

As of 22-Apr-2021	Questions	Answers
Helpful Links	Kronos Communications, Job Aids Links, System Support Info	
Email Link	Labor Management Support Email: Sent --> 3-31	TAKE NOTE – myWorkLife Go-Live & Kronos System Updates – Northern Europe
Email Link	Labor Management Support Email: Sent --> 4-13	NEW EMPLOYEE IDS are COMING SOON to Kronos! -- Northern Europe
Email Link	Labor Management Support Email: Sent --> 4-15	REMINDER – myWorkLife Go-Live & Kronos System Updates – Northern Europe
Email Link	Labor Management Support Email: Sent --> 4-19	TONIGHT – myWorkLife Go-Live & Kronos System Updates – Northern Europe
Email Link	Labor Management Support Email: Sent --> 4-19	ALERT - Employees CANNOT Punch – Kronos System Updates Starting – Northern Europe
Email Link	Labor Management Support Email: Sent --> 4-20	STATUS UPDATE - Employees CAN Punch with New EEIDs – Kronos System Updates Continue – Northern Europe
Email Link	Labor Management Support Email: Sent --> 4-21	STATUS UPDATE - Managers CAN Access Kronos – System Updates Complete – Northern Europe
Email Link	Labor Management Support Email: Sent --> 4-23	Review Timecards in Kronos - Northern Europe
Email Link	Labor Management Support Email: Sent --> 4-26	REMINDER: Review Timecards in Kronos – Northern Europe
Job Aid Link	iTrent -- Look up new EEID in iTrent ESS	Look up your New EEID via iTrent ESS job aid
Job Aid Link	Overview -- Using Kronos with myWorkLife Link	Overview
Job Aid Link	Creating hyperlinks -- to see Direct Reports or Employees in Specific Profit Centers	Creating Hyperfinds
Job Aid Link	Scheduling employees that work multiple jobs -- If you are in the UK and have employees that work multiple jobs, you will need to schedule a labor level transfer for those employees. (This applies only to a few managers in the UK.) Managers in Ireland that have employees working multiple jobs - there is no change to the process.	Scheduling Labor Level Transfers
HR Links	myWorkLife link	To access myWorkLife, first open Microsoft Edge as the browser (go to Start, then select Microsoft Edge). Then, type myworklife.aramark.com (exactly as that) into the browser. This link is also available from the Northern Europe Hub, in the systems drop-down list.
HR Links	Northern Europe Hub	https://aramark365.sharepoint.com/sites/NEHub
Support	HR or Payroll Support	For HR or Payroll support, call the Payroll Contact Telephone Number at 0113 230 6966 or email HRSharedService@aramark.co.uk
Support	WorkLife-specific queries	myworklifene@aramark.co.uk , or attend a Huddle being held by Regional Manager / DOO
Support	Service Now	Service Portal - Aramark Assist (service-now.com)
Topic	Questions & Answers from Call in Support Sessions	

Employee ID	Will all employees get their new employee numbers via iTrent	Look up your New EEID via iTrent ESS job aid; Keep in mind, only employees that existed in iTrent before the HR Freeze will be able to view their new EEID in iTrent. If they were hired after the HR Freeze, they will not be able to view their new EEID in iTrent.
Employee ID	Are they new employee numbers or are they purely for the punch in? Do the existing employee numbers continue to be used for HR purposes?	For Front-line Associates, the new employee number will used for access to myWorkLife and to punch in Kronos. All employees, including maangers have been assigned a new 8-digit employee ID. This number will be within myWorkLife and Kronos.
Employee Punching	Is our staff needing to log in the my worklife employee Id details in the kronos machine everytime they punch in?	yes they will need to use their myworklife employee ID each time they punch in to KRONOS
Employee Punching	Our staff punch in and out using their finger scan, will they need to use their ID number every punch in as well?	Yes they will need to enter their employee ID every time they punch in
Employee Punching	Staff just said that it is a bit silly to use their finger scans + employee IDS in the kronos punch in machine, every time they use it. would that change at any point?	No, the direction is that this will not be changing, Employees will need to enter their employee IDs.
Employee Punching	How do employees punch in to Kronos with their new numbers	Employees that punch via IVR and/or clock will use their <i>new 8-digit</i> employee ID number. If punching at a clock, they enter the employee number at the clock. They will not need to re-enroll in biometrics. If punching via IVR, they enter their new employee number, and will need to select a language and record their name the first time the access IVR. If punching via mobile, they will continue to logon to Kronos using their Aramark email address and network password
Employee Punching	We use the telephone IVR, All we have to do is enter our new numbers and re record name ect, Is this correct?	Yes. Employees use their new employee number to access IVR. Please note, the first time using IVR, the employee will need to re-select their language and re-record their name against their new employee number.
Employee Punching	Does the employee number need to be entered one time or each time they will punch in?	The employee will need to enter their new employee ID each time they punch in, regardless of which method they use to punch in.
Employee Punching	Do we need to get new kronos cards for all employees?	Yes with the new employee ID . Manual use of the new employee number is in place for now
Employee Punching	We have a new punch machine installed at York Imphal, but it has not been set up yet with staff ID's, does anyone know when we will be getting it set up for use?we have a new punch machine installed at York Imphal, but it has not been set up yet with staff ID's, does anyone know when we will be getting it set up for use?	This is a site-specific quesiton. Documenetation has been provided separately.
Employee Punching	Will we be receiving new swipe cards as the current ones don't work now?	The direction going forward is for employees to enter in their new employee ID number at the clock, rather than to use cards.
Employee Timecards	Will the new employee numbers be on the timecards on Kronos when it is up and running again.	The Kronos application will have the new information on it and any punch times that come in will be associated with the new employee numbers.

