



Kronos Remote Access Effective April 2020 Frequently Asked Questions (FAQs)

SUMMARY

What is Kronos remote access?

Kronos remote access will allow you to view your timecard, update missed punches, view your calendar, and approve your timecard outside of the CentraCare or Carris networks. Therefore, you will not need to be connected via VPN or logged into a CentraCare or Carris computer or laptop to access Kronos.

How do I access the link for Kronos remote access?

Navigate to www.centracare.com and find the “For Professionals” section. Under the “Access to Email and Network Resources” section, select the “Kronos Offsite Access for Employees” link and follow the authentication steps.

Why is this now available to me?

As a CentraCare employee, the accuracy of your timecard has never been more important. As we continue our response through COVID19, we know many of you will be working different shifts or working in different locations – and may need a different way to review and approve your timecard prior to the end of the pay period. It is the expectation that ALL CentraCare employees review and approve their timecard every pay period.

Why is this important?

Your timecard approval is essential to ensure the accuracy you expect for the amounts in your paycheck. CentraCare needs your affirmation that what is in your timecard reflects the hours you worked. If not, changes to missed punches can be done through remote access. After you are comfortable with your timecard, you can also approve it.

When is this change effective?

The remote access functionality is aimed to be ready for use April 9, 2020. After that time, you should be able to use the link to view your timecard.

Do I need to request access to use Kronos Remote Access?

No, you are already set up to use it.

Can I clock in and out with remote access in Kronos?

No, badge access swipe or timestamp functionality is the primary way to clock in and out. However, you can use Kronos remote access to correct for missing punches and enter PTO/PTX (for non-ANSOS scheduling departments only) on your timecard.

Can I access this from my mobile device/smart phone?

Yes, you can access Kronos remote access from your mobile device/smart phone, but it is NOT optimized for viewing. The features are available but resizing of the screen to see and select drop down options will be needed. A home PC or laptop is recommended.

Will this work on any internet browser?

Remote Kronos access is best accessed using Internet Explorer (IE) version 9, 10, or 11, Chrome, Firefox, or Safari.

If I am a Kronos Auditor, can I use Kronos Remote Access to perform audits of timecards?

No, Kronos Auditors need to access their auditing functionality in Kronos through a CentraCare server connection (at work or through VPN access).

Where do I go if the link doesn't work or I get an error message?

Since you are using your own device, CentraCare IS&T is not able to gain access to troubleshoot your issue. You are encouraged to update your browser, double check your internet connection, and/or try a different device.