ECU Kronos Job Aid
How to Enter Callback for Remote Work or Phone Support Calls

- If an employee is called back to work, they may be eligible for Callback Pay.
- The rules for Callback Pay have been configured in Kronos.
- Kronos will automatically calculate the time and rate; however, an employee needs to indicate that a period of work time is Callback by clocking in for those shifts differently.
- Employees responding to Callback via Remote Working (responding via telephone/computer) have a different guaranteed minimum than employees who are physically required to return to their worksite.
- Employees must select the type of Callback Pay to match the way in which the work was performed, indicating that they physically returned to the worksite, or responded remotely (via telephone/computer).

## Entering Callback for Remote Work or Phone Support Calls

2. Log on using your Pirate ID and Passphrase.
3. When indicating Callback work in Kronos for the first time, the employee will click the arrow next to “Transfers” on the Timestamp Screen and select “Search.”

   ![Timestamp Screen](image)

   **My Timestamp:**

   ![Transfers Search](image)

4. After clicking on “Search” the following box will appear. Click the arrow next to “Advanced” in order to add your Work Rule.

   ![Select Transfer](image)

   ![Advanced](image)

For further assistance or additional information please visit [http://www.ecu.edu/cs-admin/HumanResources/Kronos.cfm](http://www.ecu.edu/cs-admin/HumanResources/Kronos.cfm)

Revised: July 31, 2017
ECU Kronos Job Aid

How to Enter Callback Pay SPA or CSS Non-Exempt Employees

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Entering Callback for Remote work or Phone Support Calls

5 Choose "Remote Callback" from the dropdown list and click "OK"

6 Click on "Record Time Stamp" to record your punch. The system will display that the punch is recorded using the "Work Rule" Remote Callback.

7 After the Callback shift has ended, Punch Out normally. Simply select "Record Time Stamp". No transfer is necessary.

8 On the timecard, Kronos will automatically show a minimum of 30 minutes of time for each Callback shift, as outlined in the On-Call and Emergency Pay Policy.

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**Entering Callback for Remote work or Phone Support Calls**

9. For future uses of Callback pay, the system will remember previous uses of the Remote Callback Work Rule.
   Selecting the "Transfers" Box will display the option for "Remote Callback".

   ![Remote Callback Transfer]

10. Select "Remote Callback".

11. Click on "Record Time Stamp" to record the In-Punch.

12. Follow the normal procedures to Clock-out as show in Item #7.

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