

Troubleshooting

Blank white screen

Error message

“Application could not get data from server”

This is caused by a Java error and the files need to be cleaned out.

Take the following steps to remedy this error:

This will take up to 3 minutes for the files to delete. Call the Help desk if you have any problems.

1. Click Start button.
2. Click Control Panel.
3. Click Java.
4. Click Settings under Temporary Internet Files.
5. Click Delete Files.
6. Both boxes should be checked in the pop up window.
7. Click OK.



Special Scenarios –Continued– Police Department

- Updating an employee's regular schedule for one day from a shift with no lunch to an eight hour training session with a one hour lunch.

In schedule editor

1. Click on the day
2. **Shift** (next to **SAVE** button)
3. Edit (to reveal single day schedule)
4. Change IN/OUT to reflect IN for morning or beginning of class and OUT for lunch
5. OK
6. **Shift** (next to **SAVE** button)
7. **Add**
8. Enter after lunch IN/end of day OUT time (ex. 1p-5p)
9. **OK**
10. **SAVE/REFRESH**

Cell will reflect double entry without lunch hour

Note: Hovering on cell will show correct breakdown of hours

Police Department

- Step up (Complete Shift)

In the Schedule Editor

1. Right click on day
2. *Edit*
3. *Shift*
4. Click *Transfer/Search*
5. Click down arrow of *Work Rules*
6. Select position stepped in to
7. **OK**
8. **SAVE**

- Step Up (partial shift)

In the Schedule Editor

1. Right click on day
2. *Edit*
3. *Shift*
4. Change *Type* to *Transfer*
5. Adjust hours
6. Click *Transfer/Search*
7. Click down arrow of *Work Rules*
8. Select position stepped in to
9. **OK**
10. Add a row
11. Select *Regular* for *Type*
12. Adjust times
13. **OK**
14. **SAVE**

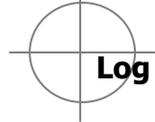
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Access Kronos

1. Enter URL in internet browser:
<http://kronos/wfc/logon>



Log In and Out of Kronos

Log in:

1. Enter **LAWSON** User ID without the "s"
2. Password is kronos (lower case)

Log out:

1. Click **Log Off** located on the top right corner of screen



Who to Call for Help

- Passwords; locked out—IT ext. 3280
- Timecard and Pay issues-

Step 1: Consult all training materials found on C-net :
(Training/OD>Training>Kronos Resources)

Step 2: If you still need assistance, call :
Nora Faulkner (972) 466-3139
Demetria Glosson (972) 466-3117
Diana Salas (972) 466-3149

- Employee Changes—
Brenda Olinger: (972) 466-3375
- Leave Cases-
Anna Velarde: (972) 466—3097
Elizabeth Arauz: (972) 466—5755



Special Scenarios—continued

Fire Department

- Step up for 6 hours (7a—1p)/doctor's appointment 3 hours (2p-5p) during regular shift
1. In Scheduling Editor
 2. Right click on day
 3. Click Edit/Shift
 4. Change type to transfer
 5. Change out to 1p
 6. Click down arrow next to Transfer box
 7. Search
 8. Click down arrow next to Work Rules (lower left corner)
 9. Select position
 10. OK
 11. Add row
 12. Change *type* to *regular*
 13. Change in/out time to 1p/2p
 14. Add row
 15. Change *type* to *regular*
 16. Change in/out time to 5p/7a
 17. Correct date
 18. **OK/SAVE**
 19. Right click on same day
 20. Add/Pay code
 21. Select *Sick*
 22. Enter number of hours sick in decimals (3.0)
 23. Enter start time of sick (2p)
 24. **OK/SAVE**



Special Scenarios

Fire Department

- Ambulance Pay

In the Schedule Editor

1. Right click on day
2. Add
3. Pay Code
4. Select Pay code (Ambulance)
5. Enter number of hours worked on the ambulance
6. Enter time that ambulance pay began
7. Enter comment (optional)
8. **OK**
9. **SAVE**

- CPR class taught on off day (9am—4pm)

1. In Schedule Editor
2. Right click on day
3. Add
4. *Shift*
5. Enter time IN/OUT
6. Click down arrow of *Transfers* area
7. *Search*
8. *In Work rules*, select *civil service fire shift extra*
9. **SAVE**



Scheduling

Format:

1. Enter single digits with am or pm or military time
2. Do not use the colon (:)
3. Schedule editor works in 15 minute increments
4. A shift should not start at the same time as another shift ends. The second shift should start one minute later.

