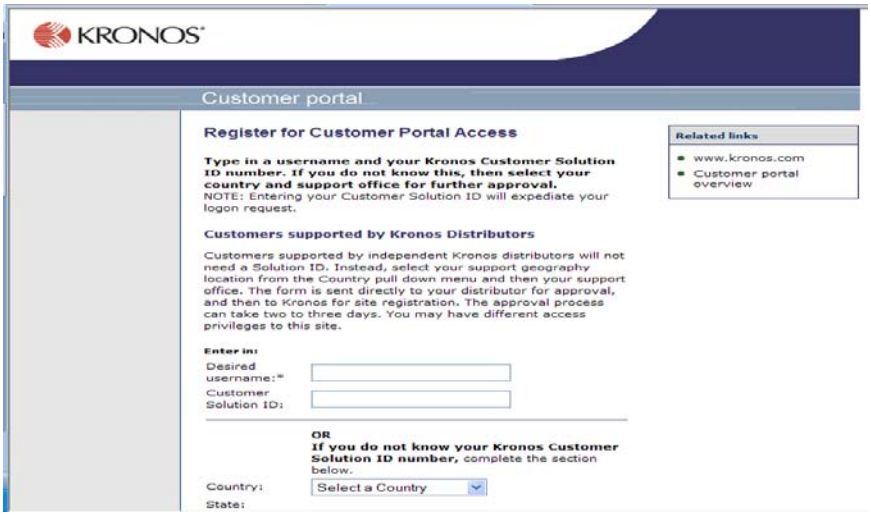
Customer Support via Kronos KnowledgePass
Get Connected to the Kronos Online Customer Portal

Knowledge Pass is your pre-training, post-training, and refresher skills destination. This service provides you with unlimited 24/7 access to a multitude of learning offerings. Discover all the tools and resources you need to maximize your Kronos solution.

- To use KnowledgePass you will need to register for access to the Kronos Customer Portal at: http://customer.kronos.com/user/createaccount.asp

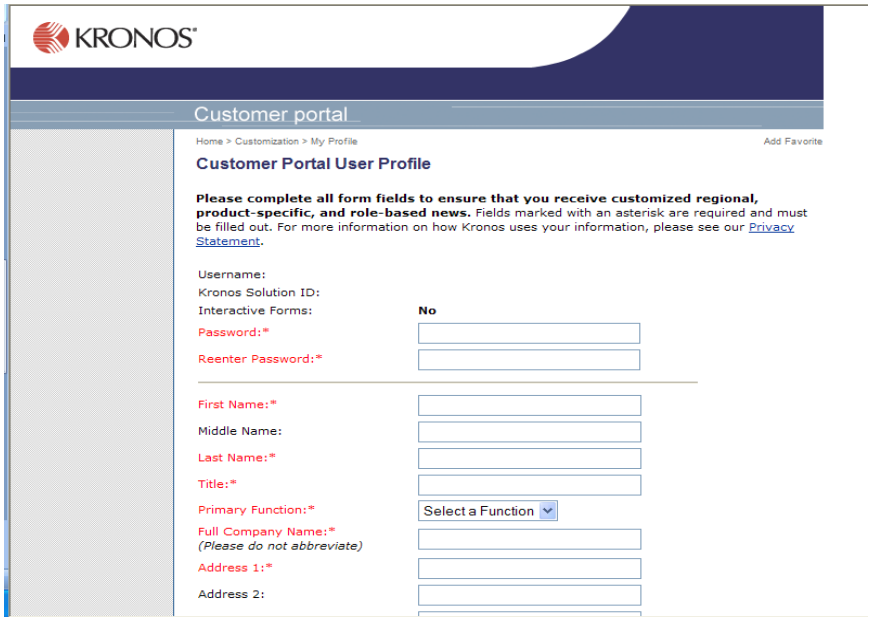
- Enter BSU email address in box indicating "Email" and then click on the "Submit" button.

- As part of the registration process the Kronos Customer Portal will ask for a Customer Solution ID, enter Solution ID **6038126**.

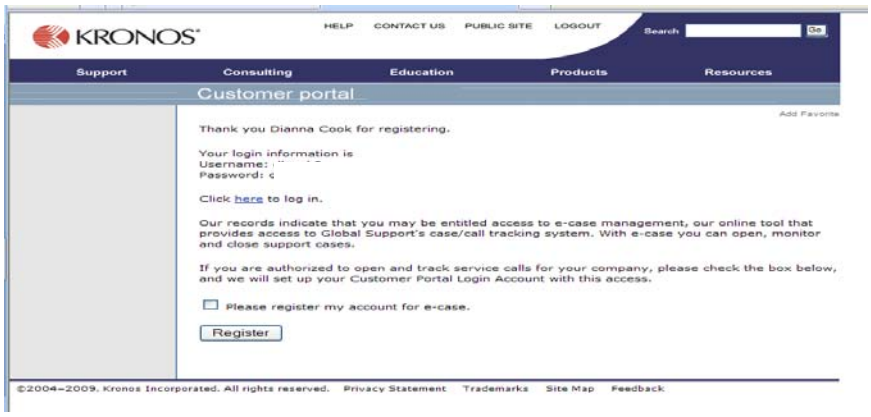


- Complete all the required fields on the Customer Portal User Profile (this is your specific detail). Remember to write down your user name and password .

- BSU is currently using version Workforce Timekeeper 5.x. All other option are not currently used at the university.



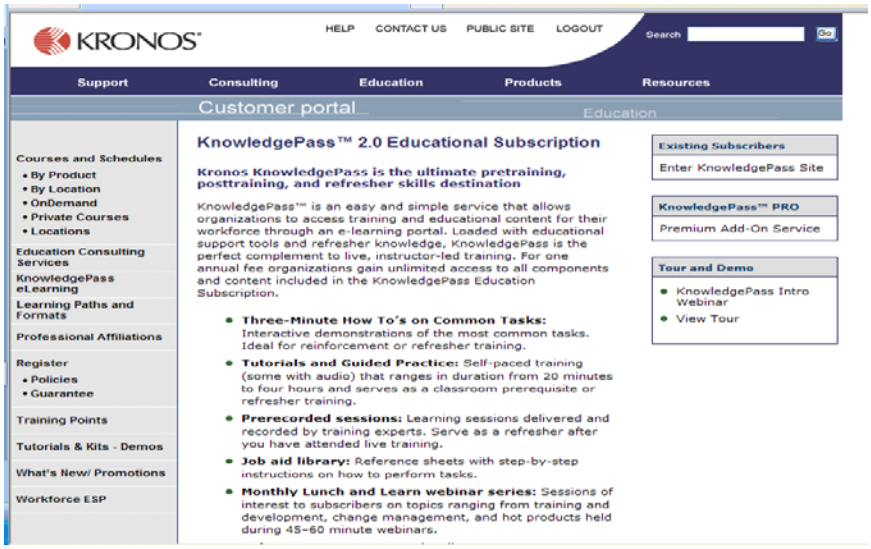
- Your Customer portal confirmation will be displayed.
- Use the "Click here" button to log into Kronos Customer Support and Resources.



- Enter Username and Password to login.
- Once you access the customer portal, select Education on the top menu

- You will then see a link to KnowledgePass eLearning on the left

- In the box on the right under Existing Subscribers click on Enter KnowledgePass Site.



- **You will only want to view Workforce Timekeeper 5.2.** This is the current version of Kronos that we are using, all other version; do not apply at this time.

- Save the link as a Favorite http://customer.kronos.com to access at a later time.