NewYork-Presbyterian
The University Hospital of Columbia and Cornell

KRONOS 8.1 Navigator Guide

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Kronos Team

Email: Kronos@nyp.org
Telephone 212-585-6711, 6550, or 6561

Dave Brown (Controller)	Alexa Vargas (Manager)
Gloria Cristaldo	Emmy Staton
Leah Szerc	Sophia Miller
Fargina Alam	Angelique Thompson
Elda Brito	Chase Williams

Payroll	payroll@nyp.org	Tel: 212-585-6700
Leave Management Unit	leave@nyp.org	Tel: 212-297-5598

CP Nursing Centralized	CPNursingCentralTK@nyp.org
Lower Manhattan Centralized	LMHKRONOS@nyp.org
Cornell Centralized	CentralTK@nyp.org
Allen Centralized	AllenCentralTK@nyp.org
WD Centralized	WDCentralTK@nyp.org
Lawrence Centralized	LawrenceCentralTK@nyp.org

CP payroll is due on Mondays at 2pm
LMH Payroll is due on Mondays at 12 noon
NY/WD/LH Payroll is due on Mondays at 12 noon
If the Holiday falls on a Monday the payroll is due on Tuesday at 10am
DO NOT SHARE YOUR PASSWORDS!!

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Overall Training Structure

To support the implementation of KRONOS, also known as KRONOS Navigator, training will be provided for users for each unit. For NYP Hospital, training will be a 2 hour instructor-led training with a hands-on workshop on the following components:

1. KRONOS: An introduction to Workforce Scheduler and Timekeeper
2. KRONOS: Importance of Scheduling: Setting Patterns and Modifying Shifts
3. KRONOS: Updating Schedules Using Pay Codes
4. KRONOS: Timekeeping Principles – Monitoring Punch Activity
5. KRONOS: Signing Off on Timecards for Payroll
6. KRONOS: Missed Punch, Additional Pay Request, and eSAF Forms

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KRONOS 8.1 Navigator Guide

Overview

The KONOS Navigator Guide course is a 2-hour, hands-on workshop that addresses the following objectives:

- Users will be able to access KRONOS from the NYP Citrix server.
- Users will be able to log into KRONOS and use basic functionality, including but not limited to viewing schedules, editing shifts, and identifying staffing needs using the Schedule Planner.
- Users will be able to use various Genies to reconcile timecards for payroll.
- Users will understand the basic process of scheduling, including an understanding of:
    - Using the Schedule Planner to ensure employees shifts total appropriately.
    - Setting schedule patterns; modifying and editing shift to include paid time off.
    - Using various Genies to identify exceptions, paid hours, and employee information.
    - Attendance and Time Off tracking.
    - The importance of pay periods and how to sign-off.

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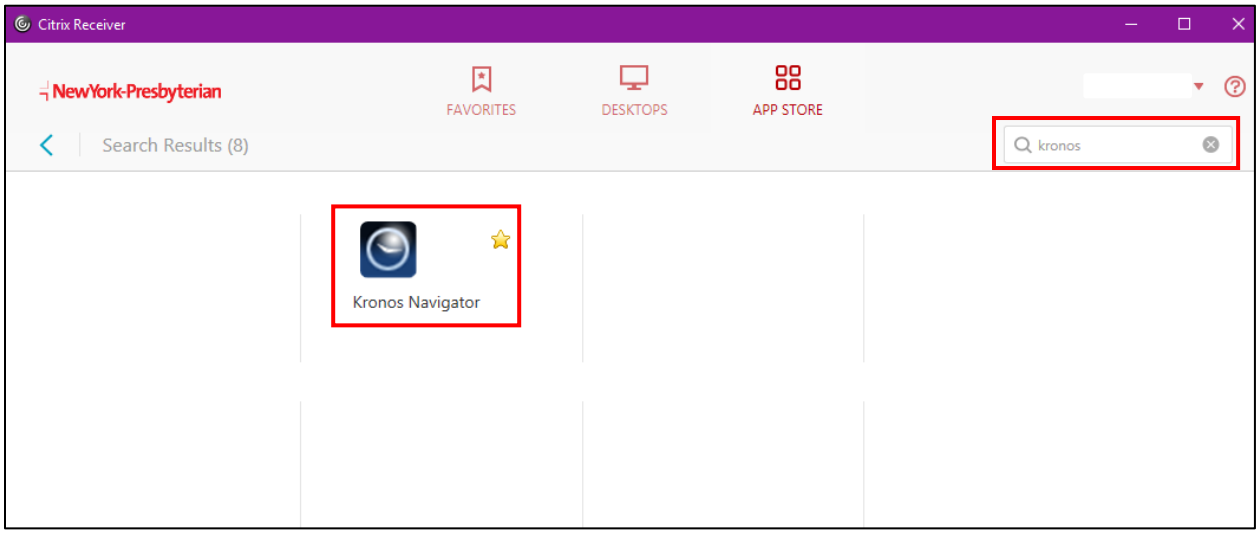
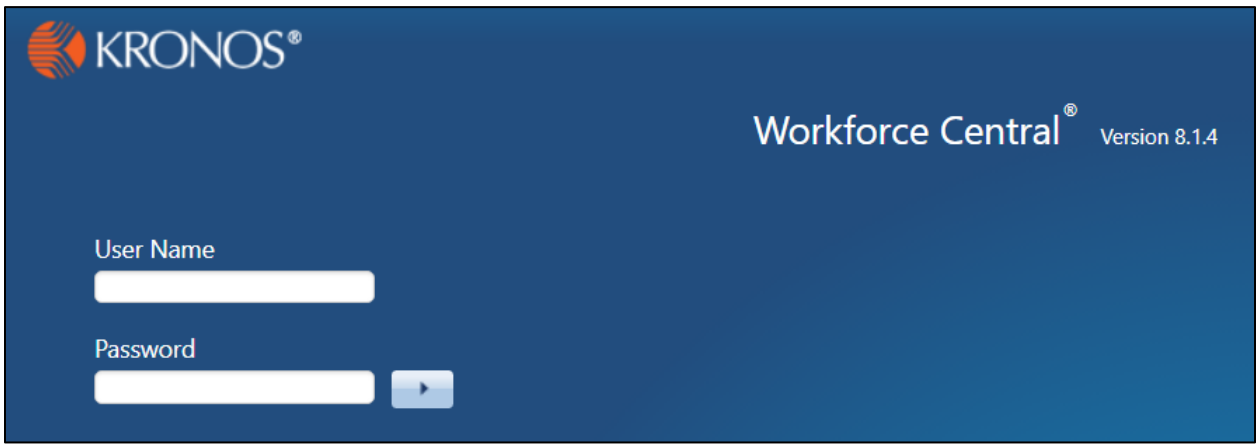
Logistics

ACCESS TO KRONOS IS CONTROLLED VIA THE NYP CITRIX SERVER.

In the search bar, type in “Kronos” to quickly bring up the Kronos app. Double click to open Kronos.



Users will log in with their CWID and password.



*If you get locked out after three failed attempts, reach out to the NYP Help Desk for password assistance.

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Scheduling Information

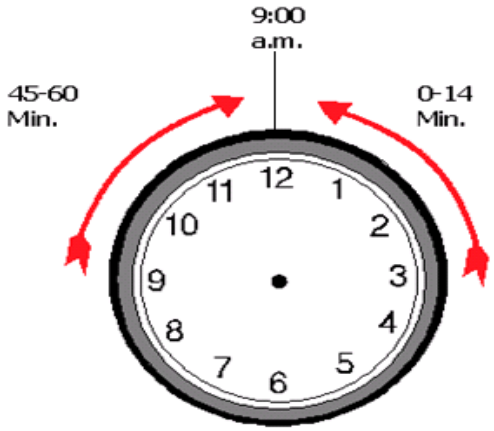
All employees must have updated schedules in KRONOS prior to their shift.

- Scheduled start and end times must always be on the quarter hour.
- Accurate schedules prevent employees from clocking in prior to their schedule shift start time.
- Pre-scheduled benefit time can be entered on the schedule.
- Exempt employees must have schedules or the system will not flag for potential absences.
    - Exempt employees should punch in at the start of their shift.
- Schedule download times: 5:30 am, 12:00 pm, 2:00 pm, 6:00 pm & 10:00 pm.

Rounding Rules

All employees are mandated to use KRONOS timeclocks to record their time.

- An employee may only clock in within 15 minutes prior to or after their scheduled start time.
    - Start times will be rounded to the shift start for payroll purposes.
- All employees must be paid for any time the employee performs any work during the 15 minutes prior to their scheduled start time or the 15 minutes after.
- If the employee clocks one minute after the scheduled start time, the system will generate a "Late-In" exception.



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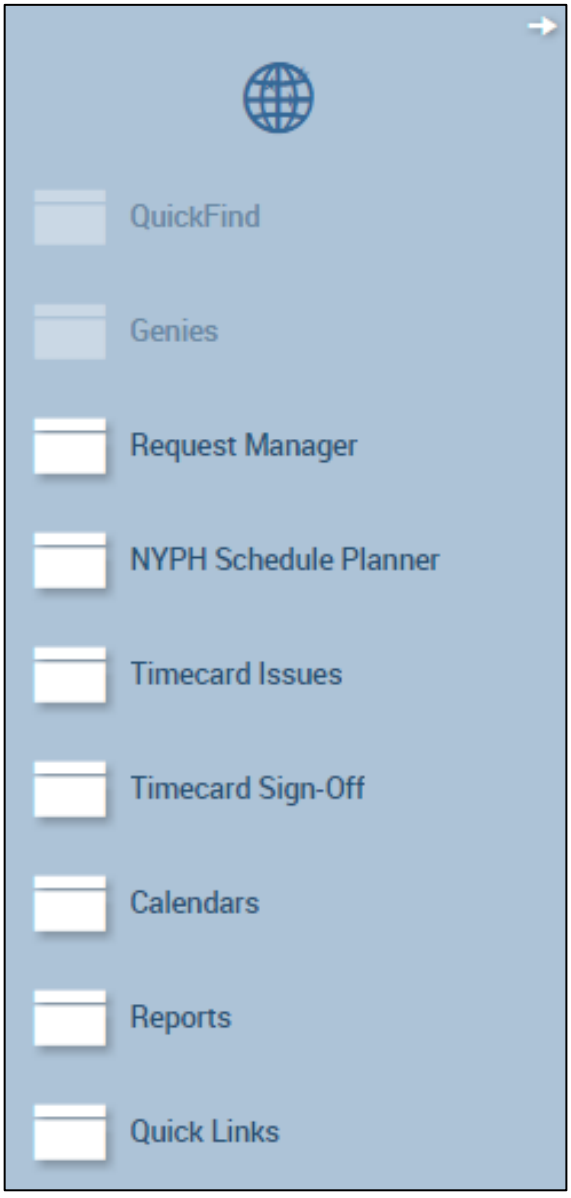
Widgets!

