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 7.55**. 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 Java 7.55 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.
System Requirements

Browsers:
Internet Explorer 7, 8, 9, 10
Internet Explorer 10 – must be in Compatibility Mode, see instructions below
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 that is supported, may still work on 10.6

Other Software:
Adobe Flash Player 11.1
Java 7.55

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