KRONOS®

The New User Experience

Keys for adoption success

A best practice FAQ to help with your organization-wide rollout.

Overview

Your new Kronos Workforce Ready® user experience is more than a product facelift or a point solution. Yes – the aesthetic developments are certainly appealing – but our primary goal in investing in the new look and feel is to deliver enhancements that improve employee experience for all Workforce Ready users.

Take, for example, the self-service and mobility options that the new user experience offers employees. You can grant your employees the ability to check pay, accruals, and benefits on the go. And for managers, career and performance planning is available not only on their desktop but also right at their fingertips with our mobile app.

> *We designed the new user experience to look and feel like the consumer apps you use every day.*

This means less time fielding emails, calls, and in-person questions about using Workforce Ready – because it's intuitive. Plus, it looks cool, so employees will want to use it.

You might be thinking, *Wow, this is great! This new experience sounds fantastic, but where do I get started? How do I roll this out?* Well, we've got you covered with this **best practices FAQ**. Get geared up to roll this out to your organization!

How do I transition to the new experience?

We designed the process of transitioning to the new user experience with end users in mind, so that rolling it out to them is a smooth and simple process. How did we do this? We put our Workforce Ready admins in the driver's seat and made the new user interface (UI) available by security profile. That means administrators can determine the specific groups they would like to have test out the new experience before they roll it out to their whole organization, allowing you to adjust to the new experience over time and prepare internal training tools as necessary.

Why should I move? The Workforce Ready experience I have now works for me.

1. We have a great new homepage that is easier to use. We've made it faster and easier for everyone – employees, managers, and admins – to do what they need to do in Workforce Ready.

   Example: Only want hourly employees to see a screen for punching in and out while salaried employees see options for submitting time off and enrolling in benefits? It's now totally configurable on the home page. Navigation is easier than ever, which means fewer clicks to complete tasks.

2. The Workforce Ready experience is the same whether you're on the desktop or mobile device. That means easier adoption and less training.

Example: Compare benefits from home with your family and enroll on your smartphone. Ask for a schedule change or a vacation day right from the factory floor or a retail department.

3. We've made it easier to get the information you need, when you need it. With just a few clicks, you can turn your existing reports into interactive charts that let you see and act on important information quickly. No need to spend hours sorting through each line of Excel-like data to get answers.

I am ready to adopt the new experience. Where do I start?

The following are key steps to take before adopting the new experience:

Understand why enhancements are more than a just facelift
Review our overview of the new Kronos Workforce Ready experience.

Understand key considerations
Before turning on the new experience, you'll want to check out this document on important considerations relating to solution features like HR Actions, Custom Forms, and Checklists, for example.

Make workflows work for you
One of the key ways the new experience engages its users is through workflows. Workflows make it easier for you to remove manual steps in the timesheet approval process. Don't have them enabled? We made the an easy to follow guide to help you move to timesheet workflows. You can access it via the Kronos Community. *Note: You must be logged into view this article.*

New User Experience: Guidance for success
Review this Knowledgebase article to learn how to enable the new user experience for desktop and mobile, transition over to Timesheet workflows, and convert to the new Timesheet formats. You'll also be able to access step-by-step instructions on how to configure our new charts and graphs.

Workforce Ready New User Experience Group
Join now to connect with the product experts and fellow users to network, ask questions, and discuss all things related to the new user experience.

Download the new mobile app
Our mobile app is the new user experience! Download and explore to get a sense of how the experience will look and feel for you on desktop. Checking out the app will also help you as you prepare to roll out the new experience to your organization for the desktop. Before downloading the app be sure to review our steps for adoption success document.

How do I make sure my employees are comfortable with the new experience?

We understand that moving to this new experience requires a level of **change management** to ensure a successful transition. Key items to think about when starting your transition to the new experience are:

- Assess your organization's goals and readiness to change
- Identify the behavioral changes users will need to make
- Engage leadership and project sponsors to drive change
- Communicate effectively to targeted users
- Train different user groups with standard or custom content
- Reinforce required changes and manage any resistance

And ensuring that employees at the end-user level are comfortable is a critical piece as well. Here are a few **end user training tips**:

1. **Turn on the UI in your admin security profile.** Admins will be the ones who answer questions once you go live. Getting them set up sooner rather than later will help them feel comfortable in advance; and they tend to be the people who can help you make adjustments before rolling it out to the whole organization. Be sure not to turn on the UI for your payroll admins when they are processing payroll. Try to do it on a non-payroll week or day.

2. **Select a group of power users.** Put the end users who can be your advocates in their own security group(s). Turn on the UI and give them time to poke around. When choosing this group, select users who will be willing to work through the change and provide feedback, both good and bad. Give them a week or two and make sure they have tasks to complete (approve timesheets, time-off requests, benefits, etc.).

3. **Host a web or in-person debrief session for users to provide feedback**. If a web session, ensure you can log in and see exactly what's being discussed so you can update documentation and/or training.

4. **Supply helpful resources.** Create one-page cheat sheets or update your existing documentation to reflect tips about finding your way around the new look.

5. **Publish a rollout schedule in advance.** Be transparent about how the rollout will unfold, who it will be rolled out to, and when to expect changes in specific work processes. Roll out by location, department, etc. whatever works for your organization. The key is to be clear about what change is happening and when. Avoid days with time sensitive tasks (approving timesheets, open enrollment, etc.) as it will take longer to complete those tasks while simultaneously getting used to the new interface. Spread out each rollout by a couple of days to allow for feedback.

6. **Provide simple tasks for users to complete in the new user interface.** Ask them to verify their tax settings as year-end approaches and provide documentation that walks

through it. Some other ideas are to submit holiday time-off requests, review the most recent pay statements, and check benefits in preparation for Open Enrollment.

7. **If possible, host open lab forums.** During these sessions, users can ask questions to the admins who have been involved in the process from the start. Giving users the chance to talk through best practices – or provide feedback – will create a more comfortable rollout experience for all involved.

8. **Follow through.** Don't cut corners. Continue with your rollout plan until it is complete. Some organizations move faster than others, so no rollout will be the same. Plan your rollout around how open and flexible your organization is to change.

What if I need help with the new experience?

We are here for you, always!

If you need help along the way or want to connect with others who are rolling out the new experience, come join us in the new User Experience Group in the Kronos Community to connect with Kronos experts and your peers.

If you need a little extra help along the way, we have you covered. Our support team is available Monday–Friday 8 a.m.–5 p.m. (local time).

To connect with support, submit a case via the Community. To submit a case online, check out: How To Open a Support Case with Kronos Global Support (KGS) in Community