# Dartmouth College Technical Support Document for Kronos – PC version

## Contents

- How to Save the Kronos URL as a Favorite or Bookmark ................................................................. 2
  - Internet Explorer .......................................................................................................................... 2
  - Firefox ....................................................................................................................................... 4
- Possible Problems When Logging into Kronos .................................................................................. 5
  - Your Account is not Configured Properly .................................................................................. 5
  - Java Errors .................................................................................................................................. 6
  - Clearing your Java Cache ............................................................................................................ 9
  - Uninstalling Java ........................................................................................................................ 10
  - Keeping Multiple Versions of Java ............................................................................................. 11
  - Security Errors ........................................................................................................................... 12
  - Compatibility Mode .................................................................................................................... 14
  - Blank Screen ............................................................................................................................... 15
    - Internet Explorer ...................................................................................................................... 15
    - Firefox .................................................................................................................................... 16
    - Chrome ...................................................................................................................................... 16
- System Requirements ...................................................................................................................... 17
  - **Browsers:** ............................................................................................................................... 17
  - **Operating Systems:** ................................................................................................................ 17
  - **Other Software:** ...................................................................................................................... 17

Document last updated: 4/30/2015
How to Save the Kronos URL as a Favorite or Bookmark

Internet Explorer

Saving the Kronos link as a favorite in Internet Explorer does not work automatically since it uses an incorrect address. These instructions will show you how to reassign the URL address to the correct location.

Click on URL:

https://kronos.dartmouth.edu

Click on Add to Favorites.

Right click on the new saved Favorite link, select Properties.
Type the URL address https://kronos.dartmouth.edu into the URL text box, then click Apply.
Firefox

Select **Bookmarks** on the top Menu.

Click on **Bookmark This Page**.

Right click on the new bookmark and select properties.

Type the URL address **https://kronos.dartmouth.edu** into the Location text box, then click **Save**.
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. Please follow the instructions starting on Page 2. You can also try copying and pasting the correct Kronos URL into your browser: https://kronos.dartmouth.edu

If your favorite/bookmark is correct, the error can be due to not logging out of Kronos correctly. To avoid this error, you must click on Sign Out at the top left hand corner of your screen.
Java Errors
If your Java needs to be updated to the minimum version of 7.55 then you will be prompted automatically to download that version when you first login to Kronos.

If for some reason you accidentally uploaded a higher version that does not work with Kronos or any of your other systems, then you will need to remove Java and reload it by logging into Kronos again (see Uninstalling Java section).

To find out what version Java you are using:
1. Click on the Start Menu.
2. Type “java” in the search box.
3. Click on “About Java’. You should be on a minimum of Java 7 Update 55.
If you get the error shown on the right, try entering **Compatibility Mode** (see final section).

You should add Kronos to the **Exception Site List**.

Do this by selecting the security tab on the Java control panel (to find the panel, see instructions above).

Click on **Edit Site List**.
Click on **Add** and type in this location:

https://kronos.dartmouth.edu/

Click on **OK**.
**Clearing your Java Cache**

Clearing the Java Temporary Internet files can help resolve Java issues. This option is located in the Java Control Panel on the General tab. Click on **Settings**, click on **Delete Files**, and then make sure the boxes for “Applications and Applets” and “Trace and Log Files” are checked, then click **OK**.

You will also need to **delete your browsing history**.

If you are using Internet Explorer, this is located under the **Tools** menu. For Firefox, it is located under the **History** menu.
Uninstalling Java
If you have downloaded a higher version of Java that is not working with Kronos, follow these steps to uninstall that version.

Go to the Control Panel:

Click on Programs and Features:
Find the Java version you wish to uninstall and right click. Select **Uninstall**.

Login to Kronos again and you will be prompted to install the minimum version of Java 7.55.

**Keeping Multiple Versions of Java**
This is how you can keep multiple versions but disable some of them (sometimes Java does not keep the older versions but writes over them:}
Security Errors

You may get an error saying that your security settings are blocking Kronos, such as this one:

To resolve this error, you need to add https://kronos.dartmouth.edu to your list of trusted sites.

To do this in Internet Explorer, click Tools and then Internet Options.
Select the **Security** tab and then click on **Trusted Sites**.

Click on the **Sites** button.

Enter [https://kronos.dartmouth.edu](https://kronos.dartmouth.edu) to the "Add this website to the zone" text box and click **Add**.

Click **Close** and then click **OK** to save the settings.
**Compatibility Mode**

*If you are using Internet Explorer 10, you will need to turn on Compatibility View.*

**Click Tools => Compatibility View.**

To verify that it worked, you can click **Tools => Compatibility View Settings** and you should see this:

If it didn't work, you can manually enter the website address dartmouth.edu into the "Add this Website:" field and click **Add.**
**Blank Screen**

Some users can login to Kronos, but once there only see a blank screen. If this happens to you, try the following steps.

**Internet Explorer**

1. From the Start Menu click Control Panel
2. Click Java (32-bit)
3. On the java control panel click the **advanced** tab
4. Under Java Console enable the radio button next to **Show Console**

5. Start Internet Explorer and log into Kronos.
6. Once the Java Console comes up, click anywhere in the window and type "x." "Clear classloader cache...completed" should be displayed.
Firefox

1. Open Firefox and click the three line menu icon in the upper right.
2. Select options from the menu then click Privacy along the top.
3. Under Privacy click the link for clear your recent history.
4. Under time range to clear select Everything.
5. Make sure Cache and Offline Website Data are checked and then click Clear Now.

Chrome

1. Open Chrome and click the three line menu icon in the upper right.
2. Select settings from the menu then click Show Advanced Settings... at the bottom.
3. Under Privacy click the Clear Browsing Data... button.
4. Under ‘Clear browsing data,’ make sure everything is unchecked except Cached images and files and Hosted app data.
5. Click the Clear browsing data button.
**System Requirements**

**Browsers:**
- Internet Explorer 7, 8, 9, 10
- Internet Explorer 10 – must be in Compatibility Mode, see instructions above
- Firefox 4.x - minimum
- Apple Safari 5.x on OS X 10.6
- Apple Safari 5.x on OS X 10.7
- Apple Safari 6.x on OS X 10.7
- Apple Safari 6.x on OS X 10.8

**Operating Systems:**
- Windows 7 (32 & 64 bit) – when using 64 bit, the 32 bit version of Internet Explorer must be used
- Windows XP
- Macintosh OS-X 10.7 - minimum

**Other Software:**
- Adobe Flash Player 11.1
- Java 7.55 - minimum

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