

## UKG - Frequently Asked Questions

Q: What is my current password?

A: When you log into your account for the first time, your date of birth is your password, MMDDYYYY.

Q: I locked myself out. How do I reset my password?

A: HR has the ability to reset your password. When a password is reset, it goes back to your date of birth default password, MMDDYYYY. You will receive an email from HR when your password has been reset. If you get locked out of UKG Pro and Dimensions on the computer, you can still use the time clocks without any issue.

Q: Why can't I log in?

A: If you are having issues, you may be using Google Chrome as your web browser. UKG uses single sign on and this process works best in the Microsoft Edge web browser.

Q: I heard there is a mobile app, where is it?

A: Access to UKG Pro's mobile app is not currently active. This feature will become available to employees at a later date.

Q: I see my preferred name everywhere, will my legal name show up on my paycheck?

A: UKG Pro allows us to have both a preferred and legal name in our system. You will see your preferred name in most places. Your legal name will be on your paycheck, pay statements, tax forms, and other formal documents.

Q: I see something incorrect on my employee profile in UKG Pro. What should I do?

A: Next week, you will be asked to complete a checklist in our LMS that asks you to verify that all your information in our new system is correct. **Please wait until this next step of the process to let us know what information is incorrect.**

Q: Why can't I see things I could see in Lawson or make any changes in UKG Pro?

A: UKG Pro is currently, READ ONLY, meaning employees can view information but unable to make changes. This restricted access is temporary while we finalize our system. Please be patient as our system continues to roll out. Communication will be sent out about when employees should update their information.

Q: I'm missing punches on my timecard. How do I add them?

A: You now have the ability to add your missed punches to your timecard for your manager to approve. Please reference trainings assigned to you in the LMS for more instructions.