**KRONOS LOGIN ISSUES**

*Please try and login following the guidance below:*

Login to Kronos by using this URL link: [https://clemson.kronos.net](https://clemson.kronos.net)

a) The User Name is your primary Clemson University username in lowercase.

b) The password is case sensitive, meaning, it must match your Clemson password combination of upper and or lower case letters.

c) Bookmark this link as it is sent, not after you log-in.

Note: If you are able to log-in, you should see your primary Kronos screen, i.e., My Information Tab, Supervisor Tab.

*If you cannot login after utilizing the steps above, please follow the steps below:*

1. Clear your browser's cache by following instructions located at: [http://www.wikihow.com/Clear-Your-Browser's-Cache](http://www.wikihow.com/Clear-Your-Browser's-Cache). From this screen, select your browser type, i.e., Internet Explorer 8, which will take you to step-by-step screen shot instructions.

2. Close your browser, re-open, and then try to log-in again. If you are still having issues after that, try restarting your computer as well.

If you are still unable to access Kronos, or receive a message about “Loading libraries”, make sure you are using one of the supported browsers listed below:

a) Internet Explorer 9, 10 or 11

b) Firefox 17+

c) Google Chrome

d) Mac versions
   a. Safari 6.1.6 running on OS X 10.7
   b. Safari 6.2 running on OS X 10.8
   c. Safari 7.1 running on OS X 10.9
   d. Safari 8.0 running on OS X 10.10

If you are unsure if you are using one of the above supported browsers, you may verify your computer configuration using the [System Check Tool](#).
Additionally, you should be on Java / JRE Java listed below:
   a)  Windows JRE 1.7.0_75, JRE 1.7.0_76, JRE 1.7.0_79 and JRE 1.7.0_80
   b)  Windows JRE 1.8.0_31, JRE 1.8.0_40, and JRE 1.8.0_45
   c)  Apple/MAC JRE 1.7.0_79, JRE 1.7.0_80
   d)  Apple/MAC JRE 1.8.0_45

If you require assistance with these steps, send an email to ITHELP@clemson.edu with the error you are receiving. Your ticket will be sent to your local IT support for assistance.

Thank you,
The Kronos Team