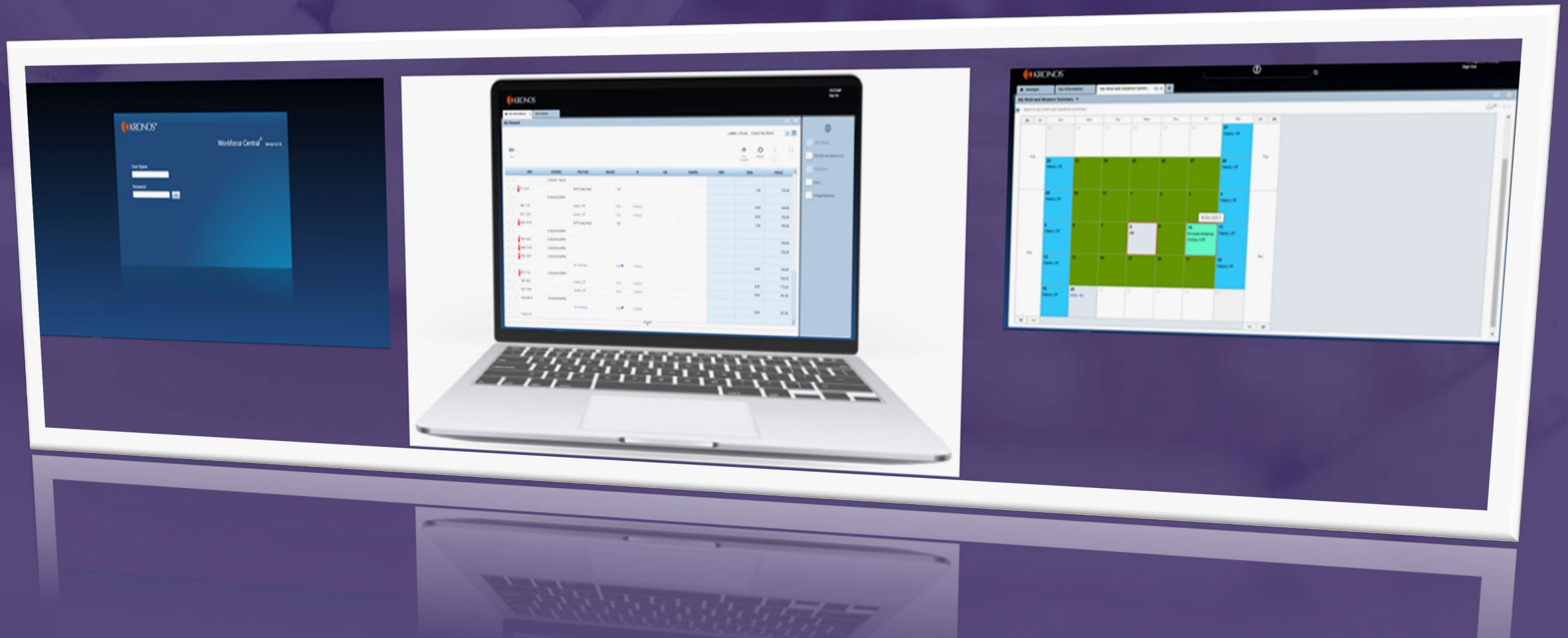


Time & Attendance Management System (TAMS)


User Manual 1.0



TAMS software upgrade from old version 6.2 to new version 8.1

New version of TAMS gives **INTUITIVE USER EXPERIENCE** for both employees and managers that extends across multiple devices anywhere (through Intra / Internet), anytime access by eliminating Browser, Java version and Adobe Flash player dependency

User Login

- 1 Enter Employee ID in User Name Field
Ex: P00012345
- 2 Enter 'Desktop Login Password' in Password Field and click on Login icon beside the password field. 



Employee Widgets

- 1 After login by Employee, home page displays with 'Timecard'
- 2 Click on 'My Work & Absence Summary' in right side pane to view the Work & Absence summary in calendar view. New Tab with 'My Work & Absence Summary' will in Top ribbon
- 3 Click on 'My information' → click on 'My Actions' for below tasks
 - i. Days Attendance Request
 - ii. FTO missed Punch Request
 - iii. FTO_Attendance Request
 - iv. Shift Swap Request
- 4 Click on 'My information' → click on 'Inbox' for Messages
- 5 See 'Schedule / Pay Code' column for assigned shift schedule time, Pay Code.

KRONOS

TESTEMP
Sign Out

My Information

My Timecard

Loaded: 7:39 am Current Pay Period

Print Timecard Refresh Calculate Totals Save

	Date	Schedule	Pay Code	Amount	In	Out	Transfer	Shift	Daily	Period
		8:30AM-6:00...								
	Thu 09/9		Shift Swap P...	1:00					1:00	132:00
		12:00AM-1:0...								
	Fri 10/9		Shift Swap P...	1:00					1:00	133:00
		8:30AM-6:00...								
	Sat 11/9		Weekly Off	9:30	8:30AM				9:30	142:30
	Sun 12/9		Weekly Off	9:30	8:30AM				9:30	152:00
	Mon 13/9		Shift Swap P...	1:00					1:00	153:00
		8:30AM-6:00...								
	Tue 14/9	8:30AM-6:00...								153:00
	Wed 15/9	8:30AM-6:00...								153:00
	Thu 16/9	8:30AM-6:00...								
			OD Pending	9:30	8:30AM				9:30	162:30
	Fri 17/9	8:30AM-6:00...								162:30

My Timecard

My Work and Absence Su...

