

## CALTIME UPGRADE IN MARCH 2017

### Frequently Asked Questions

Last updated 3/31/2017

#### 1. When did the CalTime upgrade take place?

On March 30-31, the CalTime system was unavailable to all campus users in order to process the technical updates for the CalTime upgrade to Kronos 8. The upgrade was scheduled during this time to minimize the impact to CalTime users (during Spring Break and March 31 is the Cesar Chavez Holiday).

#### 2. Why was this change implemented?

Updating CalTime to the latest software secures system performance and will allow us to maintain support from the Kronos vendor. In addition, the changes benefit the campus by improving the overall look and feel of the application reducing steps to accomplish tasks and creating a standardized view among CalTime users.

#### 3. What are the main changes to CalTime?

The upgrade enhanced the overall look and feel of CalTime. Benefits included:

- Java-free application eliminating the work involved to maintain the latest Java software
- One timecard view for all CalTime users eliminating the need for users to access CalTime via Citrix
- Guided tutorials, icons, and color alerts to guide users to the next task
- Easy access to view leave accruals and balances

#### 4. What is not changing?

There will be no change to existing pay rules or union configuration within CalTime, including friendly names and pay codes. CalTime users will still have the same timekeeping functionality within the CalTime system and will still need to record, review, and approve time within the CalTime system.

#### 5. How should I have recorded time during the CalTime outage on March 30-31?

For Non-Exempt Employees (paid biweekly):

- **Employees that use a timeclock:** were able to continue to use a timeclock and should not have been impacted by the outage.
- **RealTime Employees that use a computer:** these are employees required to record their start and stop time on a daily basis, must check-in with their supervisor. The supervisor needs to enter the hours worked in CalTime on behalf of these employees only for the two outage days, March 30-31.
- **Anytime employees:** these are employees that record time throughout the biweekly pay period, should enter their time for March 30-31 after the system was restored on April 1.

For Exempt Employees (paid monthly):

- **Exempt employees:** may record their time for the month of March once the system was restored on April 1.

## 6. Is there training available?

To help prepare for this change, please review the following concise training videos based on employee role:

### *Videos*

- [CalTime Spring Upgrade 2017](#) (1:39)
- [Exempt vs. Non-Exempt Employees at UC Berkeley](#) (1:52)
- [CalTime for Non-Exempt \(Anytime\) Employees](#) (5:59) and [How to Approve your Timecard in CalTime](#) (2:29)
- [CalTime for Non-Exempt \(Realtime\) Employees](#) (5:19)
- [CalTime for Exempt Employees-How to record leave and approve your timecard](#) (3:56)
- [CalTime for Supervisors- How to review and approve employee timecards in CalTime](#) (6:21)
- [CalTime for Supervisors - How to setup schedules \(3:03\)](#)

### *Job Aids*

Revised job aids are posted on the [training page](#) of the CalTime website.

### *Instructor-Led Training*

Instructor led training can be arranged based on campus need. To request instructor led training please email [caltime@berkeley.edu](mailto:caltime@berkeley.edu) (link sends e-mail). There must be a sufficient number of attendees in order for instructor led training to be arranged.

## 7. Do I still have the same access?

CalTime users will have the same access to CalTime as they did immediately before the upgrade. Although it is not recommended, we are aware that some CalTime users access CalTime via their mobile phone. This will not be supported with the new version of CalTime. Kronos is working on replacing Flash later this year and we are hopeful that we can provide a mobile solution at a later date.

## 8. What is the recommended browser for accessing CalTime via a computer?

Google Chrome is the recommended browser to access CalTime via your computer. Adobe Flash Player is required in order to access CalTime. Most campus users already have this plugin installed on their desktop computer. However, if it's not already installed, please review the [Technical FAQ](#) for additional information on how to install Flash.

## 9. Do I still need to use Citrix?

No. All users will access CalTime via a direct web link in which you will continue to Calnet authenticate (enter Calnet ID and passphrase) before accessing the application.

## 10. I use a timeclock to record time. How does this impact me?

Employees that record time using a Kronos Terminal (aka "Timeclock") can expect no changes and will continue to use the timeclock.

**11. Do I still have access to view my historical timecard information that existed prior to the CalTime upgrade?**

The upgrade did not impact employee's historical information in CalTime prior to the upgrade.

**12. Who can I contact if I have questions?**

For additional questions, please email [caltime@berkeley.edu](mailto:caltime@berkeley.edu) or you may call 510-664-9000, option 1.