

Frequently Asked Questions and Answers: UKG Pro Mobile App for Employees

Provides UKG Pro mobile app questions and answers for employees.

Mobile App Frequently Asked Questions for Employees

Getting Started

Review the following questions and answers for information about downloading and getting started with the UKG Pro mobile app.

What is the UKG Pro mobile app?

The UKG Pro mobile app allows you to access Human Capital Management (HCM), Workforce Management (WFM), and UKG Talk features from your mobile device, including Pay, People, Time, Scheduling, and Chat.

UKG has a new UKG Pro mobile app (named "UKG Pro" in the app store), the UKG Pro Classic mobile app, the UKG Dimensions mobile app, the UKG Talk mobile app, and the UKG Ready mobile app. The new UKG Pro mobile app supports functionality from the UKG Pro Classic mobile app, the UKG Dimensions mobile app, and the UKG Talk mobile app.

Which mobile app should I download?

You will receive a communication from your organization letting you know which app to download, the access code or URL you'll need to log in for the first time, and login information.

Is the mobile app free?

Yes! The mobile app is free to download and use.

Where can I download the mobile app?

The mobile app is available from the Apple App Store and the Google Play Store.

Is the mobile app the same for iOS and Android devices?

Yes! The mobile app is the same for iOS and Android devices.

What iOS and Android versions does the mobile app require?

The mobile app requires:

- iOS 13 or higher for iOS devices
- Android 8 or higher for Android devices

Is the mobile app available for tablets?

Yes! The mobile app is available for all mobile devices, including tablets.

How often is the mobile app updated?



The mobile app automatically updates on a monthly basis. A system administrator enables new features.

Note A best practice is to enable automatic updates for the mobile app. If you do not have the latest version of the mobile app, you may not be able to use mobile app functionality. Turn on automatic updates for the mobile app in your device settings.

Access Code or URL

Review the following questions and answers for information about the access code or URL you'll need to use the UKG Pro mobile app.

What is an access code or URL?

Your system administrator created either an access code or URL that is unique for your company. You will need an access code or URL in order to log into the mobile app.

Where can I find the access code or URL?

You should have a communication from your company with your access code or URL. If your organization provided you with a QR code, you can scan it with your device to automatically enter the access code or URL. You can contact your system administrator or manager for more information.

If you have access to UKG Pro web, the access code may be available from User Account icon > **Mobile App Instructions**.

Is the access code case-sensitive?

No.

If I have access to two different master companies, can I access more than one company?

Yes! You can access multiple companies. However, you can only log into one master company at a time. You must enter the access code and log in separately for each company.

How do I remove the access code?

To remove the access code or URL, from the login page, select the **X** next to the current access code or URL.

Login

Review the following questions and answers for information about logging into the UKG Pro mobile app.

What login options does the mobile app support?

The mobile app supports:

- Direct login (UKG Pro username and password)
- Single-Sign On (SSO)
- Multi-Factor Authentication (MFA)

How do I use SSO?



To log in using SSO, from the mobile app login page, select **Sign In with Corporate Credentials**. The SSO page appears. Enter the SSO credentials.

Note If you enable fingerprint access, you can bypass the SSO login process for future login attempts.

Why did I receive an error when trying to use SSO?

You may need to connect to your company's virtual private network (VPN) on your device to log in using SSO.

Why is the SSO page not optimized for mobile devices?

The SSO page is not part of the mobile app. For concerns with the SSO page, contact your SSO vendor and ask them to make the page responsive.

How do I use MFA?

To use MFA, log in using direct login or SSO. An MFA prompt appears. Select a method to receive a secure access code. Then, enter the code.

How long will I stay logged in?

You are automatically logged out after 20 minutes of inactivity.

Why was I logged out?

The automatic logout is a security feature designed to protect your data.

How do I reset my password?

To reset your password, from the login page, select **Forgot my password**.

What happens if I have too many failed login attempts?

If you have too many failed login attempts, your account is set to inactive. You can use the Forgot my password process or contact your administrator to reset your account.

Will I be logged out for IP switching?

No, you will not be logged out for IP switching.

Is IP filtering web configuration respected?

Yes, IP filtering is respected.

Can I use the mobile app on shared devices?

Using the mobile app on shared devices is not recommended, since the mobile app can contain sensitive information. However, if you must use a shared device:

1. Do not enable pin, passcode, or biometrics (Fingerprint, Touch ID, or Face ID).
2. When you are done using the mobile app, log out.

Biometrics

Review the following questions and answers for information about biometrics, which includes Touch ID, Fingerprint, and Face ID.

How do I use biometrics?

The first time you log into the mobile app, you are prompted to enable biometrics. You can also enable biometrics at any time from the mobile app by going to **Menu >**

Settings.



Why don't I have the biometrics prompts on my mobile device?

To use biometrics to log into the mobile app:

- The device must have biometrics settings enabled
- The device must meet the mobile app's security requirements
- The device must have the hardware to support biometric functionality

Note Depending on your organization's setup of the mobile app, if your device does not support biometrics, you may be able to use a pin or passcode to log into the mobile app.

When does biometrics access expire?