*KRONOS provides information in the form of widgets. Widgets are customized windows that provide specific information related to scheduling, timekeeping, and payroll.**

Widgets are located in the related panel window with QuickFind and Schedule Planner as the default view.

- **Quickfind** is a searchable tool to quickly look up individual employees by their last name or id number.
- **My Genies** displays additional widgets such as employee information via NYPH People.
- **Request Manager** is used by the ESS employees where they are able to electronically request time off, open shifts, or submit shift swaps.
- **Schedule Planner** displays all schedules where they can be updated and monitored.
- **Timecard Issues** provides a list of timecard exceptions by category and employee.
- **Timecard Signoff** allows users to review and sign off on timecards.
- **Calendars** provides quick access to the Absence and Exception Calendars.
- **Reports** maintains a list of printable reports such as the schedule or timecard detail.
- Quick Links displays links to external resources.



*Widget selections are based on system access.

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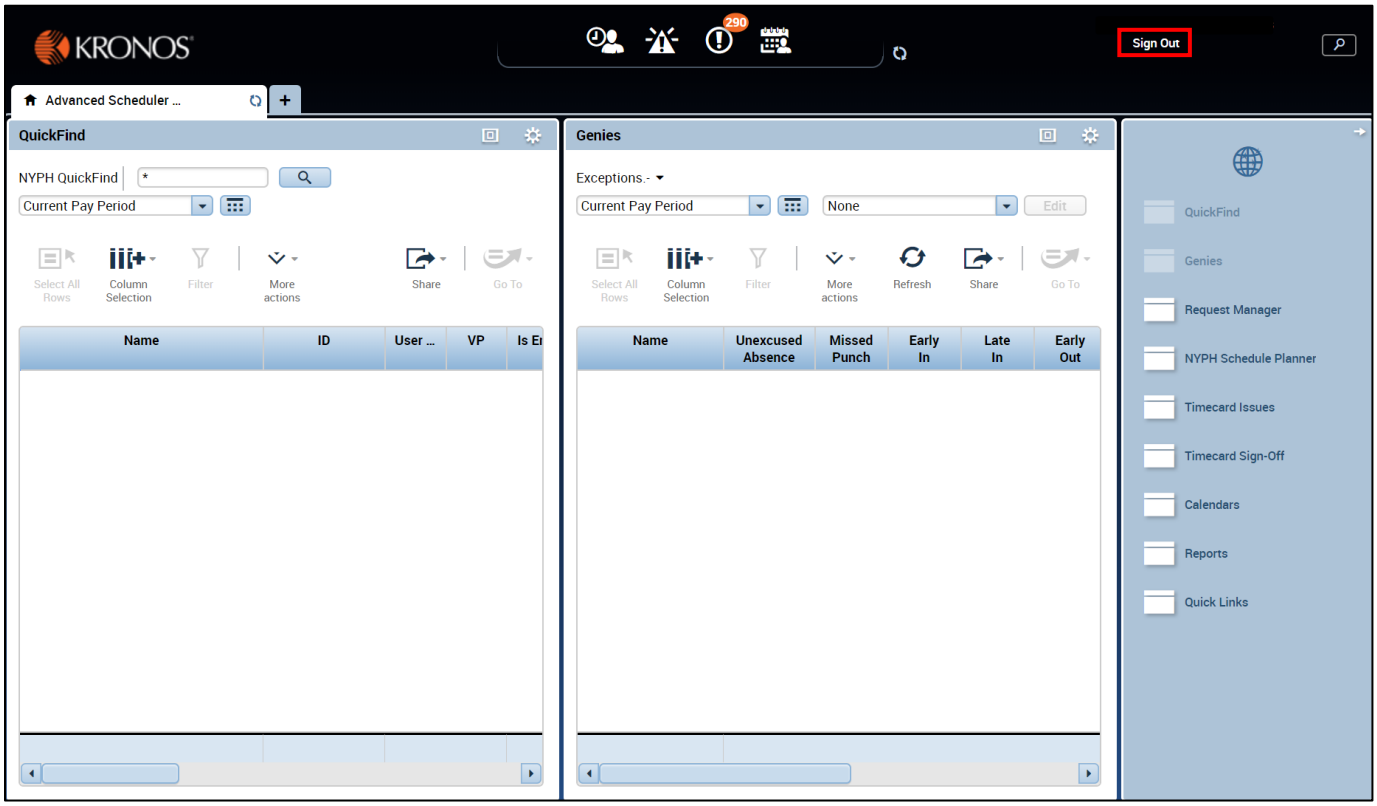
Using Quickfind to Search for Employees

*All changes to an employee's schedule must be done in the Schedule Planner **or** Schedule Editor.*

Common Scheduling Tasks

- Update shifts and schedule patterns.
- Enter paid time off – vacation, personal holidays, sick time and more.
- Monitor leave cases and update schedules with intermittent leave.

The QUICKFIND genie is a searchable tool to quickly look up individual employees by their last name or id number. The asterisk must remain at the end of your search.



Log off Kronos when you are finished using by selecting **Sign Out**.

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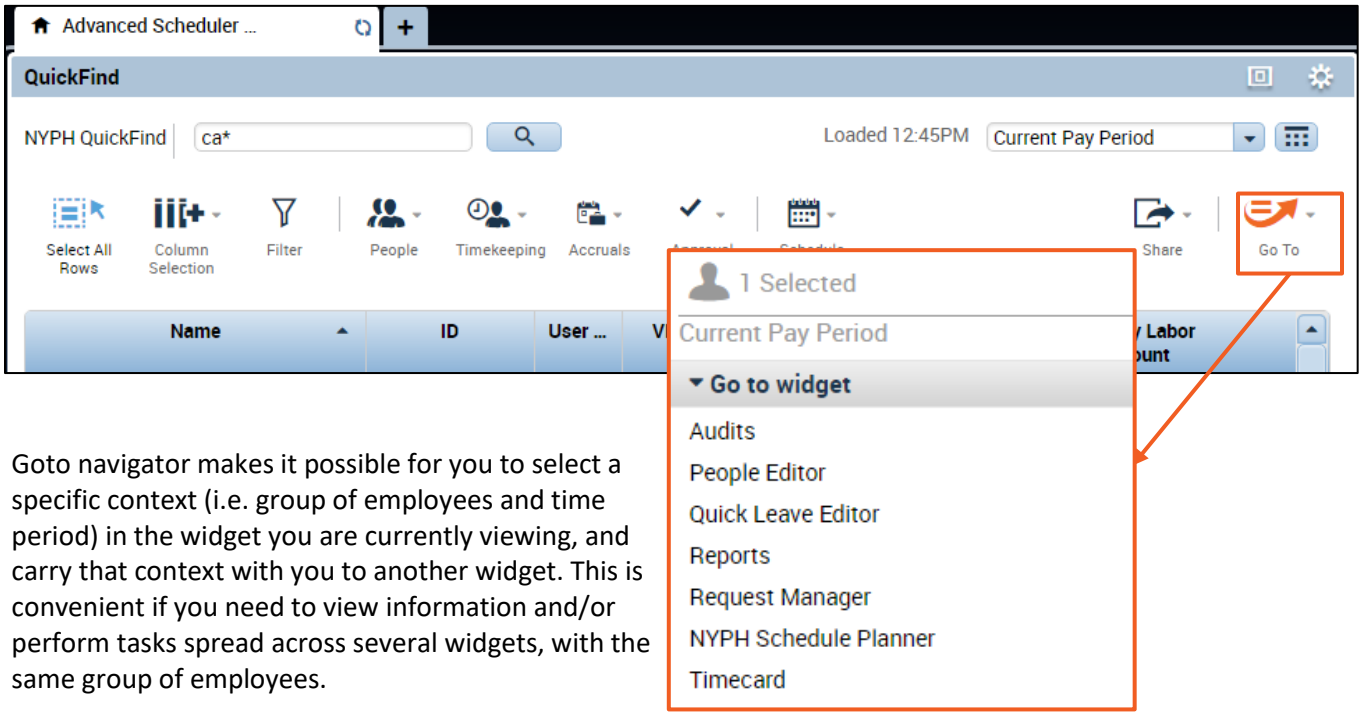
Using GoTo Navigator



Goto navigator makes it possible for you to select a specific context (i.e. group of employees and time period) in the widget you are currently viewing, and carry that context with you to another widget. This is convenient if you need to view information and/or perform tasks spread across several widgets, with the same group of employees.

- In a Genie (or the Search widget) select the group of employees you want to carry over to a new widget, using the same selection approach as you would when making a group edit.

  Note: If you are in a widget that only shows one employee's information at a time (such as the Timecards widget), the context will show that you have a certain number of employees selected. These employees will be carried over.

- Open the Goto menu and select the widget or workspace you would like to move to.

  You can continue to move to new widgets with the selected employees (or a subset of those employees, if you choose). To "reset" your selection when you are done working with those employees, click the workspace's Refresh icon.

