Links to Kronos 6.3
Note: VPN is required when accessing from home or off campus.

Java-based Kronos link:
https://www-kronos.itcs.northwestern.edu/wfc/logon

Non-Java Kronos link:
https://www-kronos.itcs.northwestern.edu/wfc/applications/wtk/html/ess/logon.jsp

For assistance using Kronos, please contact the Helpdesk at mytime@northwestern.edu or 847-467-7606
Chrome 29, 30 or 31
Despite not being on the list of certified browsers, Chrome has worked best with Kronos 6.3. When using Kronos for the first time in Chrome, the following two message bars will appear.

1. Java(TM) needs your permission to run. Click “Always run on this site”.
2. Do you want Google Chrome to save your password? Click “Never for this site”.

You may encounter the error “Java(TM) Platform has crashed”, but page will still load after about 60 seconds.
Tips for Troubleshooting Internet Explorer 8 or 9
Using Java 6.43 or 6.45 with Internet Explorer 8 or 9 may cause your browser to freeze after login. Upgrading to Java 7 will resolve this issue.

Tips for Troubleshooting Internet Explorer 9 or 10
Upon logging in, you may encounter a popup message (two examples below). Click the checkbox that says “Do not show me this again” then the “Run” button.
If you are using Java 1.7.0_45, which is the latest release, a new popup message will appear in each Kronos session. Click Allow to proceed. This does not occur in any java version other than 7_45. Unfortunately this was unforeseen since this version of java was released on the same day we began the upgrade. Kronos is working to find a way to suppress this message from each session, and we will apply that fix immediately upon its release.

Your first session can take a little while to load, possibly up to two minutes. While it’s processing you may see thin little lines moving across the page (see below). This is the equivalent of a spinning icon.

If, however, your screen still doesn’t load after two minutes check Compatibility Mode and your Security settings, detailed below.
Compatibility Mode
The vendor had published that IE10 needs Compatibility Mode turned on when using Kronos, however IE9 needs it turned on. Without it turned on, the following java message will appear.

![Java message]

Please contact your system administrator.

To turn on Compatibility Mode, click the icon in the URL line that looks like a piece of paper torn in half.

![Compatibility Mode icon]

Or go to the Tools dropdown menu, and click Compatibility View (there should be a checkmark next to it when it is turned on).
Or go under Compatibility View settings and choose “Display all websites in Compatibility View”.
Security Settings
Go under Tools > Internet options > Security tab, and be sure the security is not set at High or Custom.

Click the “Default level” button to return it to Medium.
Tips for Troubleshooting Internet Explorer 11

With the recent release of IE11, please be sure to add ‘northwestern.edu’ to your Compatibility list. Go to Tools> Compatibility View settings.

Then add ‘northwestern.edu’ to the list.
When you click the Close button, you will be logged out of the signon page. Ignore the error message that says “An incorrect user name or password was entered,” and sign in again. Once signed in, the page will be slow to load the first time.
Tips for error “Java has discovered application components that could indicate a security concern”

With the release of Kronos service pack 10, installed on January 12, 2014, some users may encounter a popup message that reads “Java has discovered application components that could indicate a security concern” (see below, though not a good image).

To fix this, access the Java Control Panel: go to the Windows Start menu > Control Panel > Java Control Panel > Advanced > Security

Choose the "Enable - hide warning and run with protections" button. Click OK, close the browser and try again.
Tips for Troubleshooting Firefox

Below are two examples of the java message in Firefox.

Click the red circle to allow java to run.
Click the piece with the arrow on it in the center of the screen to allow java to run.

If you see a red piece to the left of the URL, click the red icon then choose “Allow and Remember”. Your session should load after that.
Other/General Troubleshooting Tips
For all browsers, be sure to clear your cache/cookies and turn off the popup blocker. Note: in a few situations the popup message is minimized at the bottom of your screen and not apparent. Watch for it to flash at the bottom of the screen.

The following two issues have been successfully resolved after clearing cache/cookies.
1. A blue screen with the message at the top “You do not have permission to access the requested resource”.

2. Missing links when using the non-java version of Kronos.
The “Timecard” link is missing from the top left corner of the screen, so accessing employee timecards is impossible.

After clearing cache, the links now display.
3. In the non-java version, the “Reports” link is greyed out (disabled). The vendor confirmed this will be fixed in the next available service pack, which is scheduled for release in early December. We already plan to test and apply that service pack immediately upon its release.

```plaintext
<table>
<thead>
<tr>
<th>Name</th>
<th>ID</th>
<th>Dept</th>
<th>REG Hours</th>
<th>OT Hours</th>
<th>HOL Hours</th>
<th>VAC Hours</th>
<th>PFH Hours</th>
<th>Sick Hours</th>
<th>Other Paid Hours</th>
</tr>
</thead>
</table>
```

![Timecard interface screenshot](image-url)
Be sure ALL cache is deleted. To clear cache/cookies in Internet Explorer, go Under Tools> Internet options> General tab> Browsing history section, click the Delete button. Be sure all checkboxes are selected. Users have been successful accessing Kronos after all boxes are checked, and not successful when only some are selected.
To clear cache/cookies in Firefox, go under History> Clear Recent History.

Be sure “Everything” is selected, then click the Clear Now button.