Kronos Upgrade FAQs

Why is Clemson University upgrading Kronos?

Moving Kronos from the University’s servers to Kronos-maintained cloud servers and updating Clemson’s Kronos version are strategic business decisions made by Clemson University to ensure that Kronos is compatible with more advanced browsers and minimize both current and future costs.

What is the cloud?

The "cloud" is terminology used to describe off-site hardware servers. In this case, the new servers are not housed at Clemson University, but are instead housed by Kronos.

Will the web address be the same for Kronos when the system comes back up?

No, you can no longer access Kronos through your old bookmark. The new web address is https://clemson.kronos.net/. Be sure to bookmark this new website and replace any previously-bookmarked web link.

Why can’t I get into Kronos?

Check to see if you are using the new URL https://clemson.kronos.net. Be sure to bookmark this new link and replace any previously-bookmarked links.

Will there be any training classes for the Kronos upgrade?

System changes were minimal, therefore instructor-led training sessions were not held. To see a list of changes, click HERE. Training documents can be found on the Kronos Information page, under How To: by clicking HERE.

The new login uses .net. Is this a safe webpage?

Yes, the web link is safe to use. The URL changed to a .net address because the Kronos system is now housed on Kronos servers and is no longer housed on university servers.

Is there any new machine configuration?

There may be changes depending on how your computer is set up. To see configuration in a Compatibility Matrix, click HERE.

You may also check your individual machine configuration using this System Check Tool link.

Why does my login screen look different?

The login screen looks different due to the upgrade from version 6.3 to version 7.0.7 (see Fig. 1 below).

The username and password you used prior to the upgrade will still work, so log in the way you always have, but with the new URL.
Once in Kronos, your screens should look primarily the same as they did prior to the upgrade. For example, Fig. 2 is the screen you would see if you are a Manager-Supervisor and Fig. 3 is the screen you will see if you are not a Manager-Supervisor.
The Classic View (Fig. 4) indicates that you need to sign out and then sign back in using the new link https://clemson.kronos.net. Be sure to bookmark this new link and replace any previously-bookmarked links.

Classic View

![Classic View Image](image)

Fig. 4

**What does it mean that I logged in and was asked to authorize Java?**

When you log in to the new Kronos Web site, you may be asked to allow or authorize Java. Please see screenshots below of common instances a user may encounter:

**In the Internet Explorer browser**

If you get this (Fig. 5), then click on ‘Allow’ (Fig. 6):

![Java plug-in failed to load](image)

Please contact your system administrator.

Fig. 5

![Java plug-in warning](image)

Additionaly, you may also get this message (Fig. 7). If so, click on ‘Do Not show this again’ and then click ‘Run’.

![Java plug-in warning](image)
In the Firefox browser

In Firefox, you may receive the following message (Fig. 8). If so, click on ‘Allow’. If prompted, indicate ‘YES’ for Allow, Remember or Authorize.

I have additional questions related to the Kronos upgrade. Who do I contact?

Please contact Ask-HR or call 864-656-2000.