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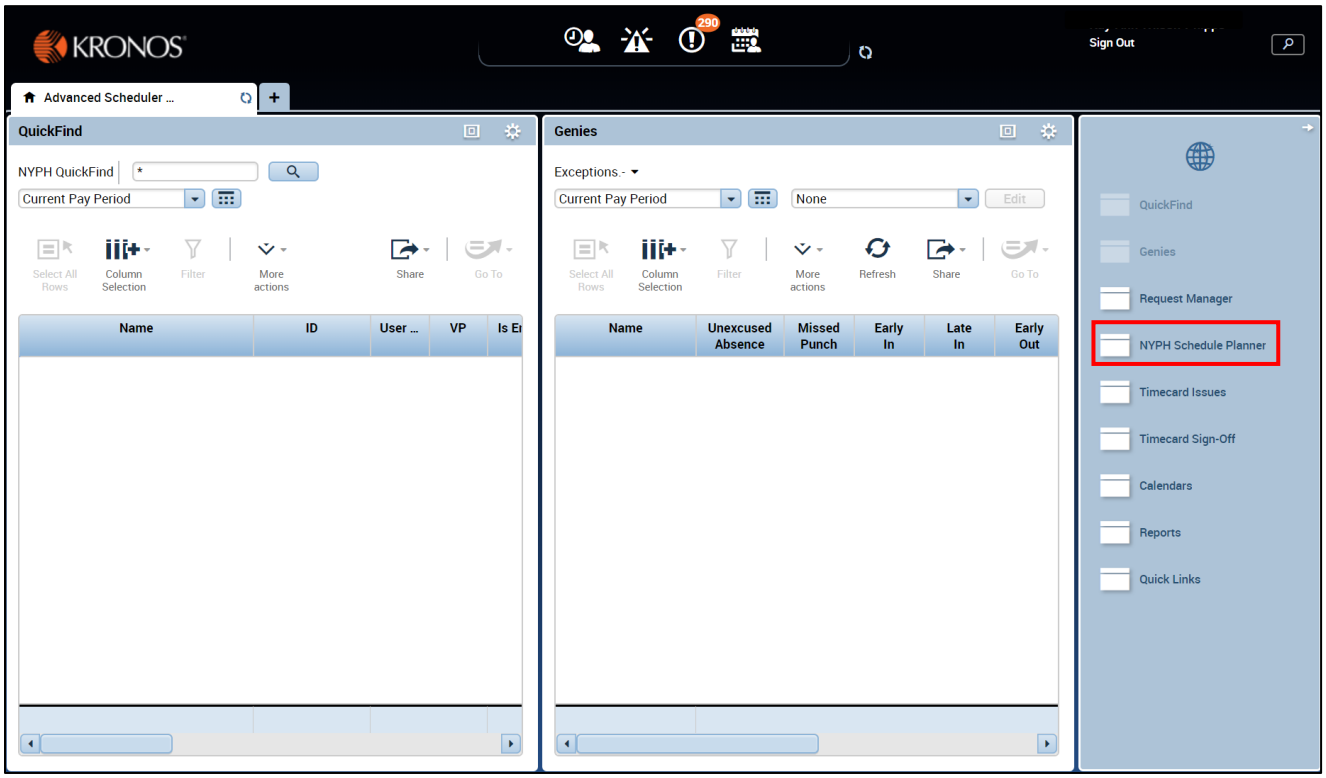
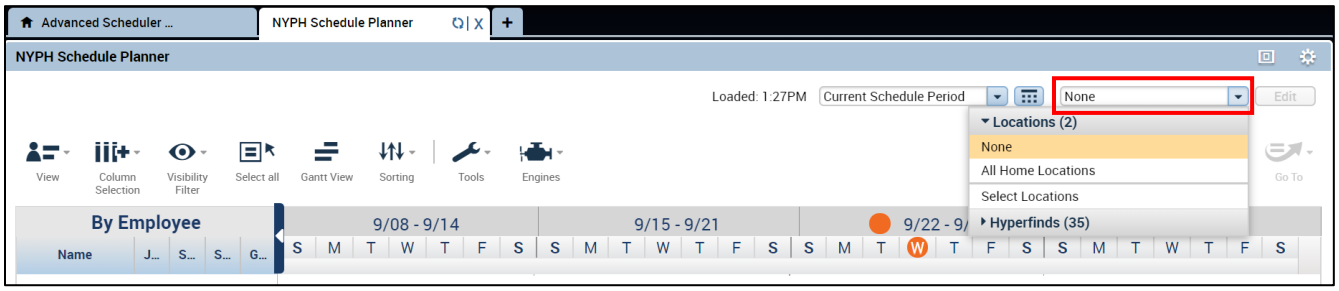
Accessing the Schedule Planner

The Schedule Planner workspace represents a timeline view of employee schedules for a defined time period. Locate the Schedule Planner in the related items pane of your Workspace and click the restore button to maximize the window.



Click on the **Show** dropdown menu to gain access to your unit.

- Use Select Locations to find a nursing unit or access the Hyperfind menu to find cost center.



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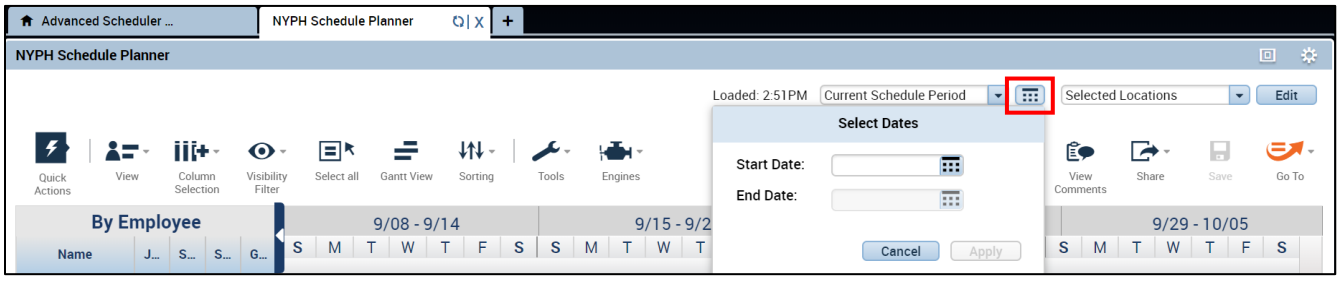
- Expand the organization map to find a specific unit. Move desired unit(s) from **Available** to **Selected** area using the center blue arrows to move units. Click Ok.

- From the **Calendar** dropdown menu enter range of dates by clicking the icons or manually enter dates. Enter the desired range of dates in the pop up box.



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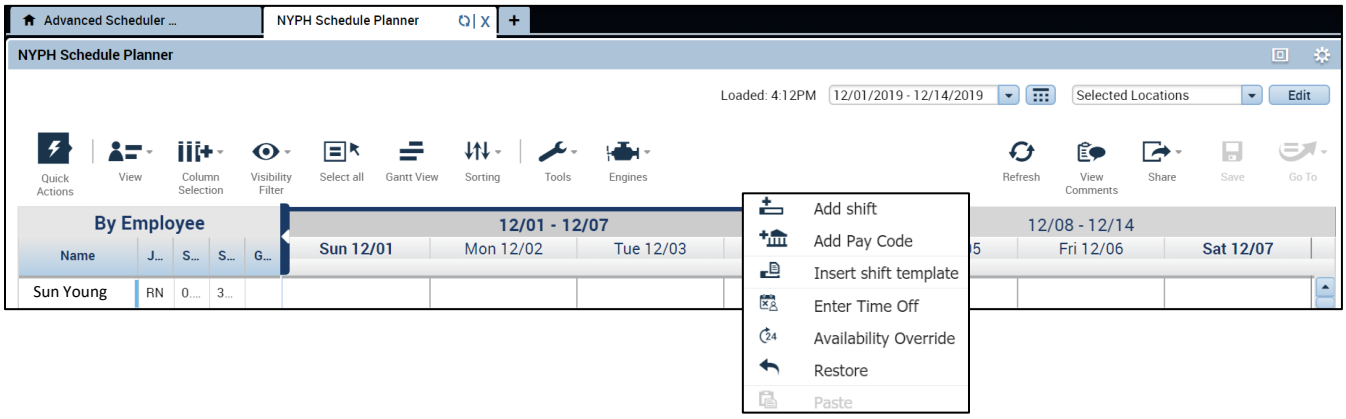
Managing Your Unit Schedule

Schedules are an important component of KRONOS. They are used to track employee time and assist in planning for the future. NYP requires each unit to maintain accurate schedules for all employees. Assigning employees to schedules lets you identify discrepancies in scheduled versus worked hours.

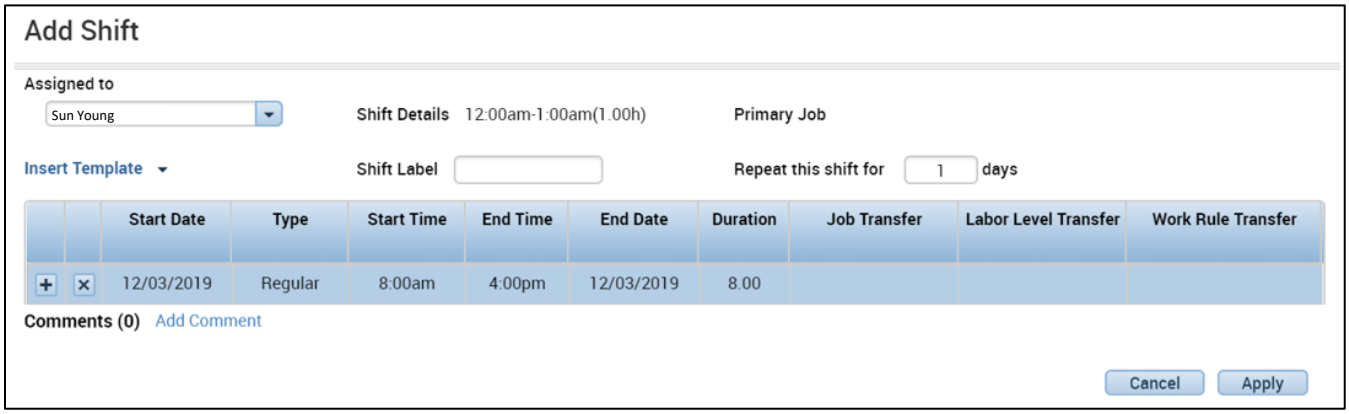
- Schedule Benefits
  - Reduce time required to perform weekly timekeeping duties.
  - Track exceptions such as lateness, missed punches, and unexcused absences.
  - Ensure employees are paid correctly for the work they are schedule to do.
  - Allow benefit time (vacation and holiday) to be scheduled in advance.

Adding a Shift

To add a shift, right-click the cell and select **Add shift** from the menu selection.



