



Kronos Global Support Line

Phone: 800-394-4357

Hours: Monday through Friday 8am – 5pm local time

Description: The KGS support line allows you to call in the details of your eCase. You will be prompted by an automated system at first which will collect your company's Solution ID and ask you to select the product the issue is occurring in. At that point, you will be able to speak with a Service Coordinator who will ask you for the details around the issue you are reporting and enter these into an eCase on your behalf. This eCase will then be routed to the most qualified support representative.

Prompts:

Step 1:

- Press 1 to enter a new case
- Press 2 to inquire about an existing case
- Press 0 to speak to a Service Coordinator

Step 2: Enter your Solution ID. For Vanderburgh County it is **6044818**.

Step 3: Press 3 for WorkforceReady

Expectations:

- Solution ID - You will be prompted to enter your company's Solution ID. For Vanderburgh County it is **6044818**.
- Calling in - When you call this number you will speak to a Service Coordinator who will create an eCase on your behalf and route it to the most qualified support representative.
- Response times:
 - For emergencies (i.e. cannot process payroll or there is a perceived issue with regard to data security or accessibility) you will receive a response within an average of 1 hour.
****Please indicate the case is Urgent when speaking with the Service Coordinator****
 - For all other cases outside of emergencies you will receive a response within an average of 4-8 hours.
- Call back model - The support representative assigned to your case will contact you at the phone number provided and see if it is a good time to work with you to troubleshoot the issue.
- Screen sharing - We use screen sharing software to allow the support representative see the issue you are experiencing in real-time and help troubleshoot.