

Workforce Dimensions Trust Site Communications

Sign up to receive critical communications about your Workforce Dimensions solution

Welcome to Workforce Dimensions™! One of the solution's most exciting and informative resources is your Workforce Dimensions Trust Site, which provides a transparent view of your solution status through the online Kronos Community whenever you need it.

Your Workforce Dimensions Trust Site includes four key sections:

- the at-a-glance view of availability by environment
- the maintenance calendar
- the maintenance, availability, and incidents tabs
- the subscription management area for critical communications

The purpose of this guide is to educate you about the communications sent from your Workforce Dimensions Trust Site.

We encourage you to become acquainted with your Trust Site and sign up to start receiving communications right away. This will ensure that you're always informed about the status of your solution. The Workforce Dimensions Trust Site features information that's unique to your organization and specific to your solution status details. That's why communications coming from this tool are so valuable — they proactively deliver critical information about **your** Workforce Dimensions solution right to your inbox.

Workforce Dimensions Trust Site Communications

The Workforce Dimensions Trust Site is the source of all communications about your Workforce Dimensions **tenants**. Examples of important tenant information delivered through Trust Site communications include updates to maintenance schedules, outage notifications, and resources pointing to where you can learn more about upcoming releases. After you register for the Kronos Community, we highly recommend that you, the project team, and administrators visit the [Trust Site](#) and opt in to receive these critical email communications.

The **three types of communications** sent from the Trust Site are:

- Incidents
- Maintenance
- Announcements

Workforce Dimensions Trust Site Communications

Let's review what to expect from each category of communications, how often recipients will see messages in their inboxes, and who at your organization should receive which types of communication.



What to expect from incident communications

Incidents are unplanned or emergency events, outages, performance degradations, etc. These communications are critical and timely and are sent only as needed. Opting in for incident communications means you will receive a notification each time Kronos identifies an issue impacting the availability of your solution — and information on its impact. Any Trust Site user who opts in to incident communications will receive updates on an incident every 60 minutes until resolution.

Anyone who is responsible for managing the operations and maintenance of your organization's Workforce Dimensions solution — including administrators, IT staff, and operations employees — will find value in subscribing to this communication type for timely incident notifications and alerts. The project team responsible for managing the deployment of Workforce Dimensions also should sign up to receive incident notifications and alerts.



What to expect from maintenance communications

Maintenance communications are based on planned events. Opting in to this communication type will trigger notifications when maintenance events are scheduled. These communications will tell you which tenants are impacted and how the scheduled maintenance event will impact your access to the solution. Any Trust Site user who opts in to maintenance communications will receive a reminder 48 hours in advance of the scheduled event, followed by a communication that the event is in progress. Finally, the user will be notified after the maintenance activity is complete.




We recommend that any person in an administrator, IT, or operations role should opt in to receive incident notifications and alerts. The project team responsible for managing the deployment of Workforce Dimensions also should sign up to receive maintenance notifications and alerts.



What to expect from announcement communications

Announcement communications are intended to educate and inform you about the enhancements, improvements, and new features in upcoming Workforce Dimensions releases. These communications also emphasize and highlight helpful resources — such as release notes, documentation, training, Kronos Community information, and more — that will ensure that you, your team, and your organization are prepared, trained, and ready to embrace new features with confidence. Announcements are intended for any Workforce Dimensions Trust Site user who should be kept in the loop about upcoming enhancements in new releases.

Workforce Dimensions Trust Site Communications

Type	Frequency	Audience
 Incidents	Every 60 minutes until resolution	Any person who serves in the following roles should opt in to Incidents: <ul style="list-style-type: none">• Administrators (IT, HR, payroll)• Operations• Project team
 Maintenance	4 emails sent per event	Any person who serves in the following roles should opt in to Maintenance: <ul style="list-style-type: none">• Administrators (IT, HR, payroll)• Operations• Project team
 Announcements	3 to 4 emails per quarterly release cycle	Any person who needs to know about the following items should opt in to Announcements: <ul style="list-style-type: none">• New releases• Enhancements• Improvements• Additional features that may or may not be enabled• Functionality• Training and resources to prepare a team and the organization for a new release

