

Employee's Badge Not Working

- **When an employee loses a badge and receives a replacement, it will take a few days for the badge to update in KRONOS.******
 - We cannot update badges manually in KRONOS. When a new/replacement badge is issued, security must update the badge information in their system. After a few nights, the correct badge # will import into KRONOS.
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- If an employee's badge is not working properly three days after receiving the new/replacement badge, please email the KRONOS Team at:
 - kronos@jhmi.edu
- Please provide the following information:
 1. **Employee's full name**
 2. **Employee's 8 digit ID number**
 3. **Employee's full badge # (123456-0)**
 4. **Error that appears on the clock display when employee attempts to swipe**
 5. **6 digit Device ID located on the clock's display where employee is attempting to swipe.**