

**PACE**  
UNIVERSITY  
**KRONOS FAQ**

### **How can I access Kronos?**

You can access the Kronos system by visiting [timesheets.pace.edu](https://timesheets.pace.edu) or logging into [portal.pace.edu](https://portal.pace.edu) with your staff credentials. Once you are logged into portal , you should see a Kronos link under **Popular System Links**.

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### **Why am I having trouble logging into Kronos?**

When you are attempting to access the Kronos system, please be advised you must have VPN connected. Please visit [vpn.pace.edu](https://vpn.pace.edu) to access the necessary instructions to set up VPN on your device. If you are having troubles setting up VPN or connecting VPN , please reach out to the ITS Department. *Phone Number: 914-773-3333*

**Please note:** If accessing Kronos from off campus you must connect via VPN

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### **Why can't I log into Kronos using my staff username?**

You may have to activate your staff username. To activate your staff username, please visit [adam.pace.edu](https://adam.pace.edu). If you have activated your account, please contact [payroll@pace.edu](mailto:payroll@pace.edu) for further assistance.

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### **Who is my supervisor?**

Please review the offer letter provided to you. The offer letter should state who is your supervisor.

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### **Why can't I view my employee's timecard?**

Please confirm the employee's paperwork has been fully completed by the Human Resources or HR department. Once the paperwork is completed and record process. You may create a help desk ticket to [payroll@pace.edu](mailto:payroll@pace.edu) regarding your employee's timecard in Kronos.

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### **What is a transfer code?**

A transfer code is used to indicate the secondary position in Kronos. For example, if an employee works for Learning Academic Center and works for the Residential Life department. This employee has two positions on campus. If the employee's secondary position is the Residential Life, then the manager/supervisor must use the proper transfer code to enter the hours in Kronos.

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### **What is the Kronos deadline?**

The Kronos deadline is a deadline for managers/supervisors to approve their employees' timecards. Full-time, Part-time , and Student employees will receive reminder emails to approve their timecards. The manager must approve the timecard for their part-time and student employees to approve their timecards.

# KRONOS FAQ'S

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## What if I miss the Kronos deadline?

If you missed the Kronos deadline, you will have to enter Historical Corrections in Kronos once the timecards are unlocked. Payroll locks the timecard by the Kronos deadline to prevent managers from editing timecards while processing payroll. Timecards are often unlocked a day prior to the pay date.

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## When can I enter Historical Corrections?

When the timecards are unlocked, managers should have access to enter the necessary changes or historical corrections. The timecards are unlocked a day prior to pay date.

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## When will the Historical Correction / Time will be paid out to the employee?

If the historical corrections have been entered, the manager then approves the timesheet by the deadline. Then the historical corrections/time hours will be paid out in the upcoming pay date.

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## Why did my employee did not receive his or her paycheck?

If you have failed to approve the timecard, the employee will not receive his or her paycheck. You must enter historical corrections for the hours owed to the employee when the timecards are unlocked. **Please note:** Timecards are unlocked a day prior to the pay date.

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## I am a Timecard Approver and cannot find my own timecard to review and approve. How do I access my timecard?

To access your own timecard click on the “+” sign next to the Timecard Approver Workspace tab and select “My Information.” This will open your timecard in a new tab to view and approve. You can then close the tab to return back to the Timecard Approver Workspace.