My Actions

Inbox

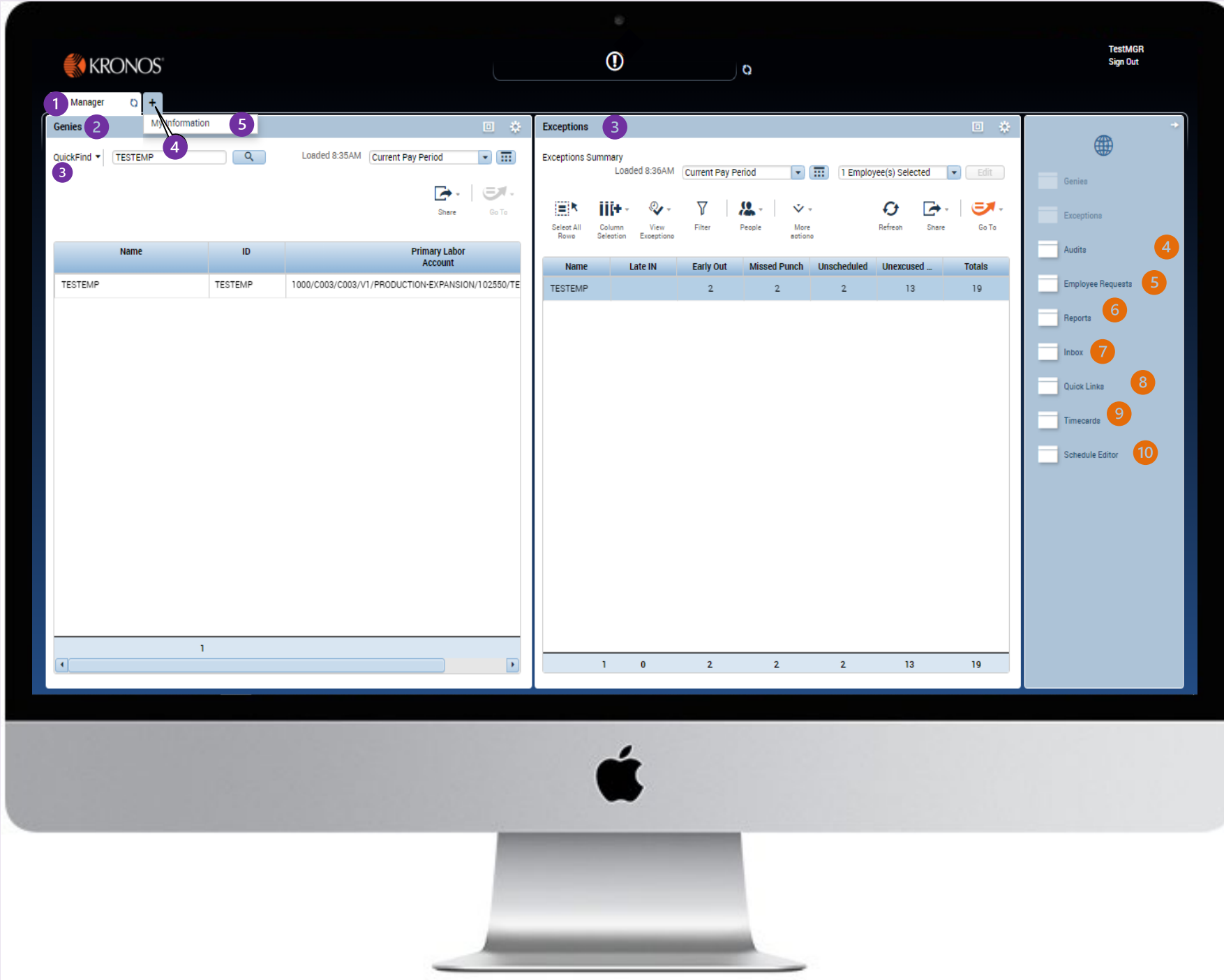
Manager Home Page & Widgets

1 After login by Manager, home page displays with Manager Tasks 1. Under 'Manager' home page, system displays default pages 'Genies' 2 and 'Exceptions' 3


- 2 Click on 1 → 4 for 'Audits'
- Click on 1 → 5 for 'Employee Requests'
- Click on 1 → 6 for 'Reports'
- Click on 1 → 7 for 'Inbox'
- Click on 1 → 8 for 'Quick Links'
- Click on 1 → 9 for 'Timecards'
- Click on 1 → 10 for 'Schedule Editor'

