KRONOS GUIDE – MANAGERS

Kronos site: https://workforce-ext.union.edu/wfc/logon
Login: Use your Union College username and password

Viewing Employee Time

Genies
At login most managers will see a Reconcile Timecard genie with a list of all employees that manager has access to.

Managers can switch to other genies to view other info on their employees. Use the down arrow in the top right to change the genie you see. Below are some popular genies.

Genie List

<table>
<thead>
<tr>
<th>Genie List</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accrual Balances</td>
<td>View accrual balances for employees: Vacation, Sick, Personal, Banked Time, etc. Accruals are as of the END of the selected period</td>
</tr>
<tr>
<td>Biometric Status</td>
<td>View employees who have or have not Enrolled (Biometric fingerprint) at a timeclock</td>
</tr>
<tr>
<td>Employee Summary</td>
<td>Default view for reviewing non-timeclock employees. Shows Total Hrs, Vacation used, and timecard Approval</td>
</tr>
<tr>
<td>Reconcile Timecard</td>
<td>Default view for reviewing timeclock employees (employees with schedules). Shows Total hrs, along with Exceptions to review such as Missed Punch or Late In</td>
</tr>
<tr>
<td>Shift Close</td>
<td>View a snapshot of punches and exceptions from today. Answers “Who’s here now”</td>
</tr>
<tr>
<td>Worked Hours by Division</td>
<td>Totals hours worked by Division. Click on each Division to drill down to employee totals</td>
</tr>
</tbody>
</table>

Sort, Filter, Group, and Hyperfind

Sort: Click on any column heading to sort by that column
Filter: Click the Filter button at the top. Boxes appear under the column headings. Type in the box to filter.
   Note: Some columns do not allow you to filter
Group: Hover on a column name to view a down arrow. Click Group By this column

Hyperfind: A hyperfind is a pre-built filter to only view certain employees. Use the drop-down in the far upper right to view your hyperfind options. The default is All Home and Transferred.
How do I review employee punches?

1. Open the Timecard by double-clicking a name or highlight multiple employees and click Go To > Timecards

OR

2. Change the genie to one that looks at Today’s punches such as Shift Close. Click the genie name in the upper-left to switch

Timecards

Shift Close Genie
Snapshot view of punches on a certain day
How do I view and resolve Exceptions?
Managers should note red exceptions on the timecards and take action to resolve.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Action</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing Punch</td>
<td>1. Click to enter time. 2. Right-click &gt; Comment (as needed)</td>
<td>Note: Triangle indicates punch was modified.</td>
<td></td>
</tr>
<tr>
<td>General Exception.</td>
<td>1. Right-click &gt; Mark as Reviewed 2. Right-click &gt; Comment (as needed)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unapproved Overtime</td>
<td>1. Right-click &gt; Approve Overtime 2. Add Comment (if needed) and Click OK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unexcused Absence</td>
<td>Enter a Pay Code such as Sick OR Remove day(s) from employee’s schedule Note: This is not cleared through a right-click.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Resolved exceptions will have green checkmarks on the Reconcile Timecard genie.

Adding / Editing Punches

Tips for entering time:
- Kronos is flexible on the format you enter time as. You may use either 12 hour (standard) or 24 hour (military) time format, e.g. 3:00pm can be entered as either 3p or 15.
- When entering time in 12 hour format, add a “p” to all punches after 12pm. For example, to enter a time of 7:00am, simply hit the “7” key and then hit Enter. To enter 1:00pm, type 1p or 13, then hit Enter.
- You do not need to type the colon that separates hours and minutes. Ex: 3:30pm can be entered as 330p
- More than one shift: If there is a need to create two shifts on the same day (such as 4 hrs Regular and 4 hrs Sick) use the ( ) at the left side of the timecard to create a new row.

Auditing
- The Audit tab at the bottom of a timecard displays how and when a punch was entered or edited.
Special Situations (Transfers)

Some departments have situations that involve using a Transfer. These will display in the Transfer column on a timecard. Below is a list with how to handle them.

