



Metro

Kronos timekeeping outage information for staff

Kronos timekeeping software is unavailable at this time due to a ransom ware attack on its host company.

Kronos

- On Saturday, Dec. 11, a ransom ware attack impacted the company that hosts Metro's timekeeping software, Kronos. Metro is unable to access the software while Kronos responds to the attack.
- Because of this Metro is implementing manual protocols to ensure employees get paid on time.
- These processes may lead to errors, especially for variable hour employees due to distinctions such as shift differentials, multiple job codes and variable schedules.

Paychecks

- Paychecks were delivered on schedule on Dec. 17, either by direct deposit or mail.
- All employees were mailed a paystub on Dec. 17.
- Please review the information on the pay stubs and inform the Kronos Help Desk (kronohelpdesk@oregonmetro.gov) of any errors as soon as possible.
- Metro is dedicating extra resources to resolve discrepancies swiftly and accurately.

Timekeeping

- Time clocks are working at all Metro sites. Hourly employees reporting to a work site, should continue to use the time clock as usual.
- For employees who clock in remotely, Information Services has launched an older version of Kronos for Metro to use while the latest version is unavailable. Please use the link below to access. The Kronos app is unavailable at this time.
<http://k7-app-test/wfcBIPR/applications/wtk/html/ess/logon.jsp>

Time off and leave requests

- All time off requests should be requested directly through your manager by email or phone.
- Managers will update your timecard with the correct pay code (vacation, sick, personal holiday, FMLA, OFLA, etc.).
- If you need to request a new FMLA or OFLA case, please send an email to Benefits (benefits.help@oregonmetro.gov).

Questions?

Think there might be an error in your paycheck?

Email the Kronos Help Desk

kronohelpdesk@oregonmetro.gov

Website for updates and resources

Visit www.oregonmetro.gov/Kronos for status updates, archive of past messages and timekeeping how-to resources.