

Commonly-Asked Questions and Answers About Kronos

Q: When I tried to open the Kronos link the first time, my computer asked if I wanted to run JavaTime. What do I do?

A: You need to say yes, run JavaTime. If the reply is that you don't have the authority to run it, you will need to contact your site tech to sign on as administrator. You will be asked a series of questions and it will take about 3 minutes to load. If this doesn't happen, you don't have JavaTime and won't be able to access Kronos. Then you need to call the ISS Help Desk. If you aren't asked the question but only have a blank screen, have your site tech call the Help Desk.

Q: What do I do if I have employees that are not showing up on my list of employees?

A: E-mail Mary Howell (howelma@tulsaschools.org) in HR so that the employee can be hired into the HR/Payroll system, then they will be automatically "fed" over to the Kronos system that night. Please copy Jacci Hamilton on that e-mail. Keep in mind, however, that if you have a substitute cafeteria worker or part-time custodian they are probably sited to **053 or 002 and will not show up on your lists**. For non-school sites, if you have employees who are being charged to another department, they will not show up on your list.

Q: What do I do if I have employees on my list who no longer work here?

A: E-mail Mary Howell, copy Jacci Hamilton.

Q: How do I enter sick leave?

A: Go to the employee's timecard, scroll down to the appropriate date, move over to the "pay code" column and, using the dropdown arrow, choose sick leave, then go to the amount column and add the number of hours the employee is scheduled to work. Then click on save. If the employee only misses part of the day, start the process by clicking on the arrow to the right of the date, inserting a new line, then move down to that line and follow the same process. This is the same way you enter personal business leave, etc.

Q: Why is my time clock five minutes fast?

A: That time is set by the server in ISS and we can't change it; e-mail your concerns to Joe Jennings.

Q: Why does the information flash across the clock so quickly that I can't see it?

A: We cannot control the speed of the clock. If you are uncertain that the clock accepted your "punching in," push review punches. DO NOT re-enter your id and clock in again, as that clocks you out!

Q: What do I do if one of my TAs works as a sub?

A: We are only concerned that the TA receive the higher rate of pay so, if the TA pay is greater, don't worry about reporting the time differently. However, if the sub pay is higher, the TA needs to go to the clock, enter "transfer," and a screen will come up asking for project. Enter 0000, then under job class enter 214, then clock in as usual. If the employee then works as a Reading Sufficiency Tutor, after entering "transfer" type project 3670, job class 415.

Q: If I am the manager and go in to edit the time of one of my employees and I am locked out, what happened?

A: Make sure that you have not inadvertently "approved" the time card, which prevents you from making any changes. If you have, click on "remove approval."

Q: What do I do if I have an employee who was successfully enrolled but now the clock won't recognize the finger?

A: E-mail Jacci Hamilton for assistance.

Q: What do I do if I have an employee who wants to work through lunch and go home earlier? What do I do if I have a para who must go to lunch with developmentally disabled students and does not get a lunch break?

A: It is TPS District policy that employees may not work through lunch to go home earlier. If you have employees who must work through lunch, such as the para, each request must be sent to Garry Potter in HR for individual approval.

Q: What happens to the clock when there is a power outage?

A: There is a back-up battery so the clock will store the employee's punches for up to 48 hours without power.

Q: What do I do if my clock only has a blank screen rather than the correct date and time and the word "transfer" in the first box?

A: E-mail Jacci and Paul Nguyen.

Q: What is my responsibility toward cafeteria and custodial workers?

A: We would like school secretaries to enroll those people and send us their schedules, but they are not responsible for "fixing" the missed punches or entering absences. The custodial workers are supposed to e-mail their custodial supervisors, and the cafeteria workers are supposed to e-mail Dee Hollenbeck.

Q: Can an employee skip their two 15 minute breaks and go home 30 minutes early?

A: No. Employees must be "on the clock" in order to receive a paid break. Breaks are encouraged in order to provide employees an opportunity to enhance their physical and mental well being.

Q: Can an employee combine the two 15 minute breaks and take an hour for lunch?

A: No. Employees must be “on the clock” in order to receive a paid break.

Q: If I am a licensed time manager and one of my employees forgets to clock in or out, or goes to ESC for a meeting, what do I do?

A: Just type in the time they would normally have clocked out.

Q: When I am setting up employees’ schedules, what do I need to include?

A: We just need the starting and ending times of each employee, unless they do extra work which is to be coded to a different account. In that case, we need the times of the extra work and the account number that time is charged to. For example, a TA might do before school childcare from 7-8 and then work as TA from 8-3, so we would need to know both of those times and the account number for the 7-8 shift so that we can build a “transfer” into the schedule.

Q: When my employees come in 15 minutes late but stay 5 minutes late for the next three days, why does their time not come out right?

A: Because we have established “rounding” rules and “grace periods” to allow employees the convenience of clocking in when they arrive, even if it is not their scheduled start time. An employee can clock in up to 20 minutes early but is not expected to begin work until the scheduled start time, so the time does not begin accumulating until that time. By that same token, an employee can clock out ten minutes early or late and still be paid for the full scheduled day.

Q: If an employee comes in early or stays late because of work demand and the supervisor wishes them to be compensated for that time, what do we do?

A: As a time manager you have the authority to change an employee’s “shift,” which changes the schedule for that day only. Click on “schedule,” choose the appropriate day, click on “shift,” edit, and change the time, then ok and save. So if an employee who normally works 8-4:30 needs to work 7:30-5 on Monday, June 27, you would go to the schedule, choose Monday, June 27, shift, edit, and change the 8 to 7:30 and the 4:30 pm to 5pm, ok, save. Then the employee would be compensated for the full 9 hours.