Work Rule Transfers

<table>
<thead>
<tr>
<th>Transfer</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALL BACK (Facilities)</td>
<td>If the punch is from being Called In, this ensures pay at the correct rate and hours. Note: There is no lunch automatic lunch deduction associated with a Callback shift.</td>
</tr>
<tr>
<td>LEAD RATE (Facilities)</td>
<td>If the shift is from being the Lead, this ensures pay at the correct rate. Note: 30M v. 60M is chosen based on the appropriate lunch deduction needed.</td>
</tr>
<tr>
<td>ON CALL (Facilities)</td>
<td>If the employee is On Call they will punch in using this button. If they are on call for a day they are not at the college (weekend), a supervisor must mark them On Call. Note: 30M v. 60M is chosen based on the appropriate lunch deduction needed.</td>
</tr>
<tr>
<td>1,2,3,4-HOUR DETAIL (Campus Safety)</td>
<td>Pays the specified minimum number of hours for working a campus event. If the Punch OUT is LESS than the Detail Shift pay will not be less than the chosen 1, 2, 3, or 4 hours. If the Punch OUT is MORE than the Detail Shift pay employee will be paid for the time worked.</td>
</tr>
<tr>
<td>OFFICER IN CHARGE (Campus Safety)</td>
<td>Marks the shift to be paid at the Officer in Charge rate.</td>
</tr>
</tbody>
</table>

Adding a Work Rule Transfer

Most transfers are done automatically by using special buttons at the timeclock. However if these need correction a manager can modify the Work Rule transfer manually.

1) Go to the Transfer column
2) Click Search
3) Click the Work Rule tab
4) Choose the rule, click Apply.
**Labor Account Transfers**

Labor account transfers involve logging time toward the correct **Division** and **Account**. After logging time the manager will see that employee in their employee list if they see employees in that Division.

This comes up most often for employees that work more than one job like temps, students, part time workers, or Dining workers.

| **PUNCH IN SECONDARY JOB** (Facilities) | Transfers any time worked in that location to CoGen so that the CoGen manager can see and approve. Also initiates a Work Rule transfer for no automatic lunch deduction. Located at the Boiler House timeclock. |
| **DINING PUNCH IN** (Dining) | Logs punches from the particular timeclock to that location. For instance, using **Dining Punch In** at Upperclass will log time worked to Upperclass/22500. Located at each Dining timeclock, including CPH. |
| **CONCESSIONS** (Dining) | Transfer any time worked to the Concessions Division/Account DINCON/22641. Located at the CPH and Dutch timeclocks. |
| **WORK STUDY STUDENTS** (All Depts) | NA Students and certain employees who do not use a timeclock may need to specify which job they are working for by doing a Labor Account Transfer. Instructions are also in the **Kronos Student Guide**. |

### Adding a Labor Level Transfer

Enter all hours worked on the same timecard. To associate hours with a different Division / Account:

1. Go to the **Transfer** column
2. Click **Search**
3. In the box choose the **Division** and **Account Number** (only choices applicable to the employee are shown)
4. Click **Apply**

**Note:** The **Totals at the bottom of the Timecard total hours worked for each job**

<table>
<thead>
<tr>
<th>Account</th>
<th>Pay Code</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>(IFP)/FACSER/FAACEVENT/PC00001721/08100/0/0</td>
<td>REGULAR</td>
<td>3.00</td>
</tr>
<tr>
<td>(IFP)/FACSER/FAACEVENT/PC00001721/179120/0/0</td>
<td>REGULAR</td>
<td>2.00</td>
</tr>
</tbody>
</table>
Approving Timecards
Managers are required to approve the timecard before Payroll can process them. Managers will receive email reminders to let them know of any employees needing Approval and dates their approvals are due.
An employee with web access can also approve their timecard. This is recommended as it lets the manager know the employee is finished entering all their time.

Finding Timecards Needing Approval
The Employee Approval and Manager Approval columns in the Reconcile Timecard or Employee Summary genies indicate who needs approval. Sort or Group by the columns to quickly find employees still needing approval

<table>
<thead>
<tr>
<th>Employee Approval</th>
<th>Manager Approval</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>1</td>
</tr>
</tbody>
</table>

NOTE: For employees who worked more than one job in the period the timecard needs approval from each respective manager. If more than one manager approved the timecard the number will increase.

Approving from the Timecard (recommended)
1) After reviewing a timecard click the Approve Timecard button at the top
2) Click Approve Timecard again. The timesheet will turn green

NOTE: Payroll relies on each manager to accurately review the hours submitted. Please take the time to ensure there are no mistakes in a timecard that would lead to over/under payment. Your approval is your signature.