In the Add Shift screen, enter the shift start and end times. Select OK. **Save.**



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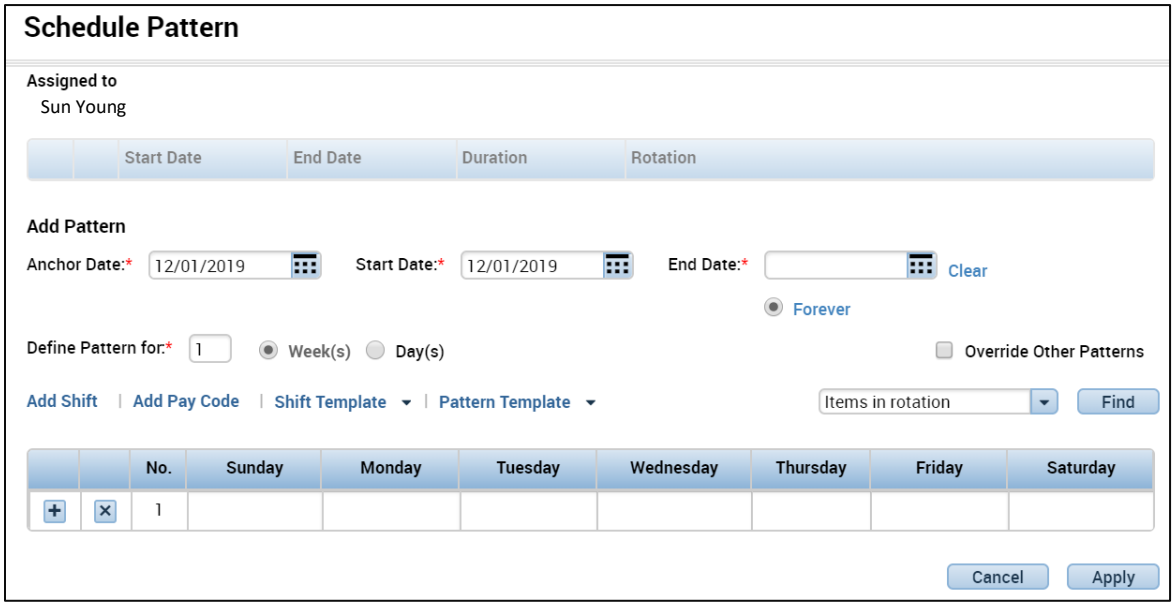
Adding a Schedule Pattern

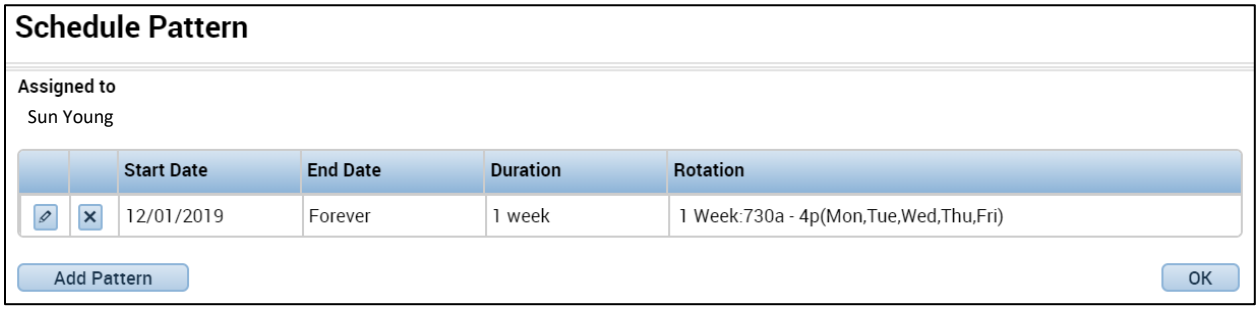
Schedule patterns let you quickly apply a set of shifts to employees who work the same shifts on a regular basis.

- Right click an employee's name and select Schedule Pattern → Add Pattern

Step	Action
1	In the **Anchor Date** box, specify the effective date on which the employee starts working the pattern.
2	In the **Start Date** box, specify the same date as reflected in the **Anchor Date** field.
3	In the **End Date** box, specify the last date the pattern is effective. To have the assignment in effect with no end date, select **Forever.**
4	Input the shifts by entering the start and time for each day.
5	Click **OK and then Save.**



- Select OK



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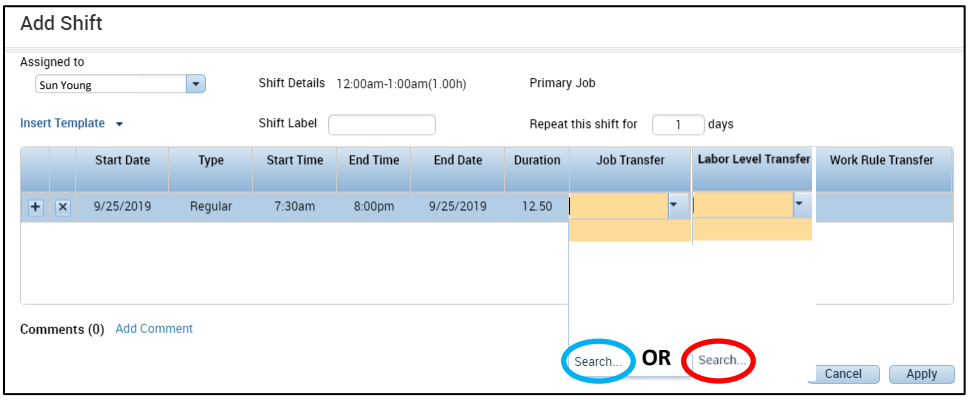
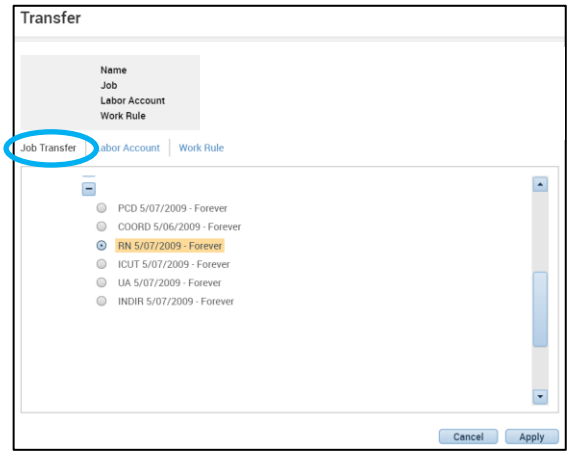
Entering a Job Transfer Using the Org Map (Nursing) or Transferring Hours Using Cost Center Transfer under Labor Account

When an employee works in another unit, those hours need to be charged to that unit. Applying a Job Transfer Set ensures the hours are counted and charged correctly.

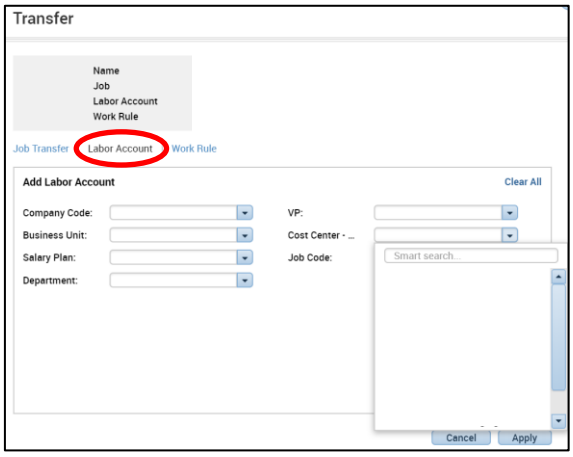
To apply a job transfer, right click on the shift and then select **Edit**.



Use the **Org Map** under **Job Transfer** to find the appropriate job



Use the **Cost Center** under **Labor Account** to charge the hours



Click Apply

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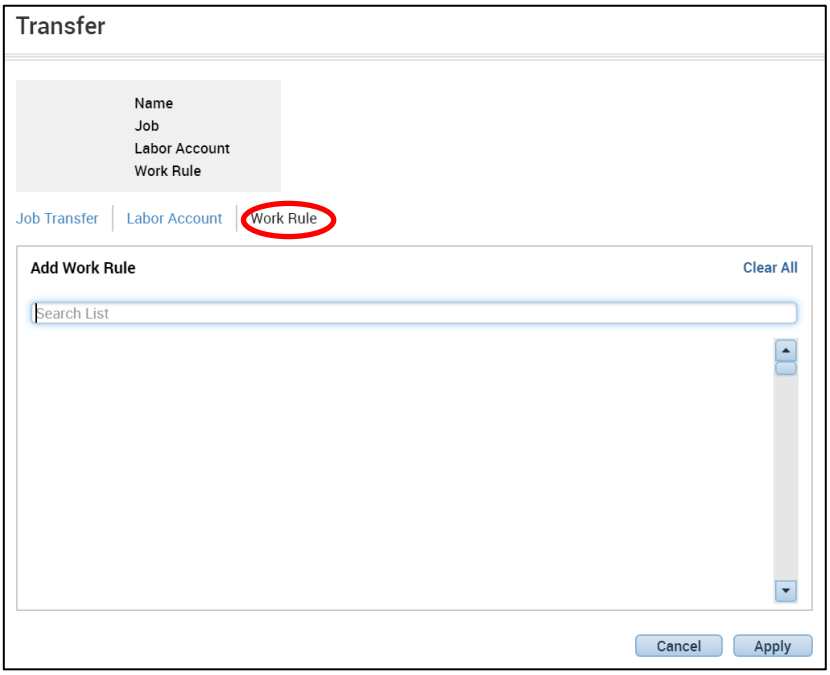
Applying a Work Rule Transfer

Work rules determine how employee hours accrue. For example, work rules help define meal deductions, overtime and shift differentials. A work rule transfer is needed to override an employee's default pay rule.

To apply a **Work Rule Transfer**, go to the **Transfer** field in the Add/Edit Shift screens.



Use the scroll bar or the search field to find appropriate work rule. Click Apply.

Notes: Shifts with work rule transfers appear with the work rule name in parenthesis.

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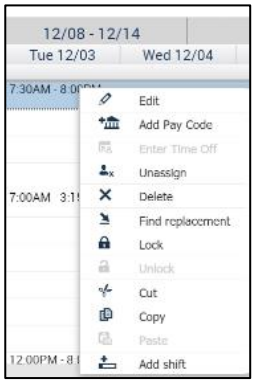
Adding Pay Codes

Although employees are scheduled to work specific hours each week, events occur that cause employees to miss time. Once employees communicate missed time to their Timekeepers, the system allows the Timekeeper to make appropriate changes to the schedule using pay codes.

- Pay codes hold hours accrued by employees throughout their careers and can be easily visualized as "buckets" containing different types of hours.

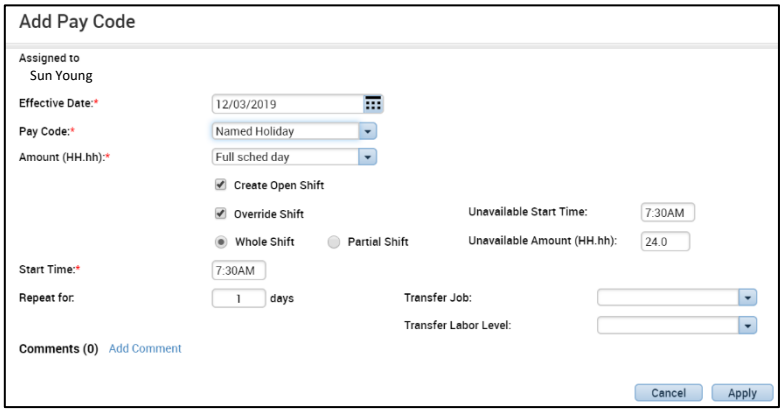
- Pay codes are used to track non-worked hours such as vacation time or sick time. Pay codes are added to the schedule by selecting one from a predefined list and specifying the number of hours to allocate to the pay code.