Manual entry

1. Schedule Editor

2. Highlight employee
3. Enter time cell by cell (ex. 8a-5p) or copy/paste

Pattern entry

1. Click on **Scheduling** Tab
2. Click on Schedule Editor
3. Highlight employee or use shift key to select more than one sequentially; use control key to select specific employees from large list
4. Click **shift—add pattern**
5. Enter work start date (date that employee(s) begin(s) to work the pattern)
6. Do not change the date of the *pattern start date*.
7. Select *forever* or enter end date
8. Select *override* if replacing existing pattern
9. Select **Insert pattern**
10. Choose appropriate pattern according to pay rule
11. If no pattern is applicable from list, enter desired pattern cell by cell or use copy/paste
12. Click **OK**
13. Click **Save**



Schedule Group

Note: this feature is primarily used by large departments with shifts that rotate (fire, police. Contact Payroll to set up the group initially)

1. Select **Scheduling**
2. Click **Schedule Editor**
3. Click on **by Group**
4. Scroll down to locate your group
5. Double click on your group title bar
6. Complete pattern editor work start date (date of first worked day of pattern)
7. Click Insert Pattern
8. Select applicable pattern or create pattern manually
9. Click OK
10. **Save**

To move employee into a group:

1. Right click on employee name
2. Select **Add to Group**
3. Select proper group from drop down
4. Enter **Start date**
5. Enter **End date**
6. Check *Remove employee from other* group if necessary
7. **Save**

Kronos Timecard Coding—Civil Service

- Civil Service employee timecards are monitored and completed by the timekeepers or supervisors within their respective departments.
- Civil Service employees are paid injury leave with the Kronos pay code LV-Injury Paid or LV-Injury Paid with FMLA.
- In some cases, the supervisor will be contacted by Wfs regarding the application of FMLA which can run concurrently with the Workers' Comp process.
- If a Civil Service employee should exhaust their 1 full year of injury leave as granted by Texas Statute 143, then Wfs will administer the timecard coding through a Kronos Workforce Leave Case.
- Proper notification will be made to the supervisor and employee as appropriate.



Workers' Compensation and Kronos - continued

b. Continuous absences:

- Timesheet coding is handled by Wfs through a Kronos Workforce Leave Case.
- When employee will be out of the workplace continuously for more than 7 days, email Brenda Olinger and Sixta Ipina in Wfs as soon as possible.
- Wfs will create a Workforce Leave Case in Kronos and all coding of timecards will be handled by Wfs.
- Notifications detailing the Workers' Comp process are sent to the employee by mail and to the immediate supervisor by email.
- When an employee returns to work, email Brenda Olinger and Sixta Ipina in Wfs.
- Once Wfs is notified that the employee has returned to work, control of the timecard will revert back to the employee, timekeeper or supervisor.