Approving from the Genie
If timecards have been reviewed it is possible to approve multiples at a time from the genie.
1) From a genie hold down CTRL + Click on each employee you’d like to approve.
2) Click the Approve button then Approve Timecard

NOTE: Payroll relies on each manager to accurately review the hours submitted. Please take the time to ensure there are no mistakes in a timecard that would lead to over/under payment. Your approval is your signature.
Accruals – Vacation, Sick, Time Off Requests

Approving System-Generated Time Off Requests

1) When an employee submits a Request for Time Off an email alert goes to that employee's Assigned Manager

   Employee SMITH, JOHN has submitted a time off request
   
   kronos@union.edu
   
   Please log on to Kronos to review the following request:
   
   Submitted on: 3/27/2019
   Employee: TEST, EMPLOYEE-MEYERS
   Request type: Time-Off - Facilities
   Start date: 4/04/2019
   End date: 4/05/2019
   Duration Days: 2
   Duration Hours: 0
   
   Link to Kronos: https://workforce.union.edu/wfc/login

2) In Kronos click the Requests button at the top, then click Time-Off to view the pending requests

3) A list of Pending requests in shown

4) Highlight the request and click Approve to approve the request. An Approve window opens.

5) Verify the Balance available for the request is enough. The program shows what the balance will be on the date specified by the Accruals on date. It also factors in other previously approved requests into the balance.

6) Click Approve. An email will be sent to the requestor (if applicable).
Manually Editing / Entering Time Off for an Employee

Time off can be entered on the **Schedule** or a **Timecard**. If editing an already approved request, it must be edited on the Schedule (the timecard will show the uneditable time in purple). For tips on entering for multiple employees (i.e. a holiday) see the section below **Adding for Multiple Employees**.

**Entering on a Schedule**

1) Right-click on a day in the schedule and click **Add Pay Code** (if editing click **Edit**)

2) Fill in the following
   a. **Effective Date**: Day to start the time off
   b. **Pay Code**: Choose an applicable code like Sick, Personal, or Vacation
   c. **Amount**: Type in the hours **per day**
   d. **Override Shift**: If the employee is scheduled for that day checking this will remove it
   e. **Start Time**: Enter the employee’s start time, important for any Shift Differential pay
   f. **Repeat for**: Used to apply to move than one day. Note this feature only works for consecutive days. If the employee needs a Friday and Monday restart at step 1 for the other day.

3) Click **Apply**.
4) Click **Save** on the schedule screen.

**Entering on a Timecard**

1. On the selected day, use the **Pay Code** column to choose an option like Vacation or Sick
2. In the **Amount** column type the numbers of hours and for **In** type a start time
3. **Save** or **Calculate Totals**

4. View the total amount taken for the period under the **Totals** tab at the bottom

- **PARTIAL HOURS**: You cannot enter hours on a line that contains punches. To add hours on a day that contains punches, click the Insert Row icon ( ) on the left side of the timecard for the date you’re working on and enter the hours on the blank line.
Viewing Accrual Balances

There are a number of ways a manager can view Accrual balances in Kronos.

<table>
<thead>
<tr>
<th>Accrual Balances Genie</th>
<th>View balances for multiple employees at once. Balances are as of END of the selected period.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timecard (Accruals tab at bottom)</td>
<td>View balances for the employee whose timecard you are viewing. Balances default to as of BEG of the selected period and adjusts as you click on different days in the timecard.</td>
</tr>
<tr>
<td>Requests (Accruals tab at bottom)</td>
<td>The Requests screen will display Accrual balances for the employee whose request is highlighted.</td>
</tr>
<tr>
<td>Requests (Opening the Request)</td>
<td>Opening a request will display the employee’s balance for the day(s) they are requesting.</td>
</tr>
<tr>
<td>Accrual Detail Report</td>
<td>View a list of all Sick, Personal, Vacation, etc days taken for an employee (instructions below)</td>
</tr>
</tbody>
</table>

The Accruals tab at the bottom of the Requests screen

<table>
<thead>
<tr>
<th>Type</th>
<th>Available Balance</th>
<th>Pending Grants</th>
<th>Planned Takings</th>
<th>Ending Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISCRETIONARY DAY BANKED</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00 Hour</td>
</tr>
<tr>
<td>HOLIDAY BANKED</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00 Hour</td>
</tr>
<tr>
<td>PERSONAL BUSINESS</td>
<td>24.00</td>
<td>0.00</td>
<td>0.75</td>
<td>23.25 Hour</td>
</tr>
<tr>
<td>SICK</td>
<td>80.00</td>
<td>0.00</td>
<td>0.00</td>
<td>80.00 Hour</td>
</tr>
<tr>
<td>VACATION</td>
<td>52.88</td>
<td>3.92</td>
<td>0.00</td>
<td>56.80 Hour</td>
</tr>
</tbody>
</table>

Viewing a List of Accruals Used

A manager or employee may want to see a list of all the days they have taken for Sick, Personal, Vacation, etc. You can get this by running the Accrual Detail report.

