Dartmouth College Technical Support Document for Kronos – Mac version

Contents
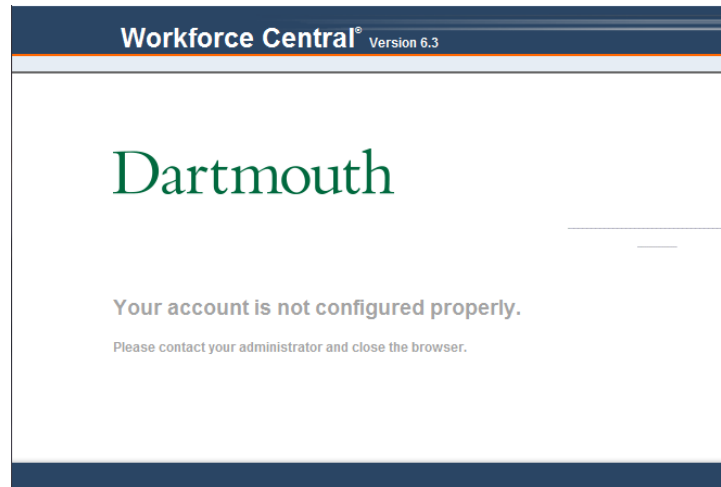
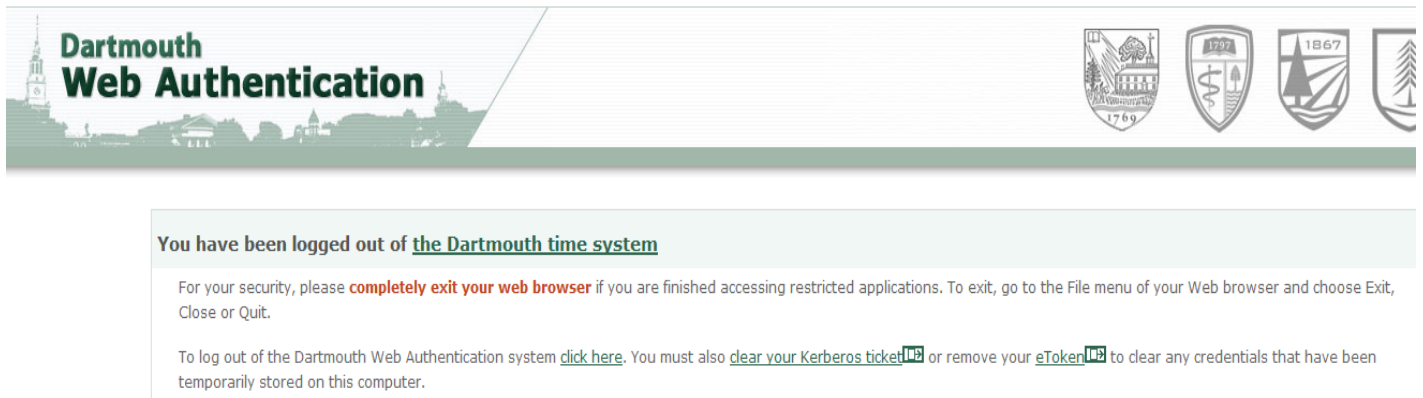Document last updated: 8/04/2016

Possible Problems When Logging into Kronos

Your Account is not Configured Properly

Sometimes you may receive the error "Your account is not configured properly."

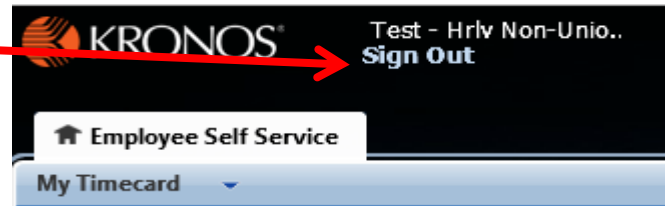Then you will see the Web Authentication logged out screen:

One potential reason for this is that **your favorite/bookmark is not configured properly**. You will have to **manually enter the Kronos URL into the properties of your bookmark**:

https://kronos.dartmouth.edu

- **Safari** – click on **Edit Bookmarks** – manually enter in the correct URL in the Address column
- **Firefox** – click on **Show All Bookmarks** -   manually enter in the correct URL in the Location field
- **Chrome (not recommended)** – click on **Bookmark Manager** – click on arrow next to the Kronos bookmark, choose Edit and manually enter in the correct URL

If your favorite is correct, **the error can be due to not logging out of Kronos correctly**. To avoid this error, you must **click "Sign Out"** at the top left hand corner of your screen.

Java Errors

You will need to have a minimum of **Java version 1.8.0_45 (recommended Java version is 1.8.0_92).**
If you do not have this version, click on the error message and you will be prompted to download the correct version.
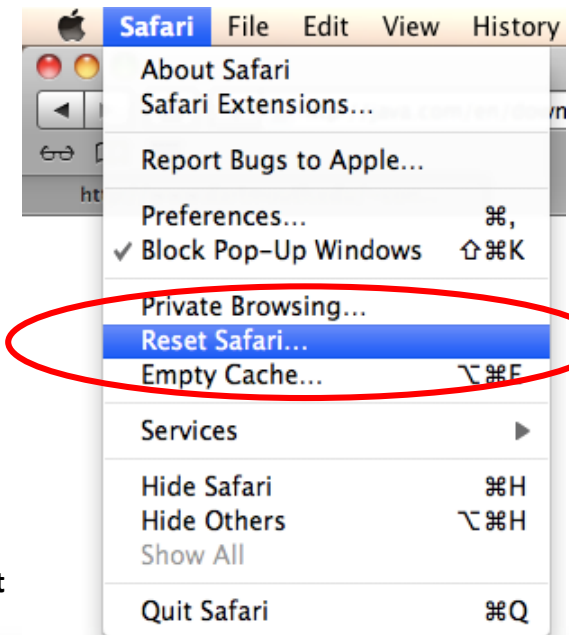
You may have to **clear your cache** or **reset your browser** as well. You should then be able to login into Kronos.