Schedule Changes

Work Rules: Step Up

Complete shift/day

1. Select **Scheduling**
2. Click **Schedule Editor**
3. Right click on day
4. Click **Edit** (if scheduled shift already exists and you are changing or replacing it)
5. Click **Shift**
6. Click down arrow of *Transfer* section
7. Click Search
8. Click down arrow on **Work rules** (lower left corner of Screen)
9. Select description of position employee moves to
10. Click **OK/OK/Save/Refresh**

Work rules: Step up

Partial shift/day

1. Select **Scheduling**
2. Click **Schedule Editor**
3. Right click on day
4. Click **Edit**
5. Click **Shift**
6. Click down arrow in *Type*
7. Select *Transfer*

Work rules: Step up—continued

8. Enter start and end time of step up (correct date if necessary)
9. Click down arrow in *Transfer*
10. Select description of position employee moves to; if not visible, click *Search* and click down arrow of *Work Rules* in lower left corner
11. Add a row (click icon next to date on left side)
12. Click down arrow on Type
13. Select *Regular*
14. Enter start and end time of regular worked time (correct date if necessary)
15. Add additional row if necessary
16. Click **OK/Save/Refresh**

Note: *Cell will reflect entire shift/day as step up; however, hovering over the cell will show correct break down of hours.*

Transfers-departmental/capital project

Complete shift/day

1. Select **Scheduling**
2. Click **Schedule Editor**
3. Right click on day
4. Click **Edit/Shift**
5. Enter Start/End time if necessary
6. Click down arrow of *Transfer* area
7. Click *Search*
8. Select Accounting Unit or Activity (right) Select description from drop down (left)
9. **OK/OK/Save/Refresh**



Workers' Compensation and Kronos— continued

- When WfS receives notice that an employee is receiving Workers' Comp payments, a calculation is performed to determine the incremental amount of leave usage.
- Employees and supervisors are notified of this amount through a letter.
- In some cases, the supervisor may be contacted by other representatives in WfS regarding the application of FMLA which can run concurrently with the Workers' Compensation process.

Kronos Timecard Coding—Non-Civil Service

Coding of time records in Kronos depends on whether the Workers' Compensation injury/illness has caused the employee to lose time from work intermittently or continuously.

- a. Intermittent absences:
 - Timesheet coding is handled exclusively by the supervisor
 - When employee is released to return to work, absences due to follow up doctor visits, therapy or medical related tests are coded **WCP-Intermittent Use**.
 - **WCP-Intermittent Use** is not to be used for full-day absences unless full day is directly related to Workers' Comp follow up treatment.
 - If employee begins to lose time in full day allotments, email [Brenda Olinger](#) and [Sixta Ipina](#) in Wfs for further instructions.



Workers' Compensation and Kronos

Note: For more detailed information regarding Workers' Compensation and Kronos, please refer to C-Net (Training/OD-Training– Kronos Resources)

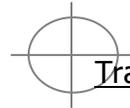
Non-Civil Service General Information

For on-the-job injuries:

- Regularly scheduled time loss on day of injury is paid as "regular" pay.
- If employee is removed from work, regularly scheduled time loss during the first 7 days of lost time (need not be continuous) is paid as "regular" pay.

For on-the-job injuries when employee is in the workplace (full day or modified duty status), and is receiving continuing or follow up treatment

- Time lost from work due to a doctor's visit, rehabilitation or physical therapy sessions is paid as "regular" pay.
- After first 7 days of lost time due to Workers' Comp injury, Workers' Comp begins payment equal to 70% of employee pre-injury earnings up to a maximum set by the state.
- The city requires employees to supplement Workers' Comp payments with leave usage in an incremental amount which together with the Workers' Comp pay equals close to the employee's normal base take home pay.
- Leave usage is used in this order: sick, vacation, compensatory, holiday.



Transfers—continued

Partial shift/day

1. Select **Scheduling**
2. Click **Schedule Editor**
3. Right click on day
4. Click **Edit/Shift**
5. Click down arrow in *Type* area
6. Select transfer
7. Enter start time and end time of transfer
8. Click down arrow in transfer area
9. Click *Search*
10. Select *activity* or *accounting unit*
11. Select appropriate description of transfer
12. Add additional row
13. Select down area in *Type* area
14. Select *Regular*
15. Enter start and end time of regular time
16. Add another row if necessary
17. **OK/Save/Refresh**

Note: Cell will reflect entire shift/day as step up; however, hovering over the cell will show correct break down of hours.