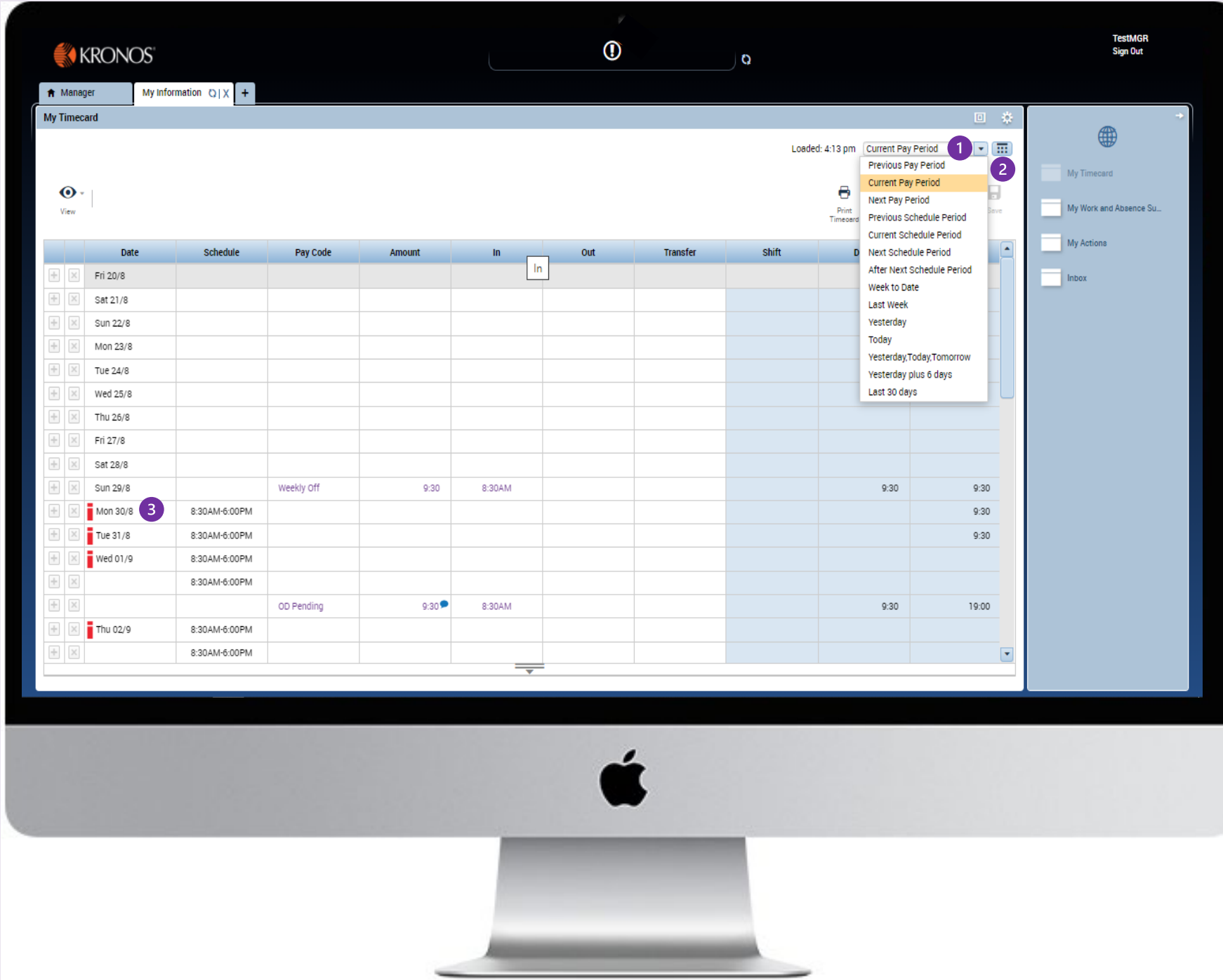
3 Use 'Quick Find' option to see the L-1 employee details. Enter star (*) mark in the 'Quick find' field to see all L-1 Employee details or enter the employee id in 'Quick find' field to see the respective L-1 employee details.

4 Click on '+' icon 4 → 'My information' 5 for Manager – self actions (View Timecard / Work & Absence summary/ My Actions / Inbox)



Employee / Manager Timecard view

- 1 Click on 'drop down' to view the Timecard for the selected pay period.
- 2 Click on the 'calendar' icon to select the specific date range of Timecard
- 3 If any exception for the day, same shows in DATE column with 