To add a pay code:



1. Right-click on the employee shift or empty date cell and **Add -> Pay Code**
2. Confirm the **Effective Date** to apply the pay code
3. Select the **Pay Code**
4. Enter **Amount***
5. Enter **Start Time**
6. Click OK. **Save**

- If the pay code should be applied to **consecutive days**, enter the number of days in the **Repeat for** field
- If the pay code edit replaces a shift, select **Override Shift**
    - Select **Whole Shift** if the edit replaces the entire shift
    - Select **Partial Shift** if the edit replaces a portion of the shift
    - If the edit is an addition to a shift, leave the field blank



***All amounts of time must be in increments of 15 minutes.**

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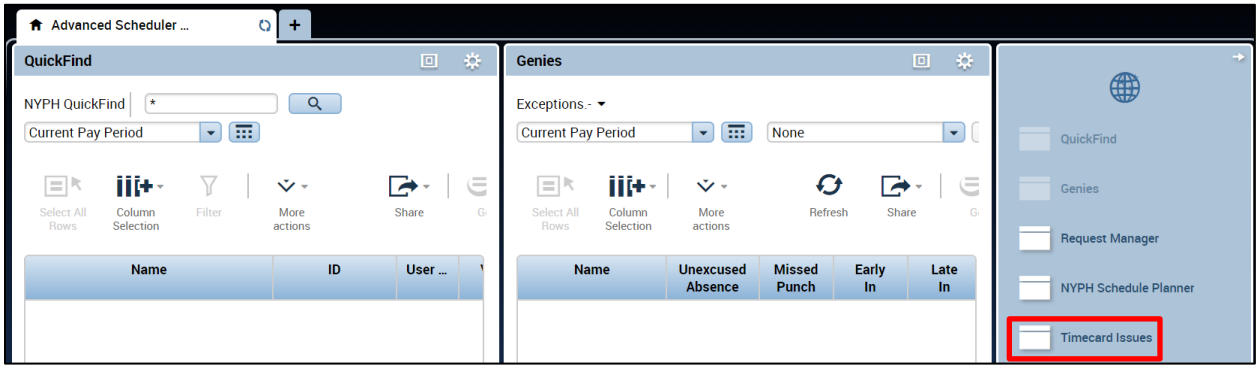
Monitoring Exceptions Genie

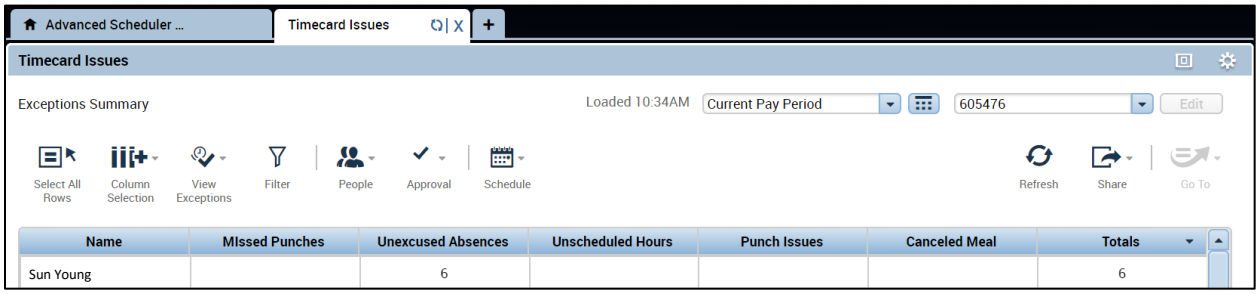
Employees deviate from their workload schedules for various reasons. Deviations in an employee's worked time need to be monitored so corrections can be made. KRONOS provides tools to help you monitor and review time and attendance data.

👓 Timecards are reviewed daily for exceptions and missed punches by the department. Exceptions are generated when the timecard information does not match the schedule.

👓 Review employee schedule deviations using the Timecard Issues genie.

- Access the Timecard Issues genie by selecting "Timecard Issues" in the related items.





- Exceptions will be listed with a numerical value.
- Review **Unexcused Absences** in case the schedule needs to be updated. For example, a non-working day changed from Wednesday to Friday.
- Identify **Missed Punches** and take action via the **Electronic Missed Punch** form or troubleshoot any employee issues.
- Monitor employee punch activity by way of **Punch Issues.**
- Exceptions can be sorted in ascending or descending order by clicking the column headings.

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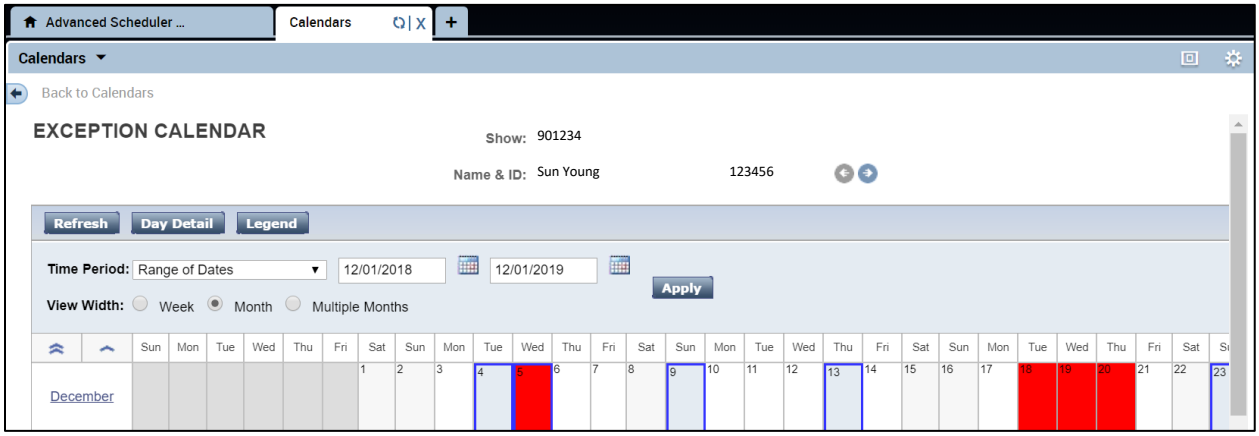
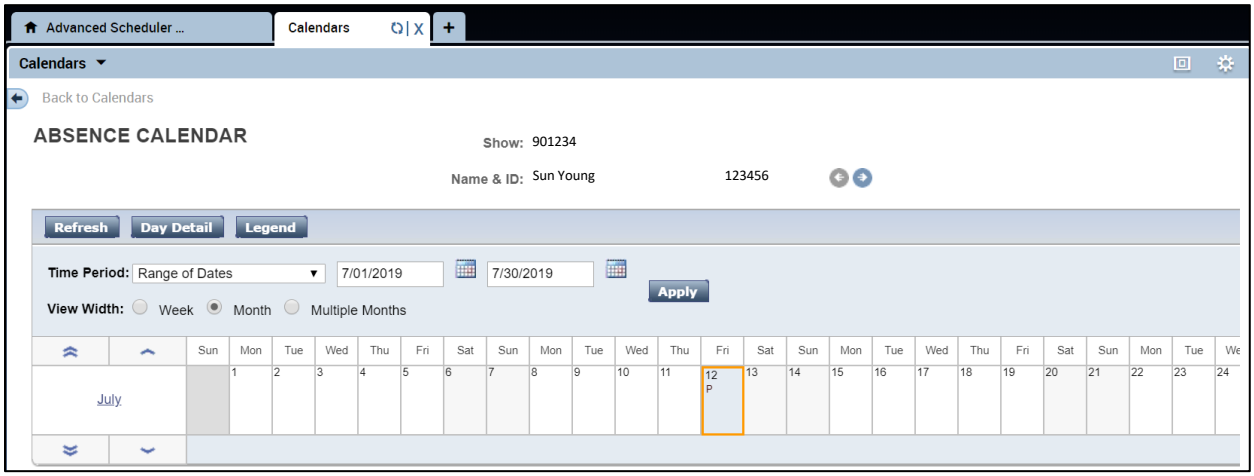
Calendars

*The **Exception Calendar** represents a timeline view of all schedule deviations for a given time period.*



*The **Absence Calendar** represents a timeline view of all employee time off for a given time period.*



*Additional calendars can be found within the calendar widget.

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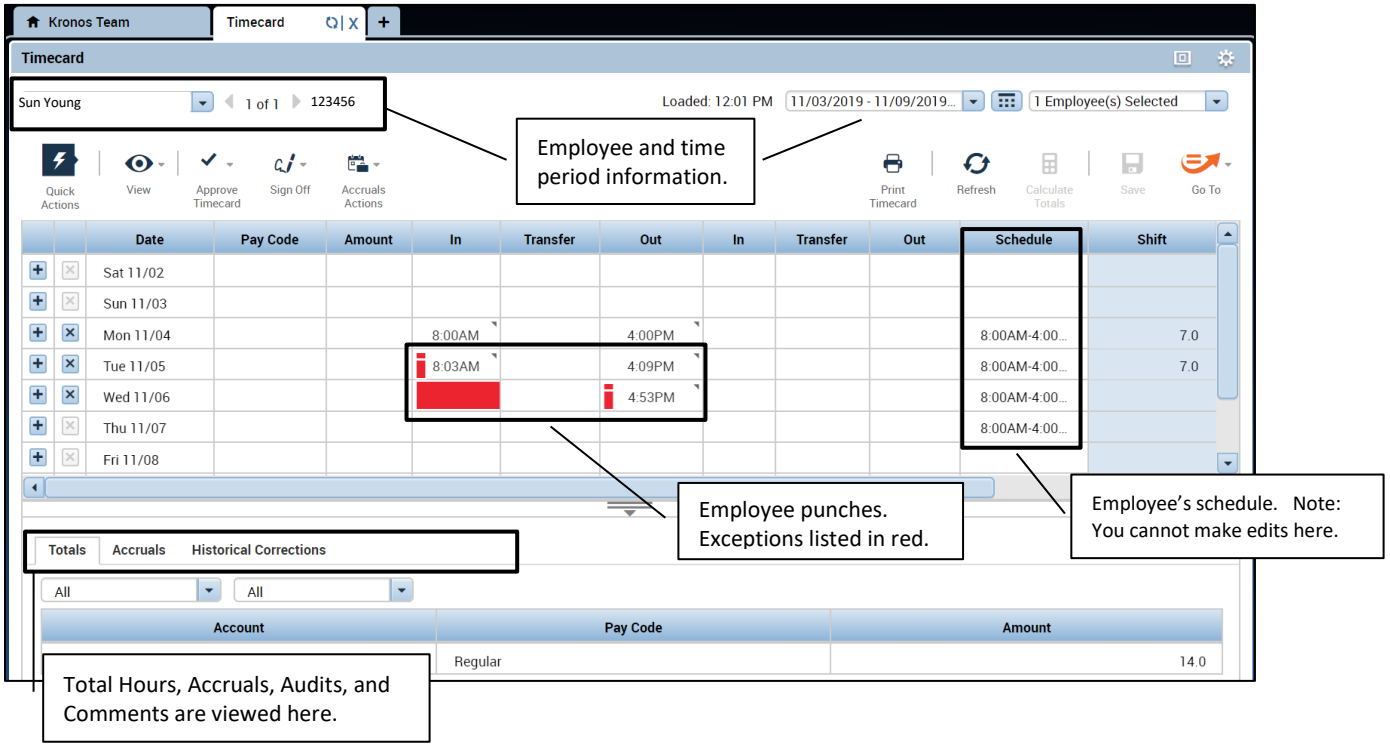
Accessing Employee Timecards

Employees' timecards must be reviewed and monitored to make any corrections. Discrepencies that are not corrected may result in the employee being paid incorrectly.

