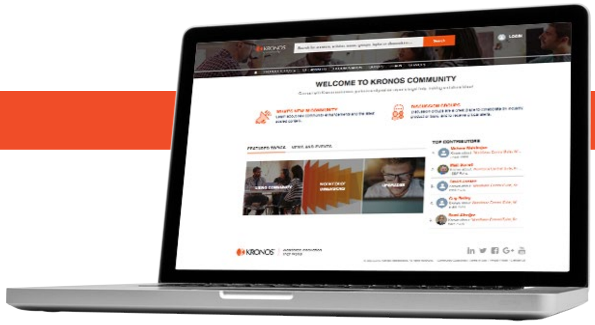
KRONOS®

CHECKLIST

Survival Checklist

for a New Workforce Ready Administrator



Connect

☐ Register for the Kronos Community

- Go to **community.kronos.com**
- Click the **login** icon at the top right of the page
- Click **Not a Member**
- Enter your Solution ID and click **Validate**
- Fill out your profile and click **Save**

If you don't know your Solution ID, please let us know at community@kronos.com and we'll look it up for you.

☐ Join the following community groups

Stay up to date on all Kronos Workforce Ready® release information as well as technical notices by joining Workforce Ready Alerts and Workforce Ready Announcements. You will want to select Your Alert as well as Workforce Ready Announcements.

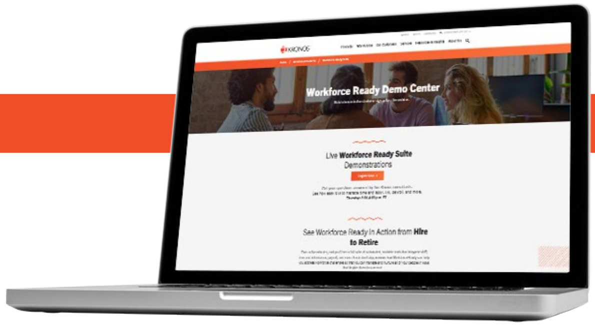
Workforce Ready Announcements

- All customers

Workforce Ready Alerts

- North America POD3
- North America POD4
- EMEA
- Australia

Not sure which Alert Group you should join? Submit a support case and our support team can help you out.



Learn

☐ View a demo of Workforce Ready

Our online demo center will provide you with a high-level overview of Workforce Ready.

☐ Bookmark the Workforce Ready Product Resource page

Our Workforce Ready Product Resource page provides you with a one-stop shop to access Alert Groups, knowledgebase articles, release readiness, training, and much more.

☐ Attend training sessions through our instructor-led sessions

Our virtual online instructor-led training courses are live sessions designed for administrators of Workforce Ready and are led by a Workforce Ready trainer. Visit Ready Registration to see the current course schedule. For questions about registering for a class, email our training administrator at wfrcustomertraining@kronos.com.

☐ Ask your questions

After you attend your instructor-led training, our Q&A sessions are perfect for you to ask any questions you might have about Workforce Ready. You can access our Q&A sessions through our Ready Registration.

☐ Jump into My Learning at any time

Jump into **My Learning** and access over 300 different learning assets, including job aids, videos, simulations, and self-paced courses. My Learning is always accessible directly in Workforce Ready.

To access My Learning:

- Log in to Workforce Ready
- Click on **My Account** menu
- Click on **My Learning** menu
- Select from the appropriate menu

Training is organized by:

- **Employee:** Content for all employees
- **Manager:** Content covering specific manager-only functionality
- **Administrator — Time Keeping (TLM):** Content specifically for TLM administrators
- **Administrator — Human Resources:** Content specifically for HR administrators
- **Administrator — Payroll:** Content specifically for payroll administrators
- **Administrator — General:** Content for all administrators
- **Administrator — Security:** Content for all administrators on managing security
- **Administrator — Performance Management:** Content specifically on the performance management module for HR administrators
- **Administrator — Compensation:** Content specifically on the compensation module for HR administrators

☐ Bookmark our Release Readiness page

Our release readiness page provides our latest What's New, What's Next Webinar, a release highlights document, and information on important community groups to join.

☐ Download user guides

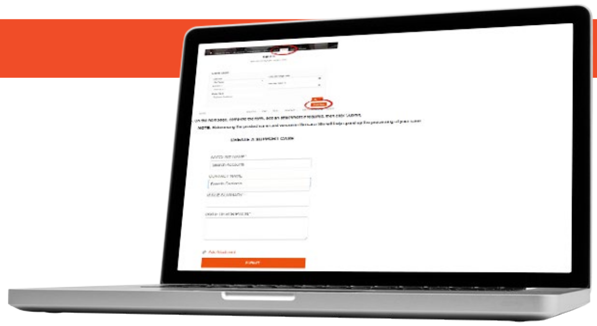
Workforce Ready houses its user guides right within the Workforce Ready solution, and you can access them anytime, anywhere. Simply go to **Our Company**>**Service Provider Documents**.

☐ Subscribe to Workforce Matters

Workforce Matters is our monthly newsletter that will provide you access to product information, industry articles, and insight on how to best optimize your Kronos solution.

Subscribe now

Support



Have questions? Get support from fellow users and the Kronos experts in the Kronos Community. With over 35,000 community members and growing, someone is bound to have asked a question similar to yours. Check out our article on best practices for finding what you are looking for.

Still need help? Our support team is available Monday–Friday 8 a.m.–5 p.m. (local time).

You can request help from our support team right within the Kronos Community by:

Method 1:

- Log in to Kronos Community
- From the Home page, click on the **SUPPORT/CASES** navigational tab and choose "My Cases" from the drop-down
- On the right side, click **Create Case**
- On the next page, complete the form, add an attachment if required, then click **Submit**

NOTE: Referencing the product name and version in the case title will help speed up the processing of your case.

Method 2:

- At the top of the Community screen, click the arrow next to your user name
- From the resulting drop-down, click **Create Case**
- Create a case
- The same form as is shown when using Method 1 will display. Complete the form, add an attachment if required, then click **Submit**

NOTE: Referencing the product name and version in the Issue Summary field will help speed up the processing of your case.

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