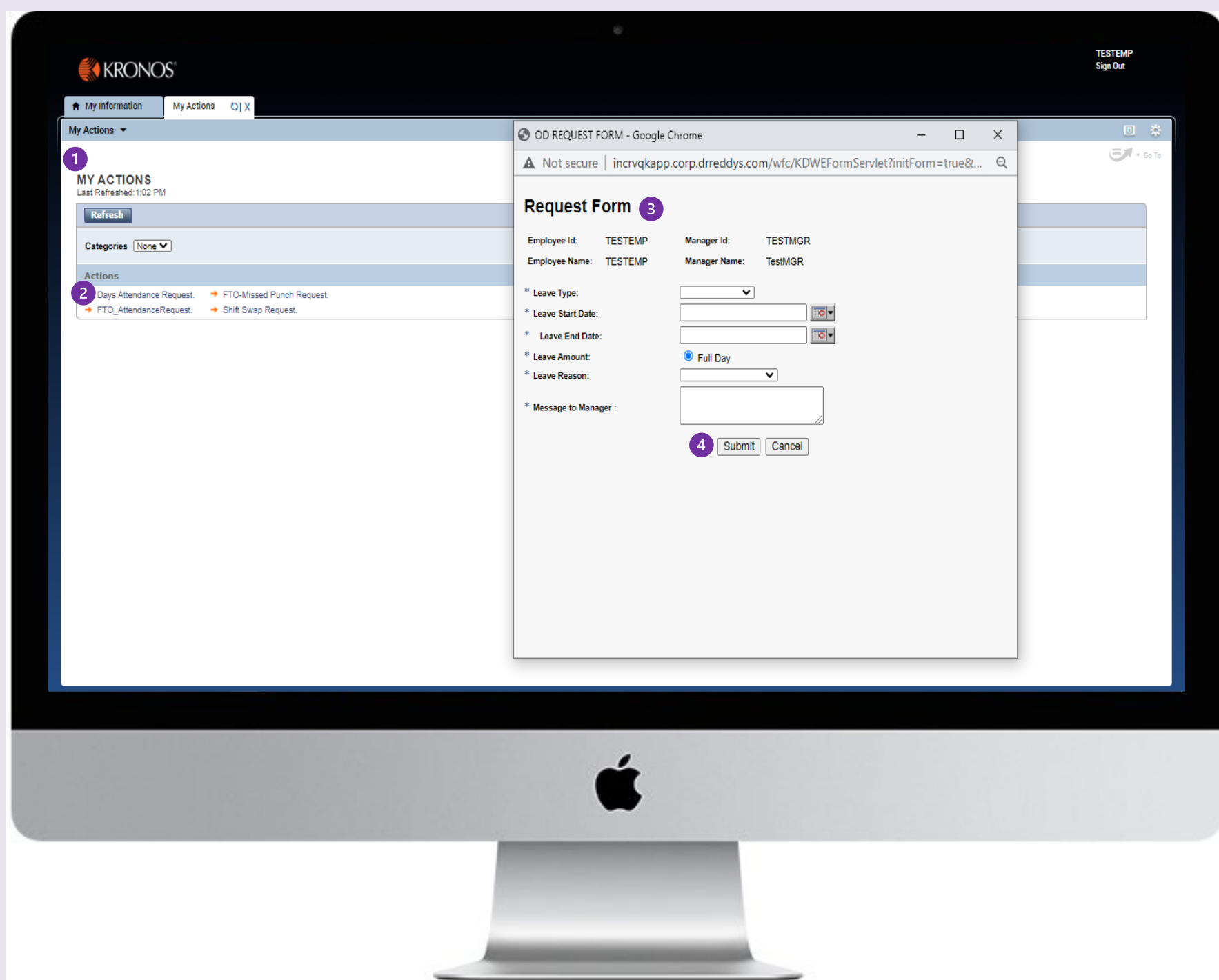


The screenshot displays the Kronos Timecard interface. At the top, there's a navigation bar with 'Manager', 'My information', and a search icon. The main area is titled 'My Timecard' and shows a table of timecard entries. A dropdown menu is open over the 'Current Pay Period' header, listing various options for selecting a different pay period or schedule. A red vertical bar icon is visible in the 'Date' column for Monday, 30/8, indicating an exception.

	Date	Schedule	Pay Code	Amount	In	Out	Transfer	Shift	D
	Fri 20/8				In				
	Sat 21/8								
	Sun 22/8								
	Mon 23/8								
	Tue 24/8								
	Wed 25/8								
	Thu 26/8								
	Fri 27/8								
	Sat 28/8								
	Sun 29/8		Weekly Off	9:30	8:30AM				9:30 9:30
	Mon 30/8	8:30AM-6:00PM							9:30
	Tue 31/8	8:30AM-6:00PM							9:30
	Wed 01/9	8:30AM-6:00PM							
		8:30AM-6:00PM							
			OD Pending	9:30	8:30AM				9:30 19:00
	Thu 02/9	8:30AM-6:00PM							
		8:30AM-6:00PM							