Employee Timecards	Our staff have never used the clock in system, we do all manually in Kronos	Normal pay from schedule remains in place.
Manager access to Kronos	Will new employee number will affect log in for manager to log in into the system	No. The manager log in will remain the same. Managers will continue to logon to Kronos using their Aramark email address and password; there is no change.
Manager Timecards	Some manager are unable to approve their own time cards.	Please try clicking on the + sign next to the Timecards or Manager tab, from the options on that tab select My Information. Once your record opens, you should be able to click Go To (the arrow at top-right), and then select Timecards.
Schedules	Employees not appearing in schedule tab	Select " All Home " rather than "All Home Locations" from the Hyperlink drop-down list. Or, select Quickfind (from the right-hand menu), keep the * in the search field, and click on all rows icon (upper left corner), click on GO TO (upper right corner) , and select Schedules
Schedules	Can I copy from one week schedule period, and paste to the next?	For now, please do not copy schedule, create a new one during this transition period of the this week and next.
Schedules	Cannot add paycode/edit schedules	Right click to delete shift, save, right click add paycode back in with correct number of hours in shift
Schedules	Any schedules that have been pre-entered for this week on Kronos, will they carry over to the 'New Kronos' ? or do the schedules need to be re-entered tomorrow? Thank you.	The schedules will carry over. You should verify tomorrow, once the application is available, that the schedule is as you expect it to be
Schedules	Transfers for Shift Pay should still be there?	Yes, but need managers to check this as soon as back online, please do not wait until Friday/Monday.
Support	Will HRPSS - Log a case still work?	For HR or Payroll support, call the Payroll Contact Telephone Number at 0113 230 6966 or email. HRSharedService@aramark.co.uk
Support	How do I log a ticket for service now	Service Portal - Aramark Assist (service-now.com)
Topic Questions & Answers related to myWorkLife and iTrent		
Accessing myWorkLife	How and when will staff have access to myWorkLife ?	Communications will be sent from myWorkLife when it is time for your staff to access myWorkLife. For myWorkLife-specific queries - myworklifene@aramark.co.uk, or attend a Huddle being held by Regional Manager / DOO For HR or Payroll support, call the Payroll Contact Telephone Number at 0113 230 6966 or email HRSharedService@aramark.co.uk
Accessing myWorkLife	How do I open myworklife ?	To access myWorkLife, first open Microsoft Edge as the browser (go to Start, then select Microsoft Edge). Then, type myworklife.aramark.com (exactly as that) into the browser. This link is also available from the Northern Europe Hub, in the systems drop-down list. For My Worklife specific queries - myworklifene@aramark.co.uk myWorkLife Huddles are being held during the go-live week and have been booked by Regional Manager / DOO

HR Process	For hiring new employee do we need fill up the form or it will be done online way	Please refer to communications from the myWorkLife team regarding the hiring process.
HR Process	I tried to make a leaver yesterday on SAP, wouldn't load. Will this be fixed once everything is complete	For myWorkLife-specific queries - myworklifene@aramark.co.uk, or attend a Huddle being held by Regional Manager / DOO
iTrent	So there will be no change to the Itrent app either ? we can look up pay slips there ? and we do not need to change anything there ?	iTrent will still be used for payslips and other payroll information; myWorkLife will be used for HR.
iTrent	Will employees be able to access their current payslips through the iTrent ESS portal or this now through myworklife?	Payslip details remain available through iTrent.
iTrent	Will iTrent still mirror Kronos?	The payroll portion will include time from Kronos; myWorkLife is the new HR system.
iTrent	Will employees still be updating their bank details and address via iTrent still or mywork life?	Itrent will be used for payroll; myWorkLife will be used for HR purposes. Please refer to communications and documentation from myWorkLife.
iTrent	My iTrent has a plain white banner across the top, stopping me from accessing anything - is this correct?	This appears to be a internet refresh issue