Preparing for the Next Release

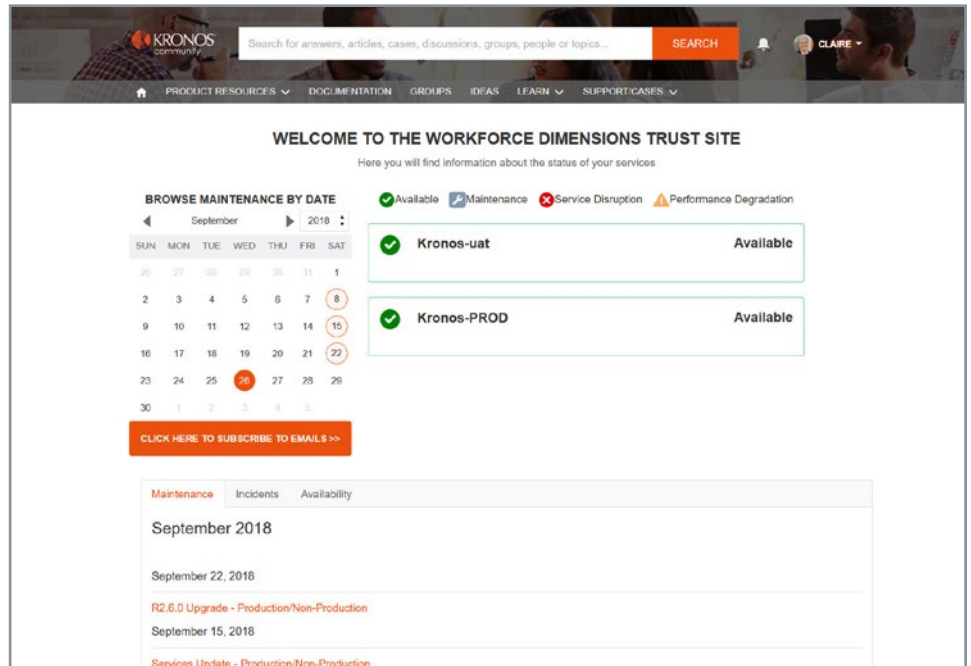
The more you know, the better prepared you can be for an upcoming release. Choosing to receive announcements provides you with timely and relevant information about the new release, including new features, enhancements, integrations, APIs, patches, and critical resources. You always can find the most updated release content and information on the [Workforce Dimensions Release Readiness](#) page in the Kronos Community. Additionally, we **highly recommended** that you join the [Workforce Dimensions](#) group in the Kronos Community to learn about upcoming releases, relevant content, and conversations that support user adoption, provide common practices, offer tips and tricks, and promote opportunities to network with your peers and Kronos experts.



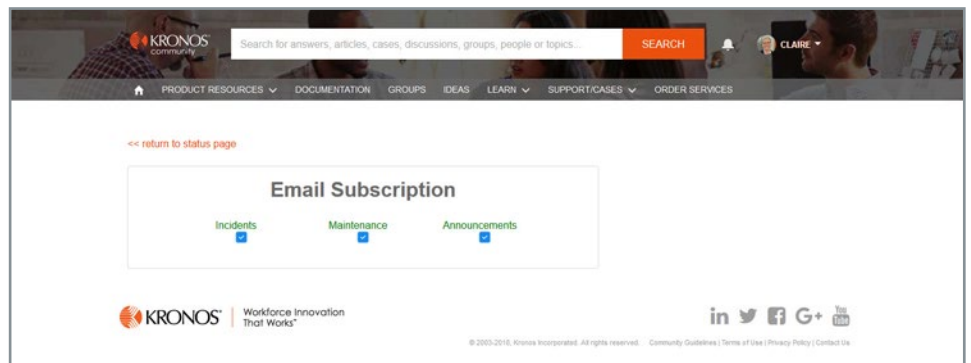
Workforce Dimensions Trust Site Communications

How to Opt In to Trust Site Communications

1. Log in to your Trust Site.
Navigate to status.kronos.com and log in directly with your Kronos Community credentials.
2. Click the orange button labeled “Click here to subscribe to emails.”



3. Select the boxes to opt in to receive messages about incidents, maintenance, and announcements.



About Kronos

Kronos is a leading provider of workforce management and human capital management cloud solutions. Kronos industry-centric workforce applications are purpose-built for businesses, healthcare providers, educational institutions, nonprofits, and government agencies of all sizes. Tens of thousands of organizations — including half of the Fortune 1000® — use Kronos. **Kronos: Workforce Innovation That Works™.**

Optimize use of your Workforce Dimensions solution in the Workforce Dimensions Customer group in the Kronos Community.

+1 800 225 1561 | community.kronos.com