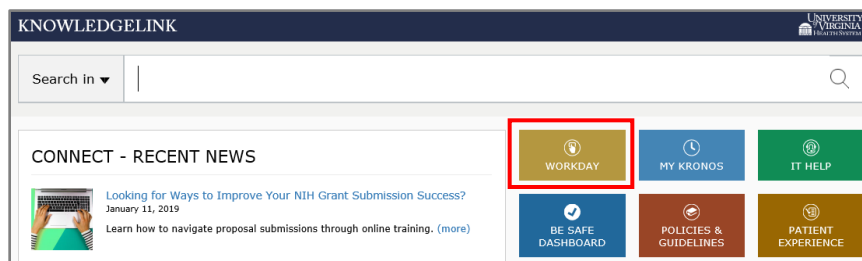


Badge Not Working (InTouch Timeclock)

If you have a new badge and it is not working or a badge you have had for a long time and it is no longer working, what do I do?

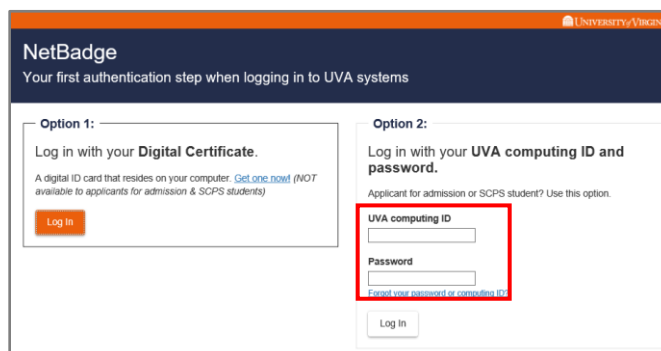
- First, verify the badge number that is assigned to you in *WORKDAY* matches the badge number on your badge
- The following steps will show you how to view your *Kronos Badge Number* from *WORKDAY*
- Select *WORKDAY* from the *KNOWLEDGELINK* home Page



- Click on *WORKDAY LOGIN*

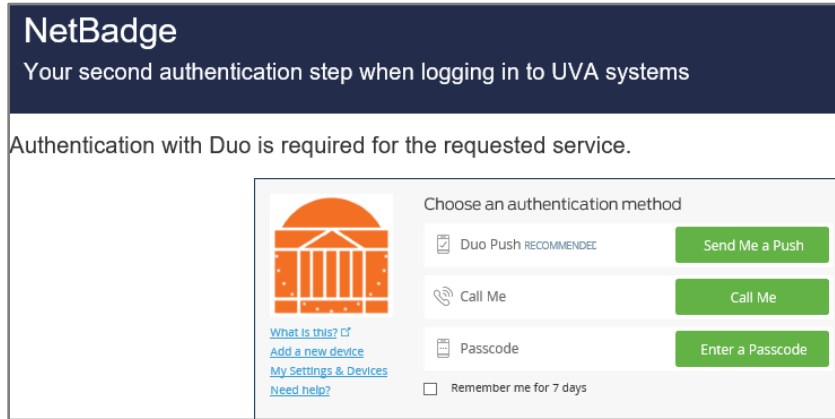


- Log into the *Workday* using your *UVA computing ID* and *Password* and *Log In*

