KRONOS DELEGATION AND EMAIL FORWARDING

Managers and timekeepers have the ability to delegate authority when they are unavailable to manage time off for their employees. When delegation is initiated, the delegate has the ability to see and edit the tasks of the manager (e.g., approve annual time). Be sure to have your delegate login periodically to ensure timely review and response to submitted requests.

KRONOS DELEGATION FAQs

Who can I delegate to?
Managers have the ability to delegate their authority to other managers or timekeepers. Timekeepers may delegate their authority to other timekeepers.

Can I delegate to more than one person at a time?
Yes you can delegate to more than one person at a time to ensure coverage within a department.

Can an individual be the delegate for more than one person?
Yes, however, it is important to note that it is not possible to “piggyback” delegations. For example, one manager delegates to a second manager, then the second manager needs to delegate to a third. The third delegate will not be able to see the first manager’s employees and information.

How will my delegate view the time off requests for my direct reports?
After accepting the delegation request, your delegate can click the upside-down triangle next to their name in the upper right-hand corner of their home screen and switch roles to become the delegator. From here, your delegate can review all time-off requests submitted by your direct reports.

Will my delegate receive email notifications for time-off requests that require their attention?
Email notifications regarding requests will continue to be sent to you as the manager (even if you delegate your authority). These notifications are only sent to whom the employee reports.
There is an option in Gmail to set up email forwarding for a specific "from" email address. This option is best when a manager delegates indefinitely.

EMAIL FORWARDING

Even if you delegate your authority in Kronos, email notifications will continue to be sent to you, as the manager; delegates are not notified via the Kronos system generated email notifications that your direct reports have taken an action.

For managers that need to delegate long-term, Gmail offers email forwarding capability. The following instructions will show you how to create an email filter in Gmail so that all emails from Kronos are forwarded to your delegate.

Please note: by initiating these actions, you will no longer receive email notifications for you and for your direct reports (i.e. when you submit a time off request in Kronos, you will not receive an email that
it has been successfully submitted, if your direct report submits a time off request or your bi-weekly employee has missed time punches, you will not receive email notifications).

*Note: Benefits is available to assist with questions regarding the delegation process in Kronos. For questions regarding creating filters in Gmail, please contact GW IT.

Step 1: Login to Gmail

Step 2: Set up Forwarding Address

- Click on the cog icon on the right side of your Gmail menu and select “See all settings”.
- Click Forwarding and POP/IMAP from the horizontal menu bar.
- Click the “Add a forwarding address” button and select next.

In the “Add a forwarding address” box, enter the email and click next.

- After selecting “Next,” A pop-up box will ask you to confirm the email address.
- Click “Proceed” if the email address is correct.
- A note will say “You have added a forwarding email address”. Select OK.
- Important: Please ensure the individual is aware you are forwarding emails to them. They should receive a verification link.
Step 3: Creating an Email Filter for a Specific “From” address

- Please note: by proceeding with the following steps, you are choosing to no longer receive email notifications from Kronos. This means that time & attendance and time off notifications related to you and your direct reports will no longer be received to your inbox. (i.e. confirmation that a request was submitted)
- Once the email has been verified, navigate back to the Forwarding and POP/IMAP horizontal menu (Under Settings)
- Click “Tip: You can also forward only some of your mail by creating a filter!” (next to red arrow below)

![Image showing Forwarding and POP/IMAP settings](image)

- Note: Kronos has three emails from which notifications are sent; therefore, you will need to take this action three (See step 6.)
- In the “From” box enter gwtime@gwu.edu and click create filter
- Click “Create Filter”

Step 4: Selecting Actions for This Email Address

- In “When a Message Arrives that matches this search” box, click
- Skip the Inbox (Archive It)
- Forward it to (select email that’s been verified)
- Click “Create Filter”
Step 5: Repeat steps 3 – 5 using the other two Kronos emails (gwtime2@gwu.edu and gwtime3@gwu.edu):

When a message is an exact match for your search criteria:

- Skip the Inbox (Archive it)
- Mark as read
- Star it
- Apply the label: Choose label...
- Forward it to: timeoff@gwu.edu  Add forwarding address
- Delete it
- Never send it to Spam
- Send template: Choose template...
- Always mark it as important
- Never mark it as important
- Categorize as: Choose category...
- Also apply filter to 0 matching messages.

Note: old mail will not be forwarded

Learn more

Step 6: After You Create the Filter

- To verify filters, navigate to Filters and Blocked Addresses in the horizontal menu under Settings. You should see the filters that you previously set up.

If you wish to delete the filters, select the box next to the filters applied, and select delete on the right side of the screen.

Note: Old emails, i.e. ones that you have already received will not be forwarded. If you want these in your other email then you’ll have to forward them manually.