Biometrics access expires after 180 days. For features that require changes to the system or that display sensitive information, biometrics access expires after 30 days. When biometrics access expires, you must enter your login credentials again.

My spouse has their biometrics saved on my mobile device. Can they access my account?

Anyone with biometrics stored on your device can log into your account.

What happens if biometrics authentication fails?

You have three chances to enter your Touch ID, Fingerprint, or Face ID. After the third attempt, you must enter your mobile device's passcode.

Can I store my login credentials using the password manager on my device or Apple Keychain?

Yes, but you must manually set up your password manager or Apple Keychain. The setup process differs depending on the device and its operating system.

Notifications

Review the following questions and answers for information about UKG Pro mobile app notifications.

How to I enable notifications?

To enable notifications, from the mobile app, go to **Menu > Settings > Notifications** and select the notifications you want to receive.

What notifications can I receive?

Employees can receive push notifications for:

- Approved or denied requests
- Communication Broadcast
- Inbox Updates and Comments
- New Inbox Requests
- Pay Information
- Workforce Continuity
- Feed and Chat
- Time & Attendance

Approvers can receive push notifications for:

- Time-off requests



- Name, address, or telephone number change requests
- Direct deposit change requests
- Contacts change requests
- Alternate telephone number change requests

What UKG Pro Time Management (UTM) notifications can I receive?

Employees can receive push notifications for approved or denied requests.

Approvers can receive push notifications for:

- PTO submitted requests
- PTO edit requests
- PTO request reminders

What UKG Pro Workforce Management Classic notifications can I receive?

Employees can receive push notifications for:

- Approved, modified, or rejected timesheets or retro-adjusted timesheets
- Approved, modified, or rejected time-off requests
- Required actions for change requests
- Approved, canceled, or rejected change requests
- Published or posted schedules
- Schedule reminders
- Unassigned shifts

Approvers can receive push notifications for:

- Submitted timesheets or retro-adjusted timesheets
 - Reapplied pay rules to timesheets or retro-adjusted timesheets
 - Submitted time-off requests
 - Required actions for change requests
 - Unassigned shifts
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Functionality

Review the following questions and answers for information about specific UKG Pro mobile app functionality.

Are language preferences respected?

Language is managed centrally in the mobile app, but separately on the web. If you change the language on the web, only specific pages are impacted.

How do I search for an employee?

To find an employee, enter the employee's name in the search bar and select the correct employee from the available options.

Can I access all my pay statements?

Yes! To access all your pay statements from the mobile app, go to **Menu > Pay > Pay Statements**.

Can I print or export my pay statement?



Yes! From the pay statement, you can download a PDF of the pay statement or download a PDF of the year-to-date statement.

What should I do if my pay statement is incorrect?

Verify if your pay statement is correct in UKG Pro web. If the statements in the web and the mobile are different, contact your HR administrator.

How do I enable cookies?

To enable cookies, go to your device settings and enable cookies for the mobile app.

What information is stored on my mobile device? Is my Personal Identifiable Information (PII) secure?

The only data persisted on the mobile device in the secure storage are security tokens and the Company Access Code. The tokens and code have the following functions:

- Access Token: Validates all network requests made in the mobile app
- Refresh Token: Allows reauthentication given successful biometric login with Fingerprint, Touch ID, or Face ID
- Company Access Code: Allows access to your company information using a unique company identifier

How do I provide feedback about the mobile app?

To provide feedback from the mobile app, go to **Menu > Share Feedback**.

What should I do if I encounter an issue?

If you encounter an issue, you can report it to your system administrator. First, capture a screenshot of the issue. Then, select **Menu > Support** and copy the support code.

Contact your system administrator with as much information as possible, including:

- Support code
 - Device type
 - Operating system
 - Version of the app
 - Screenshot or recording of the issues
 - Date and time of issue
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UKG Workforce Management (UKG Dimensions)

Review the following questions and answers for information about UKG Workforce Management in the new UKG Pro mobile app and the UKG Dimensions mobile app.

Is the UKG Dimensions mobile app still available?

The new UKG Pro mobile app supports UKG Pro WFM (UKG Dimensions) functionality. The legacy UKG Dimensions mobile app is still available. You should receive a communication from your organization about which mobile app you should use.

Does the new UKG Pro mobile app support UKG Pro WFM push notifications?

For customers with UKG Pro WFM, push notifications are supported but are not yet actionable. Actionable push notifications will be available in an upcoming release.



Can managers approve hourly timesheets from the new UKG Pro mobile app?

For customers with UKG Pro WFM, managers can approve hourly timesheets from the UKG Dimensions mobile app and the new UKG Pro mobile app.

Is the Punch tile available on the new UKG Pro mobile app home page?

Yes, for customers with UKG Pro WFM, the punch shortcut is available on the new UKG Pro mobile app home page. The Punch page includes information about the last punch and the Punch button.

Do WFM time off requests appear in the new UKG Pro mobile app inbox?

Yes, UKG Pro WFM, UTA, and UTM requests appear in the new UKG Pro mobile app inbox.

Does the new UKG Pro mobile app support Telestaff, which is supported in the UKG Dimensions mobile app?

Yes, both the new UKG Pro mobile app and the UKG Dimensions mobile app support Telestaff.

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