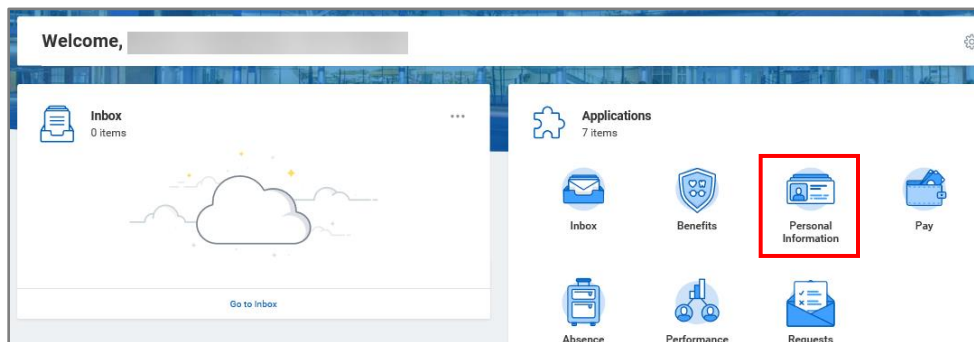




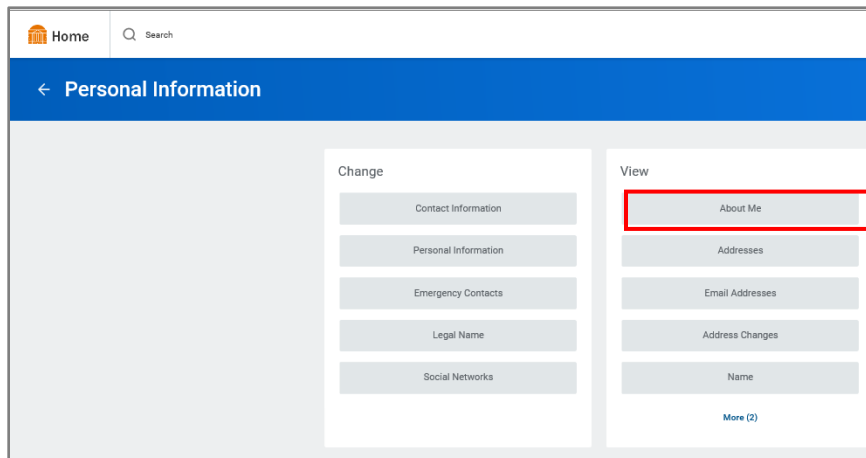
- Complete *Duo Authentication* process



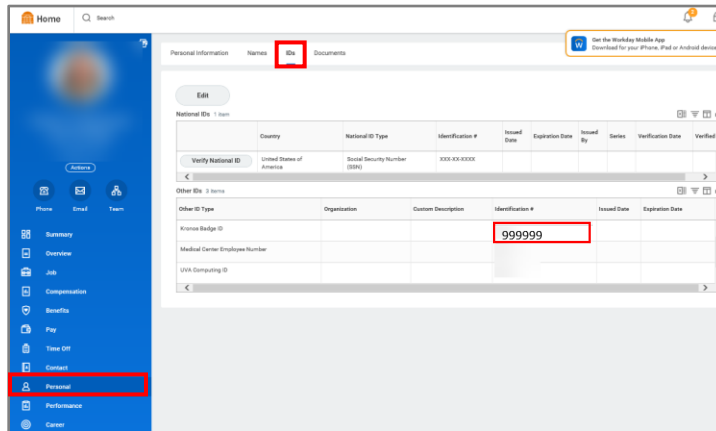
- When the home screen opens select *Personal Information*



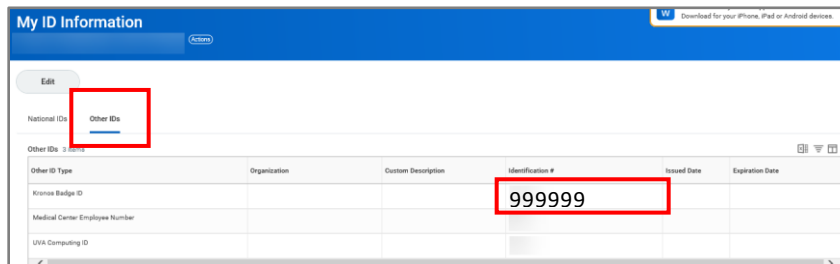
- Once the *Personal Information* screen opens select *About Me*



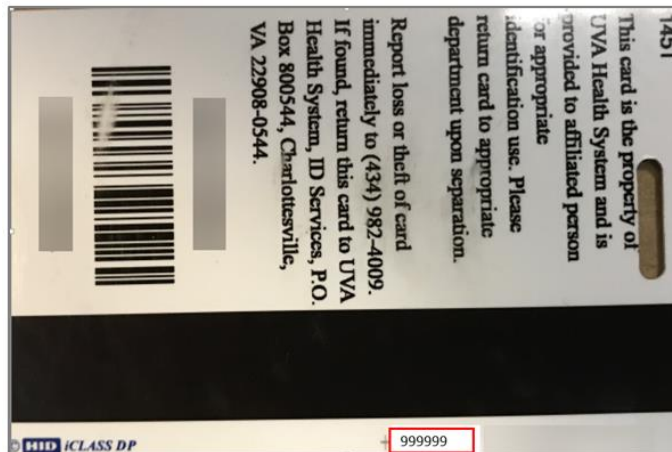
- Click on Personal



- Click on IDs
- Kronos Badge ID is listed under other IDs



- Verify the number listed here matches the badge number located on your employee badge
 - One used to clock into *Kronos*





- If the numbers do not match, then contact the badge office

ID BADGE SERVICES
Office Number: (434) 982-4009
Fax Number: (434) 924-5596
Location: MSB1205 – West Complex
Hours: Monday – Friday/8:30 – 4:15

- If the numbers match, then submit an IT Help ticket (process below)

Additional Questions?

- Call the Help Desk at 434-924-5334
- *OR*
- Go to KNOWLEDGELINK and enter a ticket online



See job aid located on the *Kronos Welcome Page* titled:
Submit a Help Desk Ticket On-line