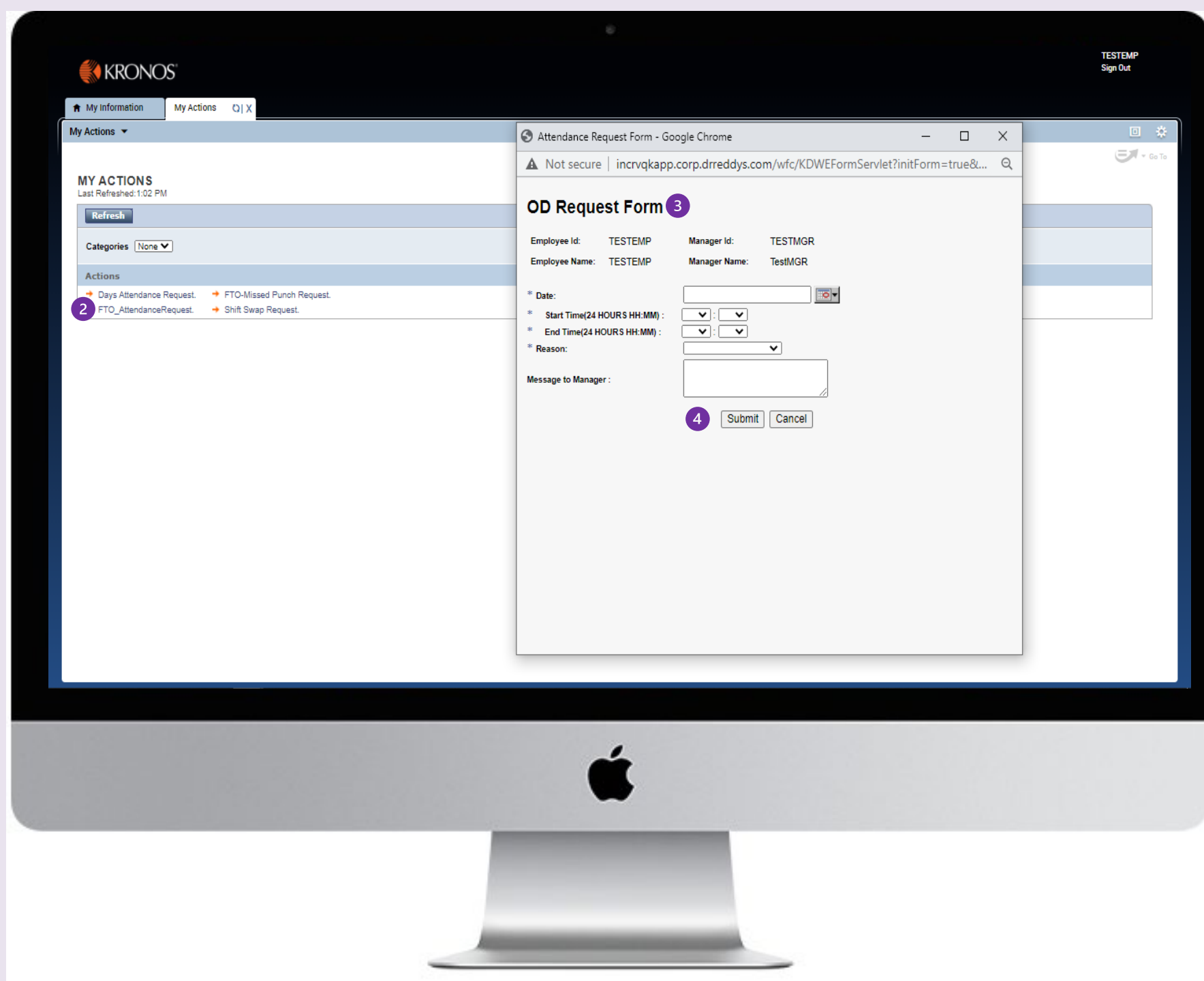
Creation of On Duty request – one or multiple days

- 1 After login, click on **'My Actions'**. New screen opens with **'My Actions'** widget.
- 2 Click on **'Days Attendance Request'**. OD request form will open in new window.
- 3 Fill the details in the OD request
- 4 Submit OD request for approval after filling the details. In Timecard calendar view, OD status shows as pending for approval / OD availed after manager approval.