- The timecard window contains detailed information about an employee's worked and non-worked time for a specific time period.
- The following illustration shows Jane Doe's punches for the current pay period with exceptions.



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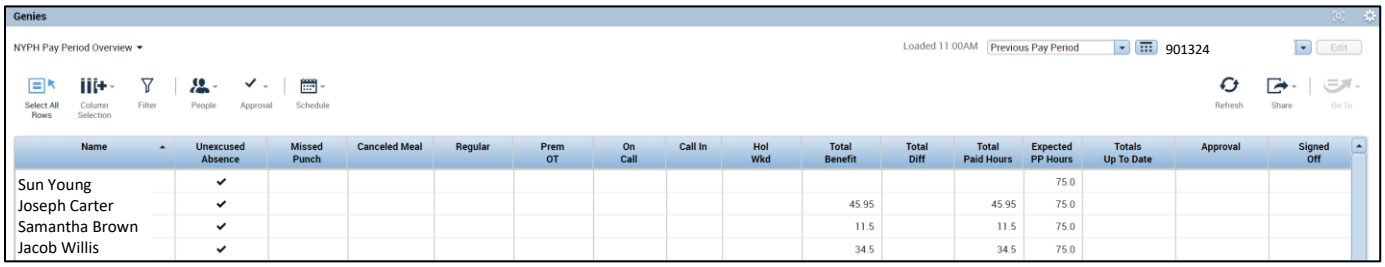
Sign Off via Pay Period Overview

It is the department's responsibility to review hours for each employee and sign off on those hours.

Directions:

1. Select the **Pay Period Overview** Widget.
2. In the Show field select **All Home** to display all costs centers or select your specific cost center number or group. You can also select **All Home and Transferred in Employees** to view all employees who worked in your cost centers. (Ensure that Time Period is set to **Previous**.)
3. Verify totals (if totals are not correct, please make necessary corrections.) ***Note: All exceptions should be resolved prior to sign-off ***
4. If totals are correct, from the actions tab, **select all,**

or hold down the CTRL key and select only those employees for whom you are responsible.



5. Select **Approvals** tab then choose **Sign-Off**.
6. Sign-off is complete when you see a check mark under the sign-off column.

You will receive this e-mail message: successfully signed off.	**You will receive this e-mail message: (Self) can't sign off self as part of a group**	**You will receive this e-mail message: if timecards were already signed off**
Group edit completed Signed Off for Group Edit Details not applicable. Performed by: Sandy Beach Date: 12/01/2015 8:18AM Status: COMPLETED **Successful:422** **Failed: 1**	Group edit completed Signed Off for Group Edit Details not applicable. Performed by: Sandy Beach Date: 12/01/2015 8:18AM Status: COMPLETED **Successful:422** **Failed: 1**	Group edit completed Signed Off for Group Edit Details not applicable. Performed by: Sandy Beach Date: 12/01/2015 8:14AM Status: COMPLETED **Successful:0** **Failed: 422**

- If your department is unable to sign-off for any reason please contact the Kronos Team via email, by the Friday prior to the payroll deadline to make alternate arrangements.
- The designated centralized team sends the department a sign-off status email (usually on Monday mornings). This email is sent once all submitted forms have been processed. It also highlights any employee with exceptions that could affect pay.

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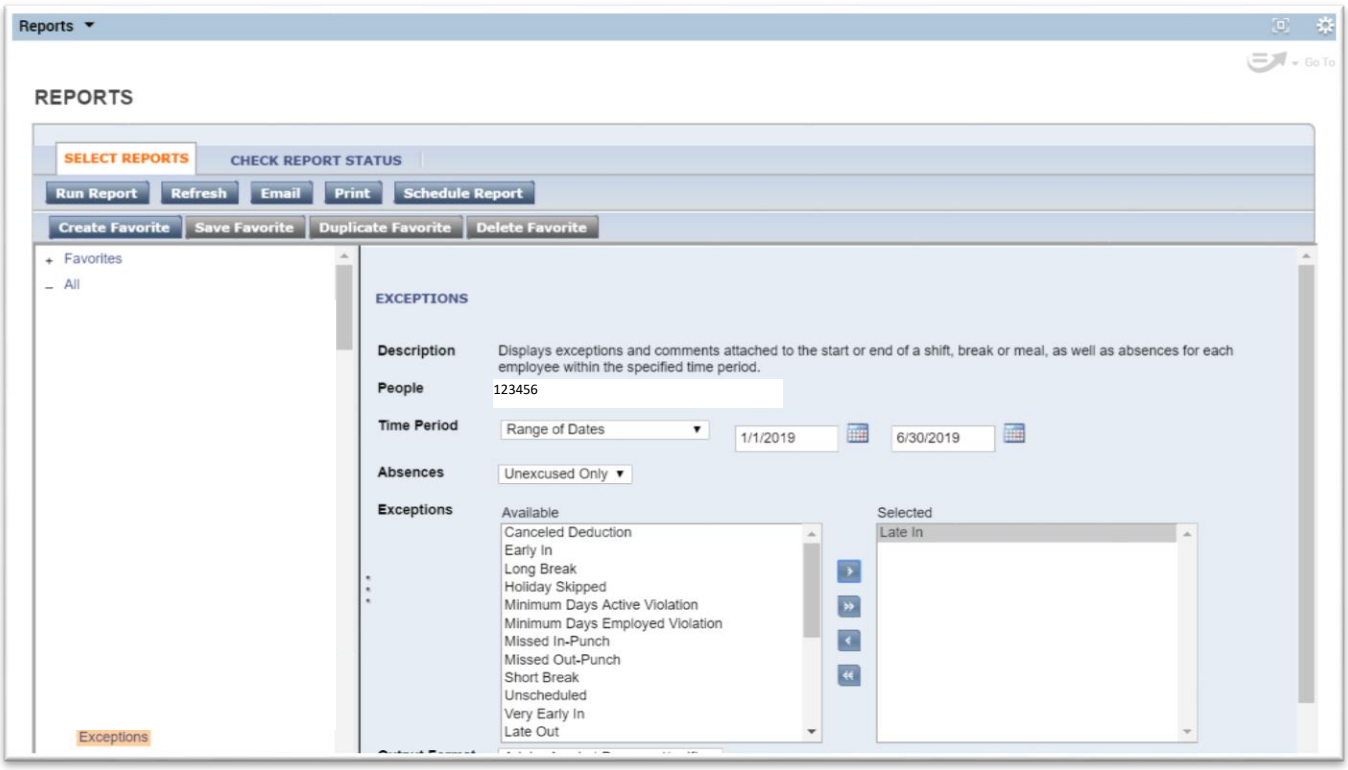
Reports

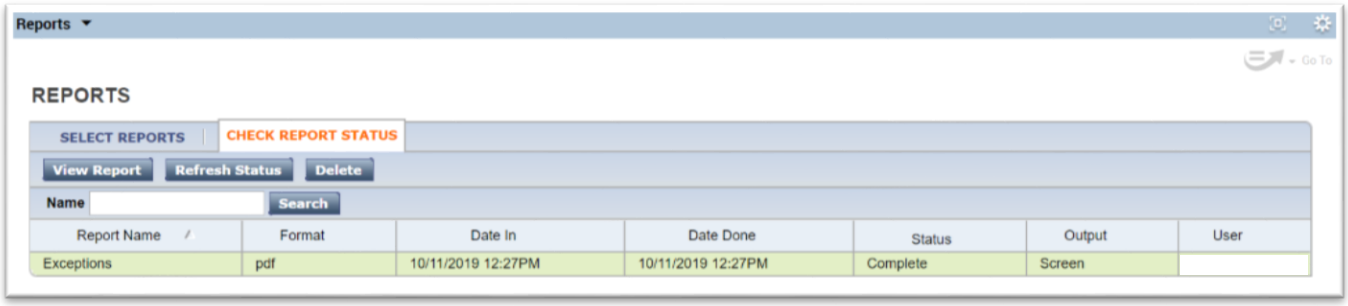
Information such as time card activity, PTO usage, and accruals can be generated via reports. Access the reports widget on the right side panel to begin.

Directions:

1. Scenario: "I would like to know how many times my staff were late in the first half of year."
    a. Find the Exception report and modify the criteria and time period.



Double-click the report to open.