1. With the employee highlighted, or from the employee’s timecard, click Go To > Reports
2. Expand Accruals and choose the Accrual Detail report.
3. Change the Time Period to a Range of Dates if desired.
4. Click Run Report

5. From the Check Report Status tab the report will run. Click Refresh Status until the status says Complete
6. Click the View Report button.
Holidays, Discretionary Day, and Winter Recess

Granting via Schedule (Facilities, Campus Safety)

Holidays are automatically credited as long as:

A) The employee is scheduled to work on the holiday AND

B) Works their scheduled day prior to and after the holiday

Note that the timecard does not indicate Holiday hours but the Totals sections will have it.

<table>
<thead>
<tr>
<th>Date</th>
<th>Schedule</th>
<th>Pay Code</th>
<th>Amount</th>
<th>In</th>
<th>Transfer</th>
<th>Out</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wed 7/03</td>
<td>5:00AM-1:30PM</td>
<td></td>
<td></td>
<td>4:53AM</td>
<td></td>
<td>1:26PM</td>
</tr>
<tr>
<td>Thu 7/04</td>
<td>5:00AM-1:30PM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fri 7/05</td>
<td>5:00AM-1:30PM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sat 7/06</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Holidays should NOT be manually added through a pay code in advance because it might end up double-paying people. Generally these codes are not available to Facilities managers.

Issues with Receiving Holiday Credit

An employee must work their scheduled shift on the day prior to and after the holiday. The employee could also use other accrued time before or after the holiday and still receive Holiday Pay.

Example:
Thu 11/28 and Fri 11/29 is the Thanksgiving holiday, however the next scheduled shift on Mon 12/02 was not worked.

To remove a scheduled day:

1) Open the Schedules screen and find the employee

2) Click into the cell and delete OR right-click on the date and choose Delete.

3) Click Save in the top right.

4) The Timecard will now show Holiday Pay if the conditions are met
Granting via Pay Code (Other offices EXCEPT Campus Safety, Facilities)

Holiday pay can be credited to an Employee via a Pay Code. For employees with web access, they can mark the holiday themselves. For timeclock employees not scheduled during holidays this is best handled by the manager manually marking who should get Holiday Pay.

Hours to Credit

For Holiday pay an employee should be credited an appropriate number of hours based on their budgeted hours. You can view an Employee’s Weekly Budgeted Hours from the Employee Summary genie, Accrual Balances genie or by right-clicking the Employee’s Name from the top left of their timecard or in a genie.

To steps on entering a Pay Code from the Timesheet or Schedule please see the section above Manually Editing / Entering Time Off for an Employee.

Adding for Multiple Employees

NOTE: To add the Holiday for multiple employees, the employees selected must be receiving the same number of hours for the holiday (i.e. 8 or 7.5, etc)

- From a genie, hold down CTRL + Click to select more than one employee. From the Timekeeper menu choose Add Pay Code

OR

- From the Schedule screen, the holiday can apply to multiple employees if they are within the same Schedule Group. Right-click on a Schedule Group and click Add Pay Code

Banking Holidays, Discretionary Day, or Winter Recess – Hourly Employees

If an employee works time on a Holiday, Discretionary Day, or Winter Recess that time will be automatically banked. These days are set by Payroll at the beginning of the year.

An employee who works on a designated Winter Recess / Holiday gets time automatically banked. If they did not work their full scheduled shift (partial shift) a manager has to manually enter Winter Recess / Holiday hours to cover the difference. An employee cannot bank MORE than their scheduled day.
Schedules

Schedules in Kronos are not required, but having a schedule provides important information to a manager with flags and exceptions, such as if someone is supposed to be working and did not (unexcused absence) or if someone was late.

Create a New Schedule Group

Schedule Groups allow placing employees with the same schedule into the same bucket. In this way a manager does not have to create a schedule for each employee manually. Some managers have access to create new schedule groups. If this is not an option for you please see your department superuser or contact Payroll for assistance.

1) From the Home screen, go to Setup on the far right.

2) Under the Scheduler Setup heading click Schedule Groups.

3) Click the New button. Type in a name for the new Schedule Group. NOTE: Use your Department Name first to indicate the employees the group is for. Also check "Allow Schedule Inheritance"

4) Click Save, then close the Setup tab

NOTE: You will NOT see the setup group in the Schedules screen until someone is assigned to it.

5) Go to the Schedules screen using the button on the right of the Home screen. Follow the steps below to further define the schedule.
Adding Employees to a Schedule Group

1) From the Schedules screen, right-click an employee > Add to Group

2) Choose the group to add the employee to from the dropdown. Choose the Start Date. Choose End Date (or check Forever). Click Apply.

