

Customer Portal ▶ Your Kronos Support Website at a Glance

Welcome to the Kronos Customer Portal, your Kronos service and support website. This comprehensive portal is full of the tools and resources you need to help you maximize the use of your Kronos solution – so you can deliver results that matter most for your organization.

As a perfect complement to your existing Kronos support plan, the Customer Portal has been carefully designed to help you get answers to your most technical questions and make your Kronos solution easier to own, maintain, and use. Our on-demand tools let you easily access documentation, communicate with peers and colleagues, post a question, help other users, and much more.

On the Support Menu:

SuperSearch

Now you can search through the same data repositories the Kronos Support Services team uses to get the very latest product information. Our SuperSearch tool analyzes and indexes multiple Kronos data sources, including our knowledge base and customer forums, to help you find answers quickly and easily. *(See reverse side for more information on SuperSearch).*

HR and Payroll Answerforce™

Get the latest HR tools and information through this resource center. This comprehensive tool delivers up-to-date human resources, employee benefits, compensation, employment, and regulatory information from CCH, a Wolters Kluwer business, a leading industry authority.

Learning quick tips

These mini-training modules provide recommendations for performing specific tasks related to your Kronos application or solution.

Brown Bag sessions

View these pre-recorded training or informational sessions at a time convenient for you. Our Brown Bag Sessions are organized by product and structured as if you are in a classroom.

Highlights of the Kronos Customer Portal



The screenshot shows the Kronos Customer Portal interface. At the top, there are three main navigation tabs: **SUPPORT**, **COMMUNITY**, and **EDUCATION**, each circled in red. Below these is a search bar with the text "Ask a support question:". The main content area is divided into three columns: **GET SUPPORT** (with a lightbulb icon), **DISCUSS** (with a speech bubble icon), and **LEARN** (with a question mark icon). Below these are sections for "Recent Updates", "Knowledge Topics", "My Favorite Products", and "My Open Cases". At the bottom, there are three promotional banners: "Ready for the Cloud?", "Kronos Upgrade Central", and "Kronos at Your Service".

On the Education Menu:

SHRM eLearning

Access human resources training right from your desktop. Continue your career development with online mini-courses presented by SHRM® and facilitated by industry experts.

KnowledgePass

Gain online access to in-depth training and help your employees maximize productivity. Support managers, end users, administrators, and IT staff members with tutorials, job aids, and hands-on webinars that will help your team succeed.

On the Community Menu:

Events

Access information about many different conferences, including KronosWorks®, as well as many other industry or customer conferences. You can even register for these conferences right from this page.

Product enhancement requests

You can also submit product feedback through our IdeaNet tool to provide new feature requests or suggest product improvements specific to your business needs.

First-time users: Create a user name and password using the “Create New Account” link in the right-hand navigation at <https://customer.kronos.com>.

You will need your company location, support office, Kronos solution ID, name, title, phone, and email to register, so please keep this information available for easy reference.

SuperSearch

SuperSearch lets you tap into multiple data sources with one search criterion with an easy-to-use interface that lets you easily tab between sources. This means that all of the data sources available to you (per your Kronos support services agreement*) are searched at once.

The SuperSearch tool is a great way to search for resolutions to your technical problems or to refine your issue when preparing to speak to one of our support representatives. You may establish your Favorite Products and SuperSearch criteria by your favorite products directly from the Customer Portal Home Page.

SuperSearch will look through the following data sources to find the answers to your technical questions.

Documentation (manuals and user guides)

- Online access to complete documentation for most Kronos products.

Forums

- Organized by product platform, these forums allow the opportunity to connect with other Kronos customers.
- Additionally, these forums allow you to post questions to other forum visitors or add comments to another’s query using threaded messaging.

Knowledge base

- The knowledge base is a repository that assists in resolving common issues.
- Kronos engineers post commonly used solutions, error-code descriptions, explanations of issues regarding Kronos solutions, and much more.

Service packs (updates, patches, legislative updates)

- Our service packs enable you to access the latest available product version upgrades, updates, enhancements, and documentation released during your contract period.

Technical Advisories

- Technical advisories provide you with the latest updates on software patches, security concerns, and other special considerations.
- Additionally, technical advisories help you leverage the knowledge and expertise of our support experts to resolve any issues quickly and accurately.

Technical Insider

- Learn best practices and proven strategies for improving your Kronos solution directly from Kronos engineers.

eCase Management

Think of eCase management as an electronic version of traditional phone support. It lets you describe your support issue, track ongoing progress or open cases, and monitor steps taken to resolve your issue.

You can also provide additional information to your support engineers as cases are researched and actions are recommended. All past cases are available, so you can research previous cases and resolutions.

Online access

- eCase Management is available 24 hours a day, 7 days a week.
- Cases logged after business hours will receive priority attention the following business morning.

Support resources

- Issues logged via eCase Management allow you to access multiple support engineers.
- You can also provide our support team with additional explanations to your case and make notes to track resolution progress.

Case history

- eCase Management documents are always available, so you may return to your past cases for reference or for follow-up questions at any point in time.
- There are no restrictions to the number of cases you can open.

Email updates

- You will even receive an email notification every time our engineers update your case.

Get in, get out, and get back to what’s really important — your job. With the Kronos Customer Portal, you can get fast, easy access to the information that you need to maximize your Kronos solution and help your organization achieve its most critical objectives.

<https://customer.kronos.com>

*Access to data sources may be limited by support services agreement.

