

## **FAQs – Kronos Ransomware Incident**

### **Q1. Why is Kronos not working?**

A1. On December 11, Kronos was impacted by a ransomware incident. This attack has affected several thousand employers who use their cloud-based time and attendance system.

### **Q2. Was my personal confidential data compromised as a result of the Kronos ransomware attack?**

A2. No. We do not send confidential data, such as social security number or bank account information to Kronos. We utilize Kronos as a timekeeping system only and our data file contains non-confidential information such as your employee id, name, position, timesheet org, employee classification, etc.

### **Q3. How long will this outage last?**

A3. We are not sure how long the outage will last. Kronos is working with cyber security experts to resolve the situation, but it may take several weeks before they can restore service.

### **Q4. If Kronos is not working, why do I need to use the time clock?**

A4. Our time clocks store entries for an extended period of time. If Kronos is restored in a reasonable amount of time, we will be able to use the information from the time clocks to ensure that employees were paid accurately.

### **Q5. If I am using the time clock, why must I keep a paper timesheet?**

A5. Since we need to issue biweekly paychecks and we cannot download the data from the time clocks, we are requiring the use of paper time sheets to ensure that employees are paid accurately and on time. In addition, the Fair Labor Standards Act (federal law) requires employers to track hours worked by non-exempt employees. Since we are not certain if we will be able to access the information from the time clocks, departments will need to collect and retain the paper time sheets for three years.

### **Q6. How will Ball State ensure that I am paid biweekly? If a supervisor does not turn in my time, could I go without a paycheck?**

A6. Payroll has developed an alternative method for collecting payroll data from supervisors. Supervisors will be issued payroll data collection sheets with instructions each payroll period. The payroll data collection sheets will be returned to Payroll and we will consolidate the information for upload into our payroll system.

Prior to the upload, Payroll will audit the file to ensure that all information for staff and service employees has been submitted (temporaries and students are excluded from this review). If an employee is missing from the file and we cannot determine if this was done in error, we will make every effort to follow up with the supervisor to ensure accuracy of the report.

**Q7. What if I am overpaid?**

A7. Pay corrections will be included in the following pay period. Employees that were overpaid will see that overpayment deducted from their following check.

**Q8. What if I discover that I have been underpaid?**

A8. Contact your supervisor immediately to submit a time sheet correction form. Payroll will issue the additional pay.

**Q9. What if my supervisor used an incorrect pay code (i.e. sick instead of vacation)?**

A9. Contact your supervisor immediately to submit a time sheet correction form. Payroll will make an adjustment.

**Q10. How do I review my paycheck to ensure that the hours are correct?**

A10. Employees may view their paycheck stubs using Self-Service Banner. Go to my.bsu.edu, select the link to Self-Service Banner (SSB), and log in using your BSU id and password. Once in Sefl\_service Banner, select the Employee tab and Pay Information. In the Pay Information area, you will be able to view your Pay Stub information. Your pay stubs will be listed in date order.