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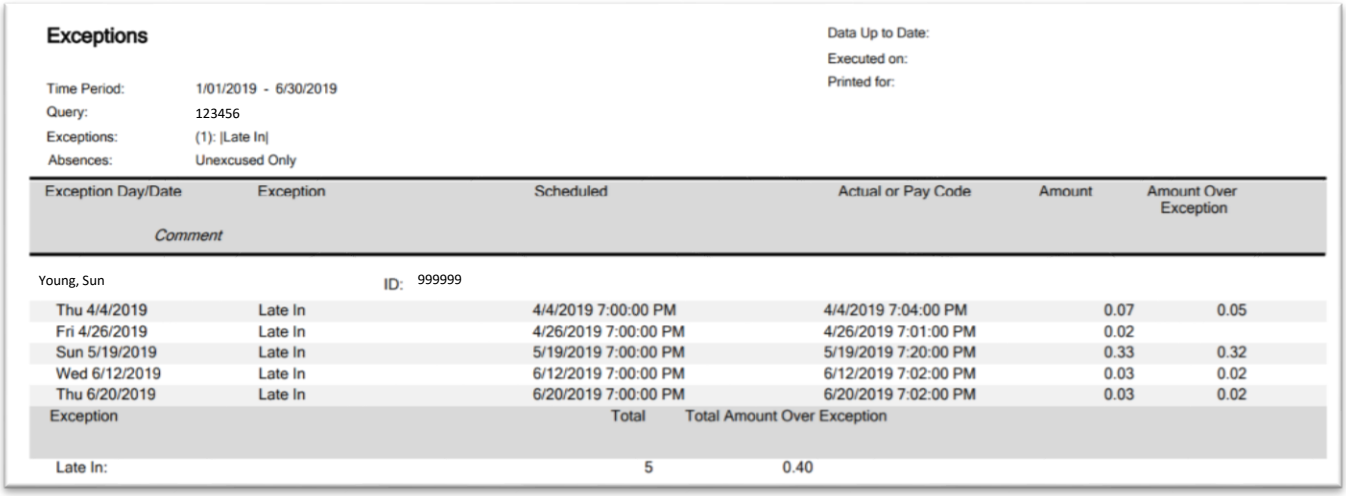


Exceptions

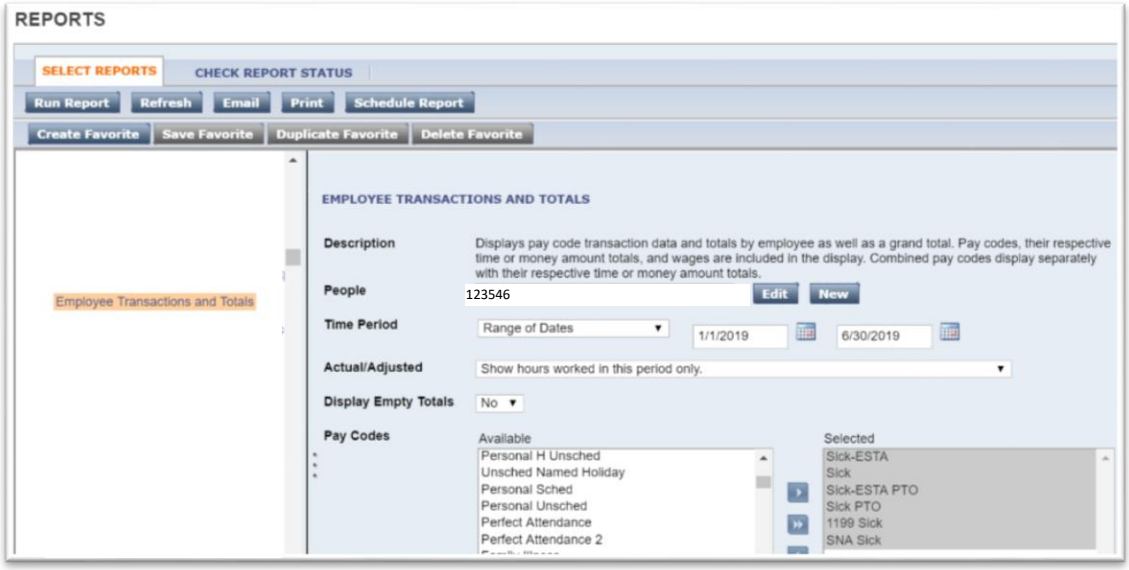
Data Up to Date:
Executed on:
Printed for:

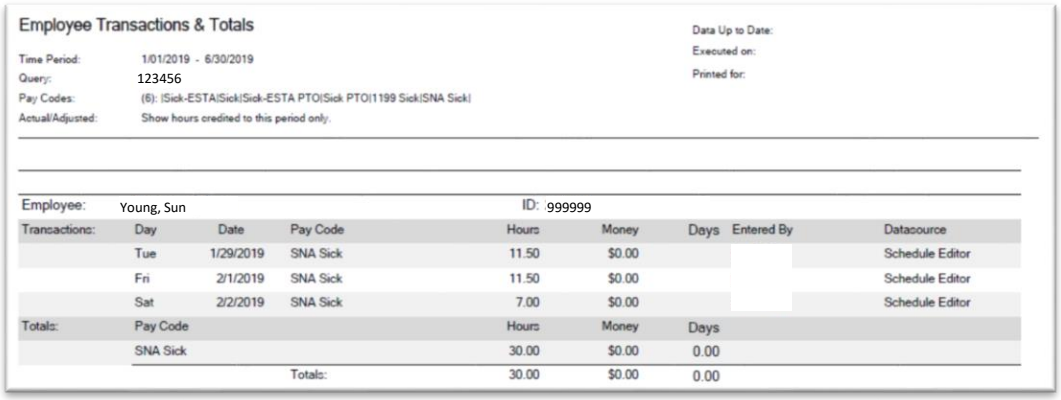
Time Period: 1/01/2019 - 6/30/2019
Query: 123456
Exceptions: (1): |Late In|
Absences: Unexcused Only

Exception Day/Date	Exception	Scheduled	Actual or Pay Code	Amount	Amount Over Exception
Comment					
Young, Sun	ID: 999999				
Thu 4/4/2019	Late In	4/4/2019 7:00:00 PM	4/4/2019 7:04:00 PM	0.07	0.05
Fri 4/26/2019	Late In	4/26/2019 7:00:00 PM	4/26/2019 7:01:00 PM	0.02	
Sun 5/19/2019	Late In	5/19/2019 7:00:00 PM	5/19/2019 7:20:00 PM	0.33	0.32
Wed 6/12/2019	Late In	6/12/2019 7:00:00 PM	6/12/2019 7:02:00 PM	0.03	0.02
Thu 6/20/2019	Late In	6/20/2019 7:00:00 PM	6/20/2019 7:02:00 PM	0.03	0.02

Exception	Total	Total Amount Over Exception
Late In:	5	0.40

2. Scenario #2: "I would like to see Sick PTO usage from 1/1/2019 – 6/30/2019."





Employee Transactions & Totals

Data Up to Date:
Executed on:
Printed for:

Time Period: 1/01/2019 - 6/30/2019
Query: 123456
Pay Codes: (6): |Sick-ESTA|Sick|Sick-ESTA PTO|Sick PTO|1199 Sick|SNA Sick|
Actual/Adjusted: Show hours credited to this period only.

Employee: Young, Sun ID: 999999

Transactions:	Day	Date	Pay Code	Hours	Money	Days	Entered By	Datasource
	Tue	1/29/2019	SNA Sick	11.50	$0.00			Schedule Editor
	Fri	2/1/2019	SNA Sick	11.50	$0.00			Schedule Editor
	Sat	2/2/2019	SNA Sick	7.00	$0.00			Schedule Editor

Totals:	Pay Code	Hours	Money	Days
	SNA Sick	30.00	$0.00	0.00
	Totals:	30.00	$0.00	0.00

AMAZING THINGS ARE HAPPENING HERE

Request for Additional Paid Time

Request for Additional Paid Time forms are used for meal cancellations and additional hours worked.

- Forms are authorized by the manager and is then processed by the timekeeper.
- Forms are filed electronically for each employee request.

Sample form:

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Employee Request For Additional Paid Time

Purpose: This form must be completed when an employee requests payment for unscheduled time worked, including any time worked within 15 minutes prior to Start of a Scheduled Shift, or within 15 minutes after the End of a Scheduled Shift, or for working through their Scheduled Lunch Break. Employees will always be paid for all additional time worked, including all overtime. ***Note:*** It is Hospital policy that all hours worked must be approved in advance by the employee's supervisor.

Instructions (for Employees):

1. ***Box #1 :*** Fill in the Employee Name, Cost Center Number, Department Name, Employee ID Number, Title, Date of the Requested Time Worked, Actual Scheduled Hours.
2. ***Box #2 :*** Fill in the From and To Time worked, Cost Center where the time was worked, Verification Signature (e.g. charge nurse, supervisor, etc.) and the Reason for Working.
3. ***Box #3 :*** Sign in the space titled 'Employee Name' and fill in Today's Date.
4. Submit this completed form to your Timekeeper, who will obtain the Manager's signature ***(Box #4)***, and update your hours worked in Kronos as appropriate. **NOTE: The form must be signed by the Department Manager who completes Sign Off in Kronos.**

To be completed by the EMPLOYEE only (Boxes 1, 2 and 3 Below)

Employee Name: John Smith **Cost Center Number:** 999999
Department Name: Sandy Beach **Title:** RN
Employee ID Number: 1 2 3 4 5 6 **Date Worked:** 11/09/15
(NOT your social security number)
Actual Scheduled Hours: 7 : 00 am/(pm) TO 7 : 30 (am)/pm

	From	To	Cost Center Worked-In	Verification Signature	Reason for Working
Meal Time	12a	1a			No meal taken
15 Mins Prior to or After Shift					
Other Additional Hours					

Employee Signature: John Smith. **Today's Date:** 11/09/15

Note to Employee: Please do not write below this line.

To be completed by the TIMEKEEPER and MANAGER only (Box 4 Below)

Manager Signature: _____ **Date:** 11/10/15

Timekeeper Initials:_____ **Date entered online on Kronos:**_____

Timekeeper: This is a legal payroll record, and must be kept on file.

AMAZING THINGS ARE HAPPENING HERE

Completing an Electronic Missed Punch Form

Missed Punch forms are now DIGITAL!

In the upcoming weeks we will be rolling out a Digital Process for missed punch forms.

Staff Members

You will now receive an email if you need to fill out a missed punch form. Simply complete and sign the missed punch form. It will then be forwarded to your Supervisor/Manager.