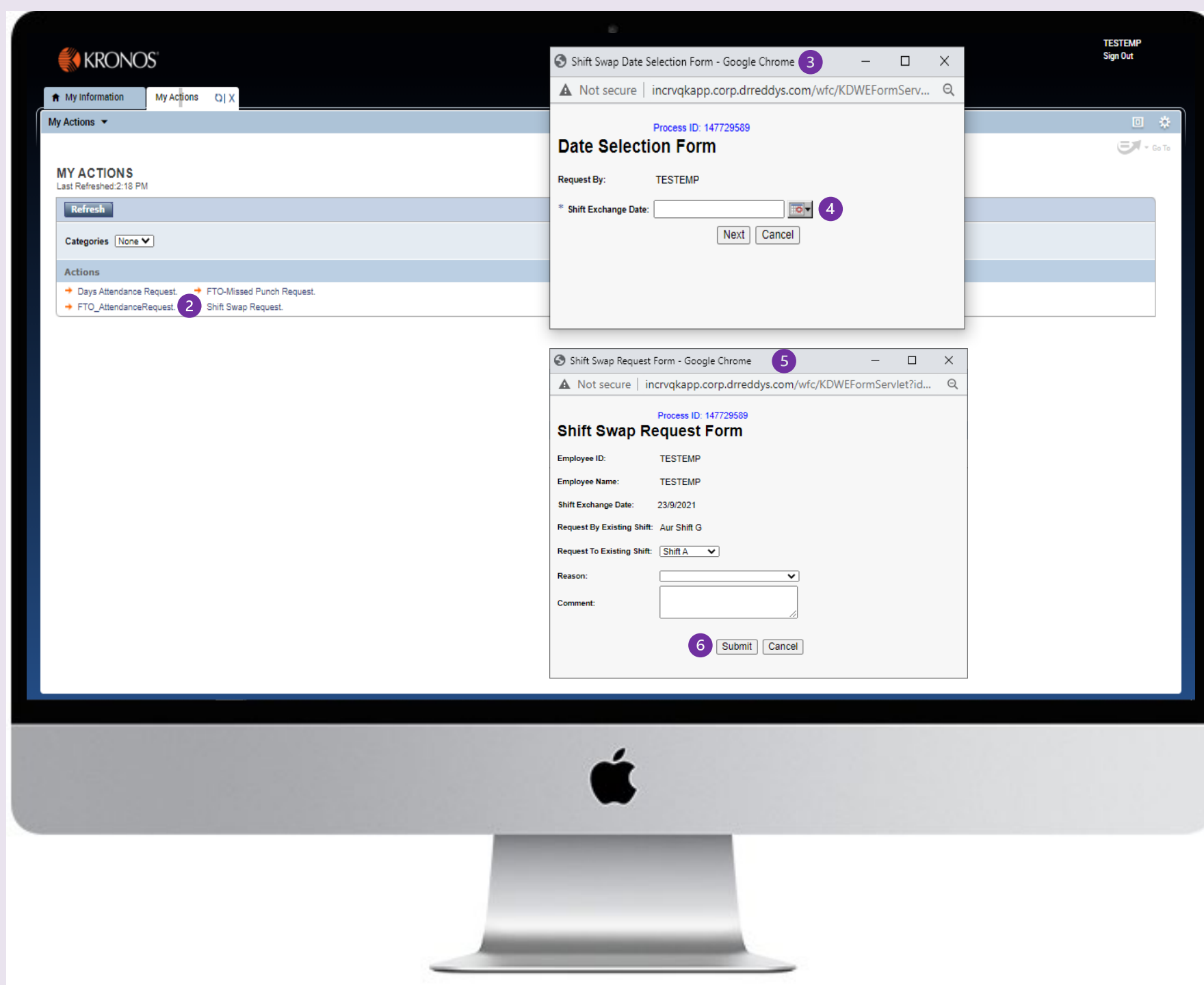
Creation of On Duty request for specific hours in a day

- 1 After login, click on 'My Actions'
- 2 Click on 'FTO Attendance Request'. OD request form will open in new window.
- 3 Fill the details in the OD request
- 4 Submit OD request for approval after filling the details. In Timecard calendar view, OD status shows as pending for approval / OD availed after manager approval.



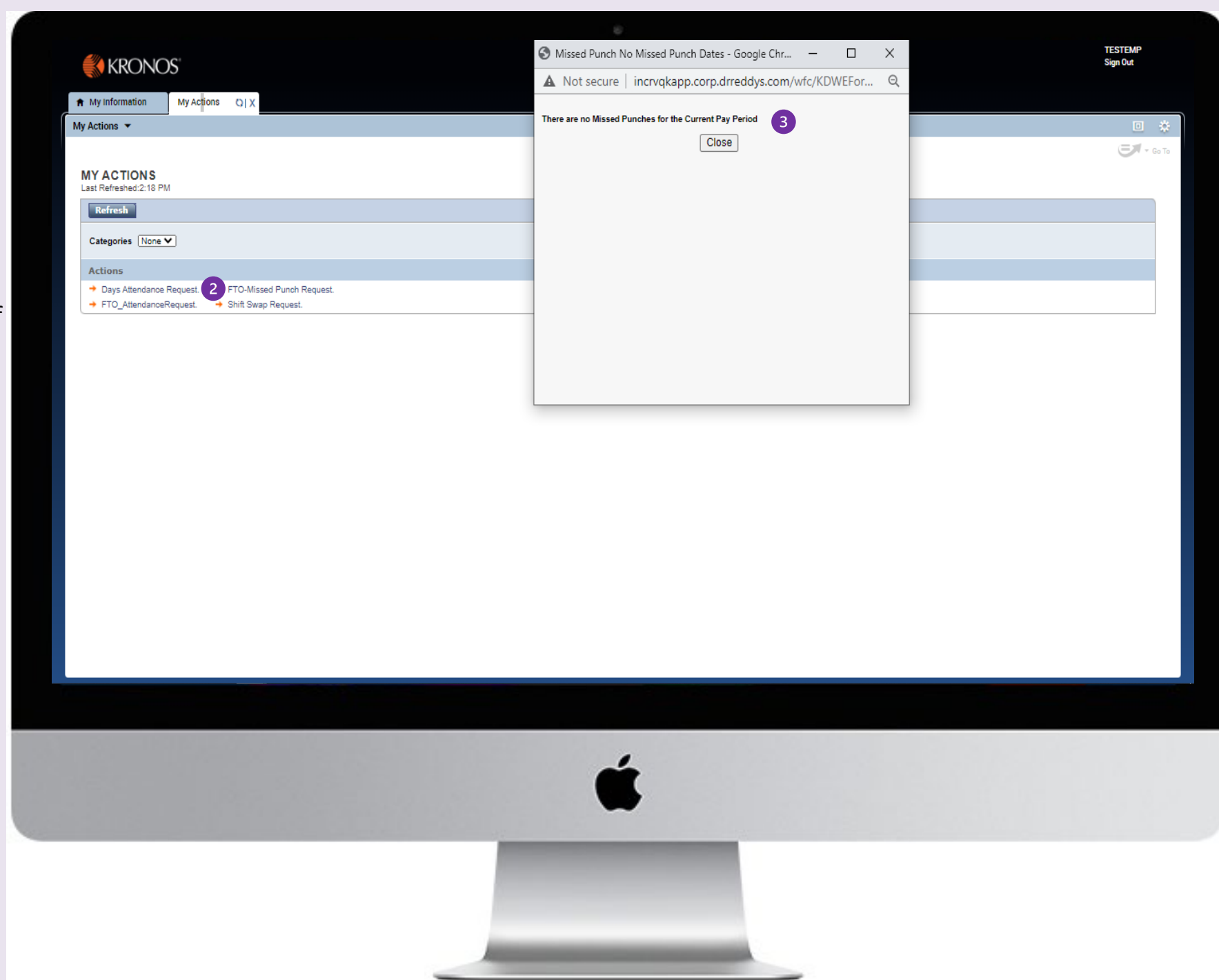
Creation of 'Shift Swap request'

