

# UKG Pro Mobile App for Employees

Provides information about getting started with the UKG Pro Mobile App, including downloading, entering the company access code, logging in, navigating, and configuring settings.

## UKG Pro Mobile App for Employees

### UKG Pro Mobile App Overview

The UKG Pro mobile app provides access to important Human Resources, Pay, Personal, and Company information.

The mobile app is free and available on all Apple and Android devices, including phones and tablets.

**Important** Your mobile app features are determined by your company configuration. For questions about the features that are available to you, contact your manager or system administrator.

### Download the UKG Pro Mobile App

To get started, download the mobile app from the device's app store. The first time you sign in, you'll need to enter the company access code.

1. From the Apple App Store or Google Play store, search for "UKG Pro."
2. Download the UKG Pro mobile app.

**Note** The mobile app requires iOS 11 or higher for iOS devices and Android 6 or higher for Android devices. If your device has an older operating system, you cannot download the mobile app.

3. On your device, open the UKG Pro mobile app.
4. Enter the company access code. This is a code created by your system administrator and is the same for all employees at your company. You may have received this code from your company in a communication about the mobile app.

**Note** The company access code is also available in UKG Pro web: select the user icon and then select **Mobile App Instructions**. The company access code may also be available on the Smart Dashboard in the Mobile App section.

5. To remove the company access code, select the **X**.

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### Sign into the UKG Pro Mobile App

Once you have set up the mobile app with the company access code, sign in using your UKG Pro credentials or Single Sign-On (SSO). Your company may use Multi-Factor Authentication (MFA). If

supported by your device, you can also enable Touch ID, Fingerprint, or Face ID sign in.

1. To sign in with your UKG Pro credentials, enter your UKG Pro username and password.
2. To sign in with SSO, select **Sign In with Corporate Credentials** and enter your SSO username and password.

**Note** If your company uses a virtual private network (VPN), you must enable the VPN on your device.

3. If your company uses Multi-Factor Authentication (MFA), select a method to receive a secure access code. Then, enter the code into the mobile app.
4. If supported by your device, you can enable Touch ID, Fingerprint, or Face ID. The first time you log in, you are given the option to enable Touch ID, Fingerprint, or Face ID. You can also enable Touch ID, Fingerprint, or Face ID from the mobile app settings.

**Note** Touch ID, Fingerprint, or Face ID functionality must be enabled in your device settings. If the option doesn't appear, your device does not meet the security requirements.

**Important** You have three chances to sign in with Touch ID, Fingerprint, or Face ID. After the third failed attempt, you must enter your device's pass code. If your sign in fails too many times, your account is set to inactive. To reset your account, reset your password or contact your system administrator. or contact your administrator.

You are now signed into the mobile app and can access UKG Pro functionality from your device, based on your company configuration. If you are inactive for 20 minutes, you are signed out of the mobile app.

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## Mobile App Navigation

The UKG Pro mobile app provides multiple options to find relevant pages.

From the mobile app home page, you can access your profile and shortcuts to important pages, such as Pay or Benefits.

From anywhere in the mobile app, you can access icons in the bottom navigation bar:

- Home
- Inbox
- Search
- Menu

The menu lists all available pages in the mobile app.

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## Mobile App Settings

From the UKG Pro mobile app settings, you can update your notification preferences, shortcuts (the tiles that appear on the home page), and preferred language. You can also enable Touch ID, Fingerprint,

or Face ID.

## Update Notification Preferences

You can enable push notifications for features such as Communication Broadcast, the Inbox, and Workforce Continuity.

### Navigation: Menu > Settings > Notifications

1. To enable all alerts, select the **Notification Alerts** slider.
2. To enable alerts for a specific feature, select the feature. The feature notification page appears.
3. From the feature notification page, select the sliders.

## Update Shortcuts

You can select the shortcuts (tiles) that appear on the UKG Pro mobile app home page.

### Navigation: Menu > Settings > Shortcuts

1. To enable a shortcut on the home page, select the slider for that shortcut.
2. To rearrange the order of the shortcuts, select a shortcut from the list and move it to a new location.

## Update Preferred Language

You can update your preferred language from the UKG Pro mobile app.

**Note** Language changes made in the mobile app are respected in UKG Pro web. This language preference selection is only for UKG Pro. Other UKG solutions support different language preferences.

### Navigation: Menu > Settings > Language

1. From the list, select a language. Optionally, use the search to find a language.
2. Select **Done**.

## Enable Touch ID, Fingerprint, or Face ID

You can enable Touch ID, Fingerprint, or Face ID sign in for the UKG Pro mobile app. Touch ID, Fingerprint, or Face ID must be enabled on your device.

### Navigation: Menu > Settings

1. From the Settings page, select the slider for Touch ID, Fingerprint, or Face ID.
2. Confirm that you want to enable access.
3. Verify your Touch ID, Fingerprint, or Face ID.

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## Update Personal Information from the Mobile App

You can view your employee profile and edit your personal information from the UKG Pro mobile app if your administrator has given you access.

## Navigation: Menu > Profile

1. From your profile, in the Personal Information section, select **Edit**.
  2. Update personal information, including name, address, and phone number.
  3. Select **Submit**.
  4. If workflow is enabled, select approvers and select **Submit**.
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## Report an Issue

If you encounter an issue while using the UKG Pro mobile app, gather information to share with your system administrator.

1. Take a screenshot of the issue.
2. In the mobile app, go to **Menu > Support**. A support code appears.

**Note** If you have a sign in issue, select **Support** on the sign in screen.

3. Copy the support code.
  4. Send the screenshot and the support code to your system administrator.
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