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## Kronos Timekeeper 8.1 - FAQ

**Q. What is my Kronos password?**

- A. Your Kronos password is now the same password you use to log in to: Okta, Workday, Crew Time, and Active Directory.

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**Q. When do you use Kronos software?**

- A. Every time you need to punch in or punch out.

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**Q. What username do you enter on the login screen?**

- A. Your 6-digit employee ID number.

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**Q. What should I do if I forget my Kronos password?**

- A. Reminder: Your Kronos password is the same as your Okta/Workday password. If you need password assistance, contact the Service Desk at 800-366-4399 or [support@discounttire.com](mailto:support@discounttire.com).

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**Q. What is the default password in Kronos for Hires/Rehires?**

- A. The Kronos password for new hires/rehires is the same as the Okta password the employee set up for Workday Onboarding.

**IMPORTANT:** Your Kronos password is the same as your Workday password.

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**Q. Do Hires need to use the manager's computer for their initial log in in Kronos?**

- A. No, this is no longer required since Kronos passwords are the same as Okta/Workday passwords and cannot be changed in Kronos.

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**Q. I have a new employee that just started today, and he is not showing up in Kronos. How can I add the employee to the system?**

- A. Employees cannot be added directly into the Kronos system. They are loaded into Kronos via a nightly update that comes from the Payroll system. Hires load the next day after the hire/Onboarding/I-9 steps are completed in Workday.
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**Q. Why do I not have a Kronos icon on my Desktop?**

- A. All Office and Store employees should have a Kronos icon. If you don't see it your desktop, please call the Service Desk.
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**Q. I know I have employees punched in and on the premises, but they are not showing up in the Employees on Premises genie.**

- A. Inside Kronos, while viewing the Employees on Premises genie, select the **Refresh** button. Generally, if you are not seeing data you expect to see, select **Refresh** in the application.
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**Q. My UPMH report from the Store POS system does not show accurate hours.**

- A. The hours from Kronos are sent to the Store POS system during the nightly update. Therefore, there will always be a one-day lag between Kronos and the Store POS system.
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**Q. I'm trying to access Kronos for the first time and the gears just keep spinning on the log in page. It says "loading" but I'm never able to enter my user id and password. How do I log in?**

- A. More than likely, you need to have the correct Java plug-in installed on your system. Please call the Service Desk.
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**Q. I'm trying to add a half-day of PTO, but the system is telling me I cannot add a pay code to a line that already has a punch. What do I do?**

- A. Pay codes and punches cannot exist on the same row. On the day you want to enter PTO, click the plus (+) (far left side of row) to add a new row. You should then be able to add the pay code for PTO on the second row.
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**Q. It is Monday morning, I'm trying to approve time for my department but none of my employees displayed in my genie have any punched time. Where did it all go?**

- A. Verify that you are looking at the correct time period in the header. In this case, it should be "Previous Pay Period."
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**Q. The hours in the Store POS system are not in sync with what is in Kronos. How do I get them in sync?**

- A. Each night, an update runs sending hours from Kronos to each Store POS system. If your employees have swiped, you added or edited a punch, you added or edited a pay code, or changed a timecard at all, those changes will not be available in the Store POS system until the next day. The update process runs each night at 7:45 PM MST. If there are still employees on the clock at 7:45 PM MST, their hours will not update in the Store POS system until the next day.
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**Q. Are there shortcut keys in the system – like in POS?**

- A. Kronos does not allow for any shortcut keys.
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**Q. Do I have to approve employee's timecards if they do not have any hours for the week?**

- A. All timecards should be approved, even if they do not have hours. This will let payroll know that managers have looked at the timecard and realize that the employee has no hours for the week.

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**Q. When do I use the Store Transfer key?**

- A. When an employee temporarily transfers into another location and works in that location, the employee should hit the Store Transfer key on their initial punch-in.

This will transfer all of that employee's time for the day to the borrowing store. It is not necessary to hit Store Transfer for any additional punches during the day. Any employees can punch-in/out at any computer in the company. All punches will be associated with the home store unless a Transfer store is selected.

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**Q. Additional questions?**

- A. Please contact the Service Desk at 800-366-4399 or [support@discounttire.com](mailto:support@discounttire.com).
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