

Top 5 Student Employee Kronos Issues

(for student employees who've already watched the [Training video](#))

1. "The bookmark I am using is not working."

To learn to create a Kronos bookmark, watch the "[Create a Kronos Bookmark](#)" video. It will show you how to replace the incorrect URL, instead using this one:

<https://kronos.dartmouth.edu>

2. "I'm using Google Chrome. Kronos doesn't work."

Chrome is an unsupported browser for Kronos. Internet Explorer (7 and beyond), Firefox (4.x minimum) and Safari are browsers that will work with the system requirements.

3. "I can't get Kronos to work on my phone/ipad/tablet."

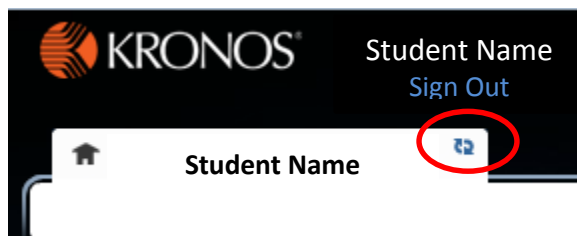
Kronos will not work on a mobile device. You need to use a computer and a supported web browser. You may use a public terminal in the library or elsewhere.

4. "I keep getting the "Your Account is not configured properly" error message."

If you've successfully logged into Kronos in the past and you have already verified that your bookmark is correct, then try to clear the cache in your browser, close the browser and re-open. This can happen if you haven't logged out of Kronos correctly in the past. To avoid this error, make sure to click on "Sign Out" at the top left hand corner of your screen every time. Additional ideas are found in the [Kronos Tech Support Documents](#).

If this is **your first time logging into Kronos**, you will need to wait for an email from Kronos.Admin@dartmouth.edu before attempting access Kronos. This email will be sent after your employer has hired you in the system and your Kronos account has been created. If you have already received the email and you have a **Java error**, follow instructions in the [Kronos Tech Support Documents](#) to install the correct version of Java or contact the IT Help Desk for support.

5. "I get a blank screen when I log into Kronos/ It takes way too long for Kronos to load."



Refresh Kronos! Sometimes it stalls and the screen does not download. Refresh until you see your cursor turn into a small clock and the page will load correctly.

Other issues? Use your campus resources!

- [Email](#) or walk in to the IT Computing Help Desk
- Review and Troubleshoot the issue using the [Kronos Tech Support Documents](#)