Payroll](mailto:fssapayroll.fssa@fssa.in.gov?subject=Kronos%20Question) |