- 1 After login, click on 'My Actions'
- 2 Click on 'Shift Swap Request'.
- 3 'Shift Swap Date Selection' opens.
- 4 Select the shift swap date and click on 'Next'
- 5 'Shift Swap Request Form' opens in new window.
- 6 Fill the details in 'Shift Swap Request' and submit. Shift swap request shows as pending in Timecard (PAY CODE column) till the manager approval. Post Manager approval, schedule updates in Timecard.



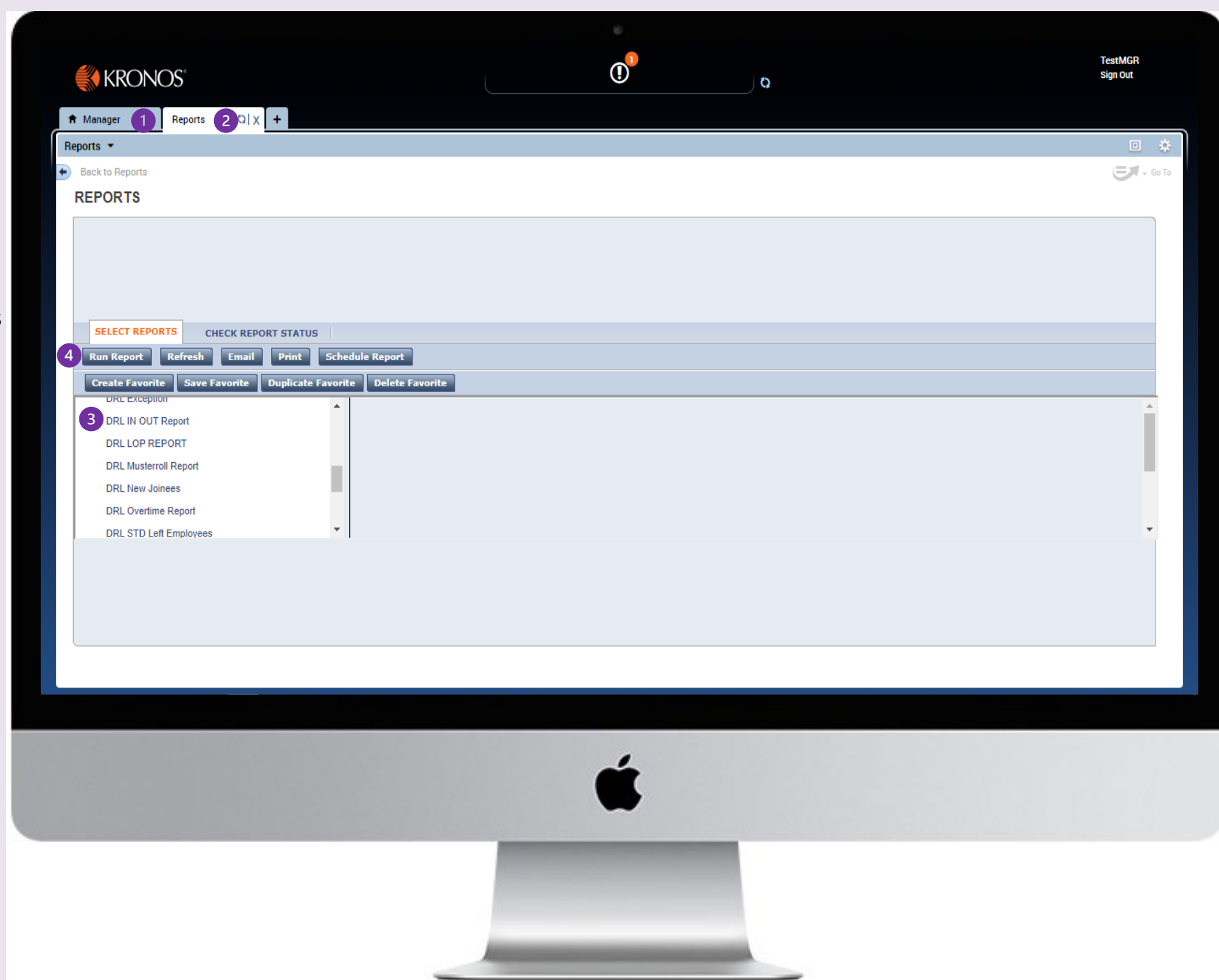
Creation of 'missed punch request'

