

UKG/Kronos FAQ for Employees

1. The timeclock did not accept my punch in/out (hourly only)

- a. First, check that you entered your J number without the leading 0's. For example, if your J number is J0012345, enter 12345
- b. If your punch is still not accepted, notify your manager that your punch was not accepted, which timeclock you attempted to use, and what time you attempted in to clock in/out
- c. You can also clock in/out using your web browser by logging into your [MyCCP](#) portal, clicking the Kronos icon on the top right of your [MyCCP](#) homepage, and then clicking "Clock" on your Kronos homepage

2. My timesheet is incorrect- can I make changes to my timesheet?

- a. No, only managers or the Kronos team can make changes to your timesheet
- b. If there are changes that need to be made to your timesheet, submit a *Timesheet Change Request* by following the steps on slides 10-11 and notify your manager of the request

3. My time off balances are incorrect and/or I need more information about my time off

- a. For more information on your time off, accrual schedules, and other benefits information, please visit the following link and then select your employee classification (i.e., Full Time Administrator, Full Time Classified, Full Time Confidential, etc.) under the "What Benefits am I Eligible For?" section: <https://myccp.online/human-resources/employee-benefits>
- b. Contact the Kronos inbox at kronos@ccp.edu for more specific questions regarding your time off balances

4. I am a new employee, when will I be able to view and access my time off?

- a. Once you have completed your 90-day probationary period, time off that you are eligible for will become visible in Kronos and you will receive prorated amounts of PTO depending on your start date

5. I have Jury Duty or need to take Bereavement, what steps do I need to take?

- a. Notify your manager of the dates of the Jury Duty or Bereavement time
- b. Provide your manager with 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>

For any other questions relating to UKG/Kronos, reach out to the Kronos team at kronos@ccp.edu