

## UKG/Kronos FAQ for Managers

- 1. I need to change the Managers/Timesheet Approvers for my staff**
  - a. Contact the Kronos inbox at [kronos@ccp.edu](mailto:kronos@ccp.edu) and we can make any approval line updates needed
- 2. I need to make corrections to my employee's timesheet, but it is locked**
  - a. If your employee's timesheet is locked and you are unable to edit, please contact the Kronos inbox at [kronos@ccp.edu](mailto:kronos@ccp.edu)
- 3. I applied a work schedule for my employee, but I do not see the schedule on their timesheets**
  - a. Navigate to the search bar and search "**Auto Populate Timesheet**"
  - b. Select the same dates used when generating the schedule (slides 21-22)
  - c. You can more easily see your employee by selecting "All" under the Rows On Page dropdown menu and using Ctrl + F to search for your employee's name
  - d. Select your employee by using the checkbox to the left of their name
  - e. Click "Populate Time" in the top right corner
- 4. My employee has Jury Duty or Bereavement**
  - a. Using the "Time Off" dropdown menu, add the Jury Duty or Bereavement to the appropriate day(s) and save the changes to the timesheet
  - b. Email the Kronos inbox the following documentation:
    - i. **Jury Duty**- a copy of the check issued for the jury service or a letter stating the completed service
    - ii. **Bereavement**- a copy of the obituary or funeral notice
  - c. For more information on Jury Duty and Bereavement, please see the full policy here: <https://www.myccp.online/college-policies-and-procedures/administrative-vacation-and-other-leave-time-policy>
- 5. I am unable to approve a timesheet and an error message appears**
  - a. Oftentimes, time off will be both requested by the employee and added to their timesheet by their manager, which will result in the manager being unable to approve the timesheet. If the error message states that there are pending time off requests, have the employee sign into their Kronos account and delete the duplicate time off request(s)
    - i. If it is time sensitive and you need the request deleted immediately, contact the Kronos inbox
  - b. If the error message states that approving the timesheet will result in a negative time off balance for the employee, notify the employee that they must use a different category of time off to cover those days/hours or contact the Kronos inbox
- 6. I have a new hire, when will they be active in Kronos?**
  - a. Newly hired employees will become active in Kronos one day after their first work date
- 7. My employee completed their 90-day probationary period, when will they have access to their PTO?**
  - a. Once the employee has completed their 90-day probationary period, their time off will become visible in Kronos and they will receive prorated amounts of their PTO depending on their start date

For any other questions relating to UKG/Kronos, reach out to the Kronos team at [kronos@ccp.edu](mailto:kronos@ccp.edu)