Step 1. Click Link in Email (EchoSign@EchoSign.com)
Step 2. Select Your Time
Step 3. Select Your Reason
Step 4. Sign the Form
Step 5. Click to Sign

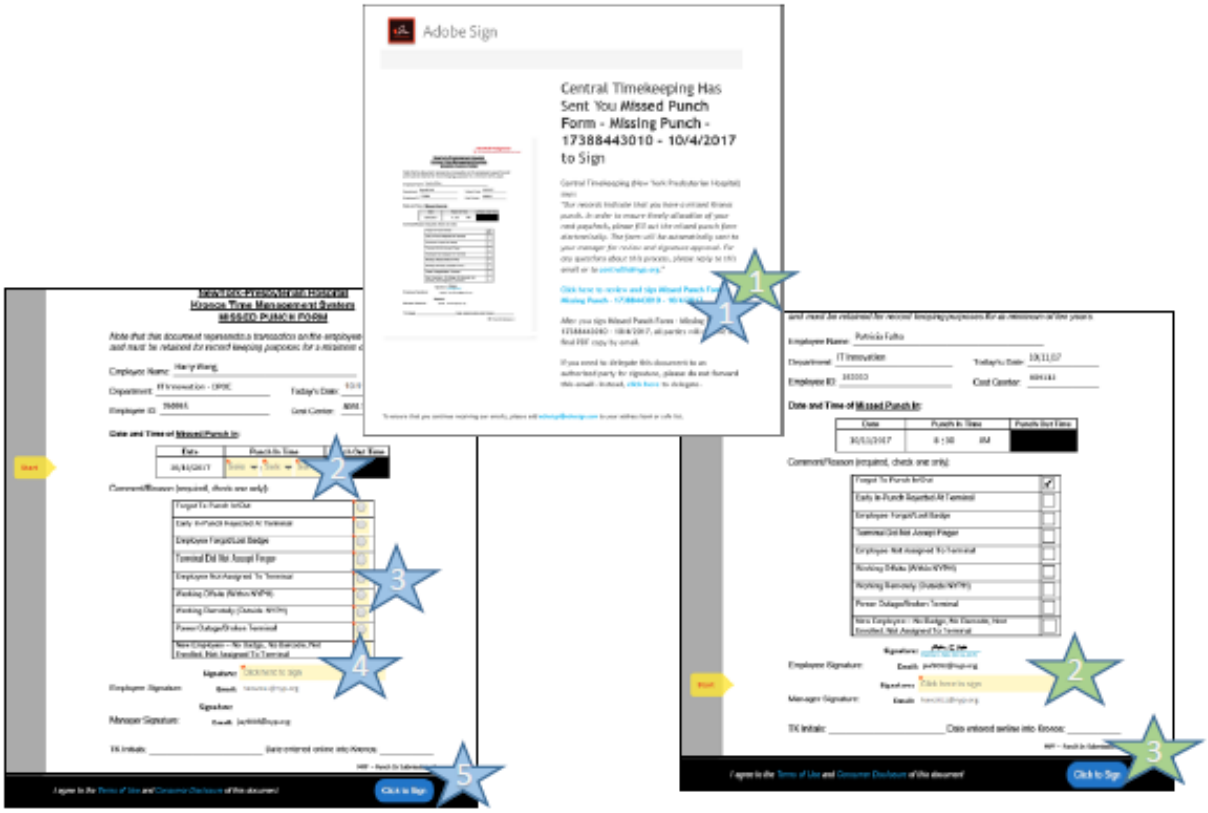
Reach out to your Supervisor/Manager to complete their steps

Supervisors/Managers

You will now be notified by email about your employee's missed punch. After your employee has completed and signed their missed punch form, you will then receive the missed punch form by email to open and sign. *No further action is required and Kronos will be updated behind the scenes.*

Step 1. Click Link in Email (EchoSign@EchoSign.com)
Step 2. Sign the Form
Step 3. Click to Sign

Reach out to the Staff Member if they don't complete their steps



AMAZING THINGS ARE HAPPENING HERE

Electronic Missed Punch Form – Frequently Asked Questions

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Q: What is an Electronic Missed Punch Form?

A: An Electronic Missed Punch form is a missed punch form that is pre-populated with important fields; sent to an employee via email from Central Timekeeping. The digital process provides a faster and easier way for employees to account for missed punches. *There is no need to print or scan the missed punch form.*

Q: Who receives the email notification about a missed punch form?

A: The employee's reports-to in Workday will receive notification about employee's missed punch. In the event the employee reports directly to a VP, the employee will receive the notification first.

Q: When will an employee receive an electronic missed punch form?

A: All non-exempt employees will receive an electronic missed punch form the day following the missed punch.

Q: Do exempt employees receive electronic missed punch forms?

A: For exempt employees with an unexcused absence, an email is submitted to the reports-to every Monday, Wednesday Friday and Sunday. Managers will have the option to request a missed punch form for the employee.

Q: When will the electronic missed punch form be processed?

A: Once the employee completes the missed punch form, the employee's reports-to will have to approve and sign the form. After the form has been approved and submitted, no further action is needed and the employee's punch will be added automatically in Kronos and the form will be archived.

Q: Is there a deadline for the electronic missed punch forms?

A: The missed punch forms must be completed and submitted in a timely manner. If the missed punch form is submitted after the payroll sign-off deadline, the missed punch form will not be processed. The department must then submit a historical adjustment request.

Q: Why am I receiving several emails?

A: An exceptions email will be sent out to the Manager on Monday. If the exceptions are not resolved, follow up reminder emails will be sent out Wednesday, Friday and Sunday.

All employees are required to have a current up-to-date schedule entered for them in Kronos. Having an accurate schedule is very important as it can help to avoid missed punches due to Early-In rejections. Schedules and schedule changes now download to the terminals daily at 5:30am, Noon, 2pm, 6pm and 10pm.

For more information and instructions for both staff and managers, please use the following link
https://infonet.nyp.org/Attach/MissedPunchJobAid.pdf

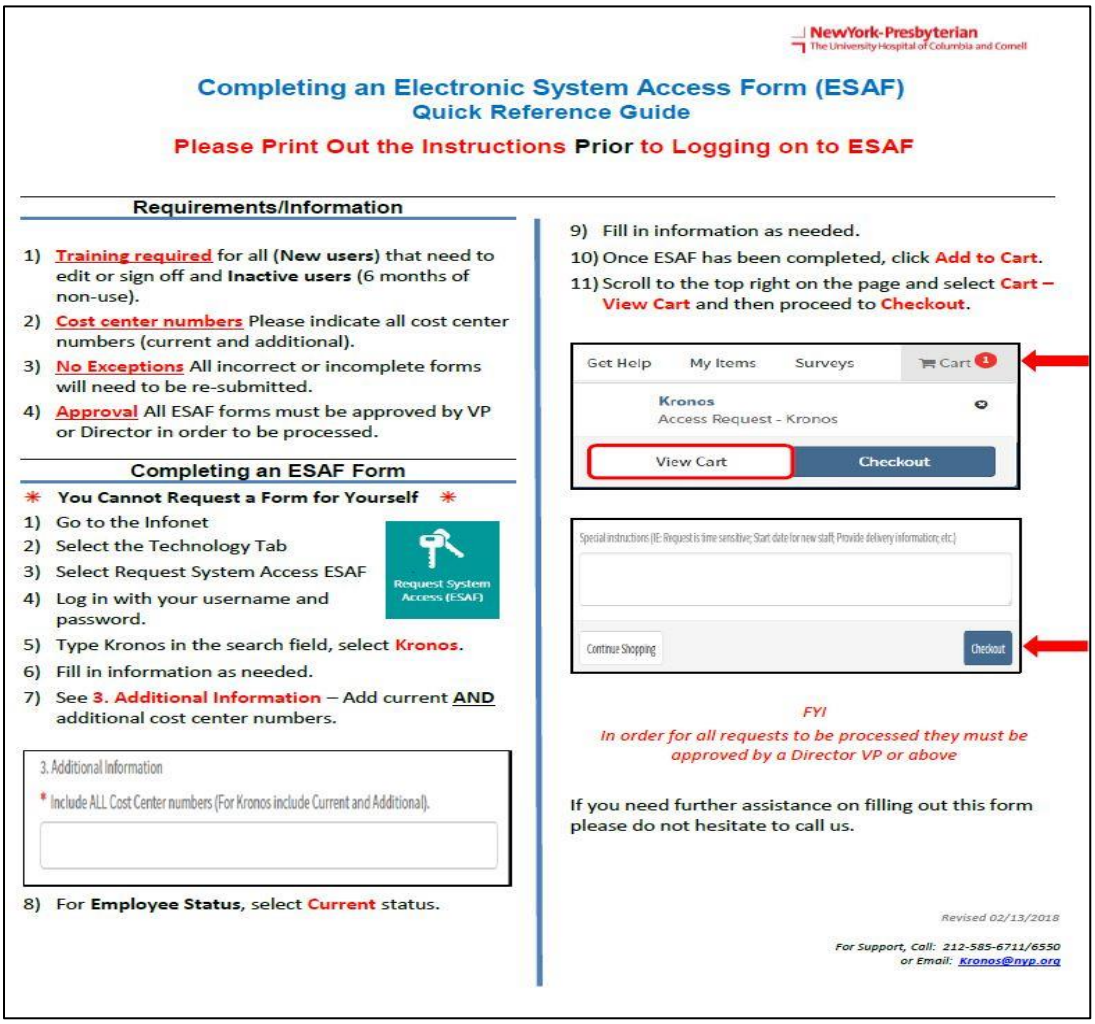
AMAZING THINGS ARE HAPPENING HERE

Completing an Electronic System Access Form (eSAF)

Access to Kronos or access updates are done via the Electronic System Access Form.

- Anyone who needs access or updated access must complete an eSAF form
- eSAF forms can only be completed on behalf of users.

Sample form:



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Completing an Electronic System Access Form (ESAF)
Quick Reference Guide

Please Print Out the Instructions Prior to Logging on to ESAF

Requirements/Information

1) Training required for all (**New users**) that need to edit or sign off and **Inactive users** (6 months of non-use).
2) Cost center numbers Please indicate all cost center numbers (current and additional).
3) No Exceptions All incorrect or incomplete forms will need to be re-submitted.
4) Approval All ESAF forms must be approved by VP or Director in order to be processed.

Completing an ESAF Form

✳ **You Cannot Request a Form for Yourself** ✳

1) Go to the Infonet
2) Select the Technology Tab
3) Select Request System Access ESAF
4) Log in with your username and password.

Request System Access (ESAF)

5) Type Kronos in the search field, select **Kronos**.
6) Fill in information as needed.
7) See **3. Additional Information** – Add current **AND** additional cost center numbers.

3. Additional Information
* Include ALL Cost Center numbers (For Kronos include Current and Additional).

8) For **Employee Status**, select **Current** status.

9) Fill in information as needed.
10) Once ESAF has been completed, click **Add to Cart**.
11) Scroll to the top right on the page and select **Cart – View Cart** and then proceed to **Checkout**.

Get Help | My Items | Surveys | Cart 1
Kronos
Access Request - Kronos
View Cart | Checkout

Special instructions (IE: Request is time sensitive; Start date for new staff; Provide delivery information; etc.)
Continue Shopping | Checkout

FYI
In order for all requests to be processed they must be approved by a Director VP or above

If you need further assistance on filling out this form please do not hesitate to call us.

Revised 02/13/2018

For Support, Call: 212-585-6711/6550
or Email: Kronos@nyp.org

Updated: 10/14/2019

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