- 1 After login, click on 'My Actions'
- 2 Click on 'FTO Missed Punch Request'. Missed Punch request open in new window.
- 3 Missed punch request form shows the list of 'Missed punch days' in the current pay period. If no missed punches in the current pay period, a message will be displayed as 'There is no Missed punches for the Current Pay Period'



'Report' Generation

- 1 Login with 'Manager' access
- 2 Click on 'Reports' widget in right hand side Widget section.
- 3 Select the respective report in the reports section
- 4 Click on 'Run Report'



TAMS (KRONOS) Ticket Support Process

Step-4 Ticket Analysis

KRONOS technical team analyzes the issue and identifies the suitable resolution

Step-3 Ticket Investigation

KRONOS support team review the information provided in ticket and reach user, if more information required

Step-2 User logs support Ticket

User shall log ticket in TechEase portal with supporting screenshot, if the issue not resolved by self trouble shoot

Step-1 User facing an issue

User shall go through the KRONOS user manual and try / check for self trouble shoot

Step-5 Ticket resolution

Technical team resolves the issue and confirms to user on issue resolution.

Step-6 Ticket resolution review & Closure

Support team updates the issue resolution status and closes the ticket

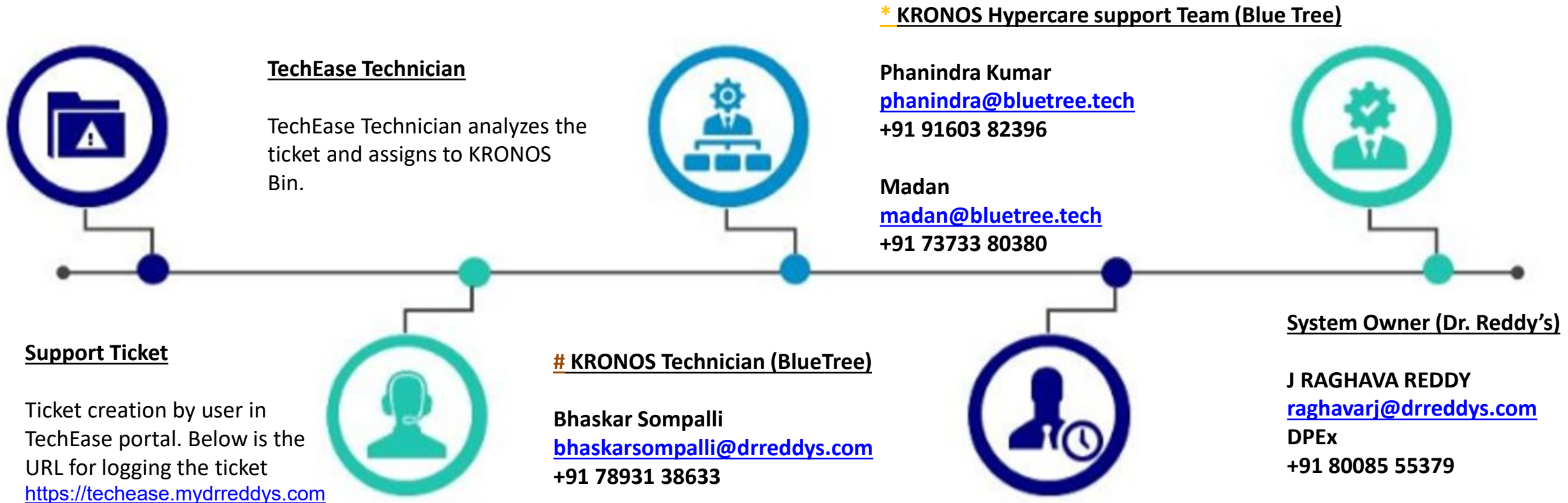
Step-7 Monitoring the issue reoccurrence

If same nature of issue reoccurs, support team takes the product team support and fix the issue permanently



Continuous User support & System monitoring

TAMS (KRONOS) Support & Escalation Matrix



* KRONOS Hypercare support team supports all the issues during the Hypercare period i.e, 30 days from New version launch during 09:00 AM to 09:00 PM. (Hypercare Period: 27-09-2021 to 31-10-2021)

Post Hypercare period Mr. Bhaskar Sompalli will handle all the operational issues.

The background is a purple-tinted photograph. On the left, a white pill bottle is tilted, with several white, oval-shaped pills spilling out. In the center, a hand is shown holding a single white pill. On the right, a blister pack containing several white pills is visible. The overall scene is related to pharmaceuticals or medicine.

Thank You