Pay codes—on call; sick; ambulance pay; vacation; jury duty, etc.

Complete shift/day

1. Select **Scheduling**
2. Click **Scheduling Editor**
3. Right click day
4. Click **Add/Pay code**
5. Select appropriate pay code from drop down
6. Enter number of hours using decimals (8.0, etc.)
7. Check *Override shift*
8. Select *Whole Shift*
9. Enter start time of pay code
10. **OK/Save**

Partial shift/day

1. Select **Scheduling**
2. Click **Scheduling Editor**
3. Right click day
4. Click **Add/Pay code**
5. Select appropriate pay code from drop down
6. Enter number of hours using decimals (8.0, etc.)
7. Check *Override shift*
8. Select *Partial Shift*
9. Enter start time of pay code
10. **Ok/Save**

(Kronos calculates to show worked/non-worked time)

Note: For Ambulance pay and On call pay – do not override shift. Pay is in addition to regular pay



FMLA Leave Cases—continued

- The time entered will be deducted from the appropriate accrual buckets automatically according to the City's policy.
- The leave pay codes automatically appear in the timecard and at the bottom of the timecard in *Totals* and *Schedule* i.e., **LV-SICK**.
- At the bottom of the timecard in *Totals and Schedule*, the amount of time being coded against the accrual codes and the FMLA bucket will appear.
- **LV-FMLA** is a tracking bucket and will not be paid.

- For assistance with FMLA leave cases contact:

Anna Velarde—972-466-3097
Elizabeth Arauz—972-466-5575



FMLA Leave Cases—continued

Applying intermittent FMLA in the Quick Leave Editor:

Timecard:

- a. Open employee timecard
- b. Specify the time period
- c. Select Leave>Edit
- d. Enter the amount of time requested
- e. Click SAVE/CLOSE

Schedule:

- a. Open employee timecard
- b. Specify the time period
- c. Select Leave>Edit
- d. Enter the amount of time requested
- e. Click NEXT
- f. In the Display Start Time field, enter the start time the leave will begin
- g. To override the shift, enable the check box for Override Shift, then specify whether to override the whole shift or a partial shift (you do this so the schedule reflects the actual time the employee will be at work and away from the workplace).



Changes to the Time Card

Exempt

- Pay codes—vacation, sick, jury duty, clinic, etc.

Complete shift/day

1. Access employee's timecard
2. Add row (click icon next to *hours worked*)
3. Click down arrow in Pay Code column of added row
4. Select appropriate pay code
5. Under the selected day, enter number of hours in decimal format on the pay code row
6. On worked hours row, delete the scheduled hours
7. **SAVE**

Partial shift/day

1. Access employee's timecard
2. Add row (click icon next to *hours worked*)
3. Click down arrow in Pay Code column of added row
4. Select appropriate pay code
5. Under the selected day, enter number of hours in decimal format
6. On worked hours row, edit the scheduled hours to reflect number of hours worked
7. **SAVE**



Changes to the Time Card—Continued

Exempt—continued

- Workrules/Transfers— Step ups, transfer worked hours to another department, capital fund or grant project

Complete shift/day

1. Access employee's timecard
2. Add a row by clicking icon next to pay code column
3. Click on down arrow in the *Transfer* column
4. Select *search*
5. Select *Accounting unit* (department) or *Activity* (capital project, etc.) on right side of screen
6. Select appropriate description of transfer
7. **Or**, if a work rule (step up), click down arrow next to *work rules* in lower left corner to select position worked
8. **OK**
9. Enter number of transfer or step up hours on new row under correct date
10. Delete worked hours on date
11. **SAVE**



FMLA Leave Cases—continued

Initial Request for FMLA

Watch for email/Kmail notices from Wfs for supervisor action needed. Supervisor's FMLA responsibility:

- a. Submission of initial request for FMLA if your employee doesn't have access to Kronos
- b. Applying intermittent leave to time cards
- c. Timecard approval for intermittent leave cases

Timekeeping/Payroll Monday Procedures for FMLA Cases

-Continual FMLA Cases:

- No timekeeping by the supervisor is necessary for cases of continual leave. Do not attempt to change timecards. Only Wfs may do this if necessary.
- Payroll Monday—Review employee time cards and approve according to Payroll Monday procedures on page 13.