NOTE: You may need to remove an employee's existing Schedule Pattern or Remove the employee from their prior schedule group, or else they will have two schedules. These options are also in the right-click menu.

Creating a Schedule Pattern

If an employee works a consistent schedule for a long period of time and the employee does not fit into an existing Schedule Group you can set up a Schedule Pattern. Each employee can have their own pattern.
Alternatively, if you have access, you can also assign a Schedule Pattern to a Schedule Group. Then the employees within the group all share the same schedule pattern.

To apply a pattern:

1) Right-click on an employee or group > Schedule Pattern

2) Choose the dates to Start or End the pattern (If you don't know the End Date you can choose Forever and adjust at a later time)

3) Type in the schedule under the appropriate day(s). Do not enter the time for a scheduled lunch.

4) Click Apply. Click Ok. Click Save in the upper-right of the Schedules window.

Edit or Remove a Schedule Pattern

1) Right-click on an employee > Schedule Pattern

2) Click the Edit button (pencil) next to the pattern to change it. Click the X to Delete it.

3) Click Ok
Assigning Managers

The **Assigned Manager** column is maintained by managers within the department. It is not maintained by HR or Payroll. The Assigned Manager column A) Controls who gets Time Off notification if the employee submits a request and B) Is used to quickly identify what manager should approve the timecard.

If a manager does not see an employee in his or her list, this is likely an issue with the **Division** the employee is assigned to. Please contact HR or Payroll with questions. A PAF may be needed to change someone’s Division.

**Edit the Assigned Manager**

1) Find the Employee in a genie such as **Reconcile Timecard** genie without an Assigned Manager

2) Click **People** button > **Edit**

3) Switch to the **Job Assignment** tab, **Primary Account** section, then choose the manager from the **Reports To** list
Timeclocks

More information on timeclocks can be found in the Timeclock Presentation on the Union Finance site.
https://www.union.edu/finance/financial-systems/kronos

Biometric Finger Enrollment

A Manager must be present to start the enrollment process for an employee.
REMINDER: Union College is NOT collecting or storing a person's fingerprint by completing this process. A fingerprint cannot be recreated from an employee’s finger scan.

1. Manager goes to the clock, press Manager Mode (on second page)

2. Manager enters their Employee ID OR places their finger (if already enrolled)
3. Manager enters the password "1795"
4. Press Enroll Employee
5. Enter the Employee's ID number (from their ID card)
6. Have the employee Scan their Finger - 3 times
   *Index finger preferred. Once complete it is recommended to scan the index finger from the other hand as well.*

7. Press Yes to enroll another finger, repeat process.
8. When complete, click Yes to Enroll another Employee or No to exit.
Troubleshooting Biometrics not Working

If an employee is having a hard time getting the timeclock to recognize their punch, please try the following.

**Option 1: Re-enroll.**

Have the employee re-enroll and see if they can get better scores for the enrollment. The enrollment complete message will be Green on the clock if it is acceptable value. Otherwise it will display a yellow or red warning. You may also view enrollment scores for an employee in Kronos by going to People > Edit > Biometrics tab. Kronos recommends Content and Quality scores above 60.

Below are some steps to take based on low scores.

**Drop**

Drop your finger flat onto the surface of the sensor, with your finger core in the center of the sensor, and your finger in contact with the white border of the sensor. Apply moderate pressure. If you apply too much pressure, the finger ridges can flatten out and produce a smudged image. If you apply too little pressure, the sensor might not detect your finger. In either case, a Poor enrollment can result. In addition, do not rotate the finger after you have placed it on the sensor.

Note reasons why certain scores might be lower

<table>
<thead>
<tr>
<th>Result</th>
<th>Possible causes</th>
</tr>
</thead>
</table>
| **Quality is poor** | Your finger is too dry.  
You are not applying enough pressure on the sensor.  
Note: Fingerscan quality can vary by finger.  
Attempt to enroll an alternate finger. |
| **Content is poor** | Your finger is too moist.  
You are applying too much pressure on the sensor.  
Your finger is not clean.  
The sensor is not clean.  
Note: Fingerscan content can vary by finger.  
Attempt to enroll an alternate finger. |

Note the instructions below for the best methods for cleaning clock sensors and hands.
Option 2: Type ID and Scan.

Employees are able to use their badge number along with their finger to punch in our out. When typing the badge number first there is a better chance of a successful punch. To do this:
1) Press Punch In/Out
2) Type Badge number and Enter
3) Place finger

Option 3: ID only.

No finger scan. If a manager concludes that biometrics just won't work for a certain employee, Payroll can change that employee so the clock will accept their ID number without prompting for a finger scan.