After installing the correct version of Java you should **re-start your computer**.

To **configure Java** you will need to go to the **System Preferences**.

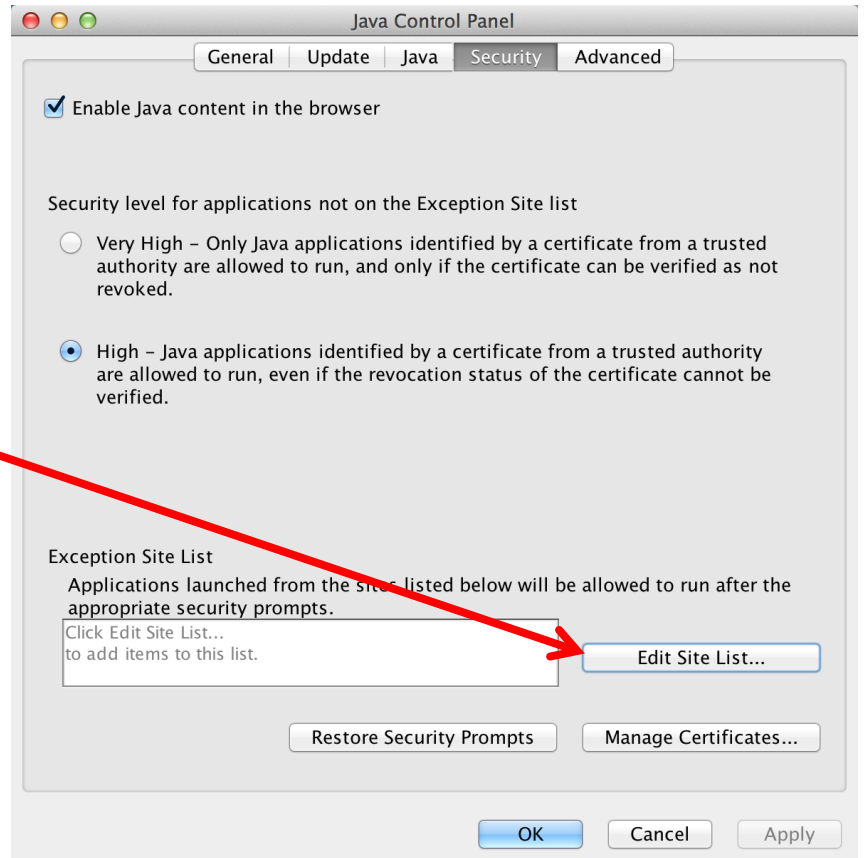Java will be located at the bottom of the System Preferences Panel.

Double click on it to open Java.

The Java Control Panel will open.

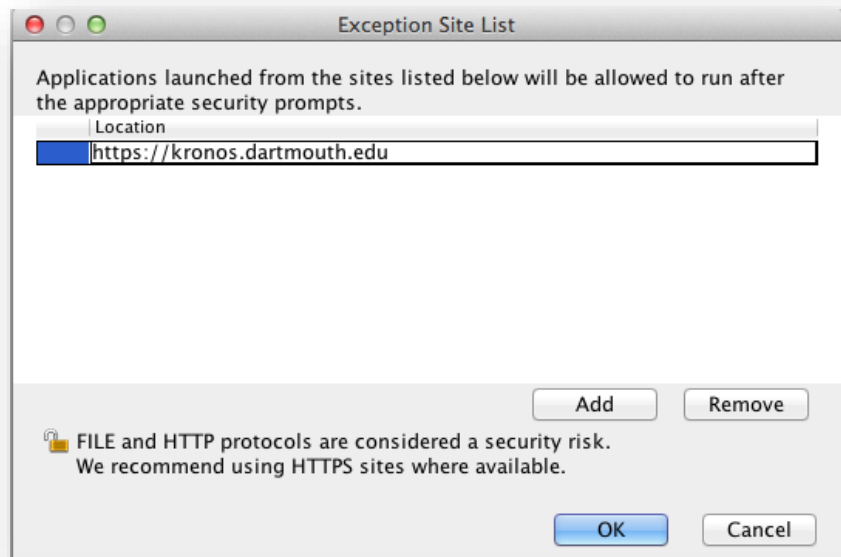**Select Security** at the top of the panel. You will need to **add Kronos to the Exception Site List**.

Click on **Edit Site List.**

Click on **Add** and type in this location:

https://kronos.dartmouth.edu/

Click on **OK.**

Now when you login to Kronos https://kronos.dartmouth.edu, you will be prompted by the following window:

Click **run**. You should be all set.

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System Requirements

Browsers:
Internet Explorer 11 (32- & 64-Bit)
Google Chrome 41+
Mozilla Firefox 35+
Apple Safari 7.x (on OSX 10.9 or OSX 10.10)

Operating Systems:
Windows 10
Windows 8 and 8.1 (64-Bit)
Windows 7 (32 & 64-Bit)
Macintosh OSX 10.9 and 10.10

Other Software:
Adobe Flash Player - whatever the latest version that is supported by the browser
Java 1.8.0_45 - minimum, 1.8.0_92 - recommended (Java is not required for Student and Bi-Weekly Employee users)

NOTE: This software is not optimized for use on any mobile devices (iPhone, iPad, etc.)