-Intermittent FMLA Cases:

- Employees on intermittent FMLA leave must request leave verbally or by email from the supervisor.
- Employees should not utilize the TIME OFF REQUEST feature of Kronos because it is designated for non-FMLA sick/vacation requests only.
- When an employee requests leave against an open intermittent FMLA request, the supervisor (or timekeeper) must input the time in the employee's timecard/schedule by using the Quick Leave Editor.



FMLA Leave Cases—continued

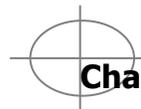
Initial Request for FMLA

Request FMLA on Behalf of Your Employees

1. Click **GENERAL**
2. Click **INBOX**
3. Click **Message**
4. Click **NEW**
5. Search: wfs* in address book (Workforce Leave Administrator)
6. Include the following info:
 - Name
 - Leave start date
 - Leave hours a day based on normal work schedule
 - Leave type for example medical or military
 - Leave frequency such as intermittent or continuous
5. Click **SEND**

- Wfs will communicate all necessary information to the employee regarding forms needed and time frame.
- Once all needed documentation is submitted to Wfs, you and the employee will receive a Designation Notice indicating approval (or not) of the request and the amount of time approved.

Note: Much of the responsibility of requesting FMLA, submission of required documentation and follow up with the employee has been removed from the supervisor and transferred to Wfs.



Changes to the Time Card—Continued

Exempt—continued

- Workrules/Transfers— Step ups, transfer worked hours to another department, capital fund or grant project

Partial shift/day

1. Access employee's timecard
2. Add a row by clicking icon next to pay code column
3. Click down arrow in Transfer column
4. Select search
5. Select *Accounting unit* (department) or *Activity* (capital project, etc.) on right side of screen
6. Select appropriate description of transfer
7. **Or**, if a work rule (step up), click down arrow next to *work rules* in lower left corner to select position worked
8. **OK**
9. Enter amount of transfer time on proper day
10. Adjust worked time so that hours total 8 for the day
11. **SAVE**



Changes to the Timecard—continued

Non-exempt

- Pay codes -on call; sick; ambulance pay; vacation; jury duty, etc.

Complete shift/day

1. If pay code is being added to a pre-scheduled day (with In/Out punches), delete the punches
2. Next to desired date, click the Pay Code cell
3. Select desired Pay Code from drop down
4. Next to desired date, after the selected pay code, click the Amount cell
5. Enter number of hours not worked (do not add in and out punches for time not worked)
6. **SAVE**

Partial shift/day

1. Add a row below selected date
2. Next to desired date, on newly added row, click the *Pay Code* cell
3. Select desired pay code from drop down
4. Next to selected pay code, click the *Amount* cell
5. Enter number of hours not worked (do not add In/Out punches for time not worked)
6. Enter or edit the In/Out punches for time worked on first row (may need to include lunch punch)
7. **SAVE**



FMLA Leave Cases

Note: For more detailed explanation, please refer to:

- Administrative Directive 1.12.3 On *C-Net /Workforce Services/Administrative Directives* and
- training documentation titled *FMLA Leave Cases* found on *C-Net/Training/OD/Training/Kronos Resources*.

Initial Request for FMLA

There are 2 types of FMLA leave cases based on frequency:

Intermittent—employee’s condition/situation requires periodic leave such as pre and post natal check ups, therapy, post surgery follow up, etc.

Continual—employee’s condition or situation requires continual leave up to 12 weeks during a given year (or more for certain cases, see Admin. Directive 1.12.3 for details) such as child birth/postnatal care, surgery and recovery time, extended in-patient rehabilitation, etc.

