



Frequently Asked Questions

UKG Pro Mobile App

Overview

Company Access Code: People1st

Getting Started

Q. What is the UKG Pro® mobile app?

A. The UKG Pro mobile app is a way for you to easily access your Human Resources, Pay, and Workforce Management functions from your mobile device.

Q. Do I need a separate mobile app to access Timekeeping, Talk and Scheduling features?

A. No, the UKG Pro mobile app is the single point of entry to other features like your timecard, schedule, and company announcements.

Q. Where can I download the UKG Pro mobile app?

A. The UKG Pro mobile app is available for download from the Apple App Store and the Google Play Store. Your organization's administrator must enable access to log into this mobile app.

Q. What iOS and Android versions does the UKG Pro mobile app require?

A. The UKG Pro mobile app requires:

- iOS 13.0 or higher for iOS devices
- Android 6 or higher for Android devices

Q. Is the UKG Pro mobile app available for tablets?

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

Q. How often is the UKG Pro mobile app updated?

A. The UKG Pro mobile app automatically updates monthly. Your system administrator must enable new features.

Company Access Code or Tenant URL

Q. What is the Company Access Code?

A. The Company Access Code is a unique code that your system administrator creates for your Pro People Center and Pay access. The Company Access Code is required before you can log in.

Q. What is a Tenant URL?

- A.** The Tenant URL is a website address or link that is unique to your organization's Workforce Management application. You can enter it by typing it in or by scanning a QR code that your organization can provide.

Q. Do I need both the Tenant URL and the Company Access code?

- A.** No, you do not need to enter both. If your organization uses Pro Full Suite, then you will only need the company access code. If your organization uses Pro Workforce Management only, then you will need the Tenant URL.

Q. Can I find my Company Access Code myself?

- A.** To find the Company Access Code in your UKG Pro website, from the top navigation bar, select the User Account icon > **Mobile App Instructions**. The Company Access Code may also be available on the UKG Pro web home page or in your initial communication about the UKG Pro mobile app.

Q. Is the Company Access Code case-sensitive?

- A.** No, the Company Access Code is not case-sensitive.

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

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

Q. Where can I find my Tenant URL?

- A.** Your system administrator will provide you with your tenant URL via link or QR code.

Login**Q. Why did I receive an error when trying to use SSO?**

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

Q. Why is the SSO page not optimized for mobile devices?

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

Q. How do I use MFA (Multi-Factor Authentication)?

- A.** To use MFA, log in using direct login or SSO. An MFA prompt appears. Select a method to receive a secure access code (text or email). Then, enter the code in the prompted field.

Q. How do I reset my password?

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

Q. What happens if I have too many failed login attempts?

A. 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.

Touch ID, Fingerprint, and Face ID

Q. How do I use Touch ID, Fingerprint, or Face ID functionality?

A. To enable Touch ID, Fingerprint, or Face ID, go to **Menu > Settings**. You can also enable Touch ID, Fingerprint, or Face ID functionality the first time you log in.

Q. Why do I not have the Touch ID, Fingerprint, or Face ID prompts on my mobile device?

A. To use Touch ID, Fingerprint, or Face ID:

- The settings must be enabled on your device.
- Your device must meet the security requirements.

Q. When does Touch ID, Fingerprint, or Face ID access expire?

A. For many features, Touch ID, Fingerprint, or Face ID access expires after 180 days. For features that require changes to the system or display sensitive information, Touch ID, Fingerprint, or Face ID access expires after 30 days. When access expires, you must enter your login credentials again.

Q. My spouse has their Touch ID, Fingerprint, or Face ID saved on my mobile device. Can they access my account?

A. Anyone with Touch ID, Fingerprint, or Face ID stored on your device can sign into your account.

Q. What happens if the Touch ID, Fingerprint, or Face ID authentication fails?

A. 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.

Notifications

Q. How do I enable notifications?

A. To enable notifications, go to your **Profile** from the **Main Menu**, and select the notifications you want to receive. Your system administrator could also enable push notifications for specific Workforce Management functionality.

Functionality**Q. Are language preferences respected?**

A. Yes! Language preferences configured in UKG Pro are respected.

Q. Is the search functionality enabled across the entire UKG Pro Full Suite?

A. Yes, the search is global and will include results from all the applications that your organization uses.

Q. How do I enable cookies?

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

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

A. 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 UKG Pro 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
- Company Tenant URL: Allows access to your company environment

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