If your employee has access to Kronos, he/she will request FMLA through Kronos (My Information/My Actions/Request FMLA or Active Military Leave. This request will go directly to Wfs who in turn will follow up with you and the employee by way of Kronos and email.

If your employee does not have access to Kronos via time clock or web, i.e., firefighters, police, Parks Maint. Employees, etc., then *you will make the request on behalf of your employee.*



Emailing Timecards to Employees

To send an email with an employee's timecard for the employee to verify:

1. Go to Timecard.
2. Click Reports.
3. Click Time Detail.
4. In the new window that pops up, click File, Send Page by e-mail.
5. You will see an e-mail appear. Address it to the recipient and click send.



Cancelling an Automatic Lunch Deduction

Note: only available for non-exempt and may Only be done ii the timecard

1. Navigate to timecard
2. Right click on the IN or OUT punch for the day
3. Click *Edit Punch*
4. From drop down, select *cancel deductions*
5. Select All
6. Click **Save**



Adding Comments

1. Right click on an IN or OUT
2. Add Comment
3. Choose comment category
4. Enter free form if desired



Holidays

Procedures for holidays differ by department.
Please consult the training materials found on C-Net.
Training/OD>Training>Kronos Resources



Changes to the Timecard—continued

Non-exempt

- Work rules/Transfers—(step ups, dept. transfers/working on special capital project or grant project)

Complete shift/day

1. Access employee timecard
2. Next to desired date, click on *Transfer* cell
3. Select *search* from drop down menu
4. Select Accounting unit (dept.) or Activity
5. Select proper description from menu on left **OR**
6. If work rule, select, position from drop down on lower left
7. **OK/SAVE**

Partial shift/day

1. Access employee timecard
2. Next to desired date, click on Transfer cell
3. Select search from drop down menu
4. Select Accounting unit (dept.) or Activity
5. Select proper description from menu on left OR
6. If work rule, select position from drop down on lower left
7. To the left and right of the transfer cell, enter In/Out time for transfer (beginning and end time of step up)
8. To the right of the transfer cell, enter In/Out time for remainder of shift
9. **Ok/SAVE**



Payroll Monday Procedures (before 11am)

- Kronos automatically pays based on an employee's time card unless the manager/supervisor/approver designates to pay from schedule
- Fire/PD : Pay from timecard; make all exceptions to time on the schedule
- Time clock employees: Pay from timecard; make exceptions to timecard or schedule
- Exempt employees: Pay from schedule; make exceptions to timecard or schedule
- All other employees: - manager's/approver's discretion

Pay from timecard:

1. Click *Timekeeping*
2. Click *Pay Period Close—Manager*
3. Select employees
 - A. hold down the ctrl key and highlight team members **OR**
 - B. Click **Actions + Select All** to highlight all
4. It is recommended that you review timecards individually. Before approval, click **Timecard** on menu at top
5. if hours on timecard are correct, click **Approvals/Approve**
6. Click arrow located by employee name to view next timecard. Repeat **Approvals/Approve** for each.
7. To make sure that an approval is complete, return to the Pay Period Close-Manager screen and a number one (1) will appear in the manager approval column on the screen.

Pay from schedule:

Note: When paying from schedule, there are two steps to the approval process: a) entering the appropriate dates to pay and b) approval. Both steps must be completed for proper approval.

1. Click **Timekeeping**
2. Click *Pay Period Close-manager*
3. Select employees (hold down ctrl/highlight **or** select **Actions+ Select All** to highlight all employees)
4. Click **Schedule**
5. Click *Pay from Schedule— Add*
6. Enter pay period dates. Use pay period start and end date if approving entire two weeks. Click **OK**
7. It is recommended that you review timecards individually. Before approval, click **Timecard** on menu at top
8. Click **Approvals/Approve** if hours on timecard are correct
9. Click arrow located by employee name to view next timecard. Repeat **Approvals/Approve** for each.