



UKG Pro

How UKG Supports Your Success

Get started on your path to
success with these
administrator resources



Agenda

Partner for Life
Resources

UKG Community

Unlimited Training
for Life

UKG Support
Resources

Next Steps

A Guide to Your Resources



Customer
Experience



We Partner for Life

Technology can only be as great as the people behind it. That's why we build life-long, trusted partnerships that deliver more than exceptional value – **we deliver confidence.**



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Our Partner for Life Approach

The magic of our partnership



How We Support Administrators

Elevate day-to-day goals

Proactive guidance for HR and payroll managers, super users, and system administrators to optimize adoption and utilization through best practices and resources.

Content, guides, and toolkits

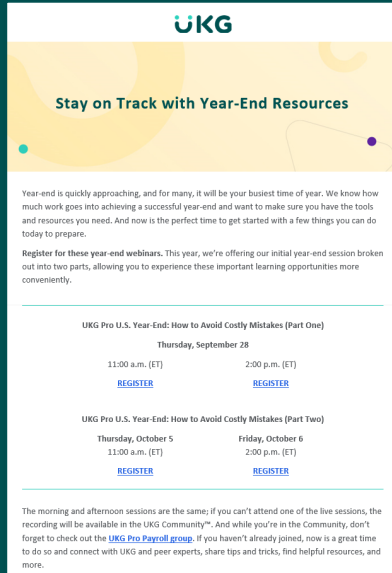
Alerts, push reminders, and email communications

Training, community and knowledge sharing

Release readiness and adoption trends

How We Support Administrators

We provide extensive support for system administrators through various channels, ensuring they have the assistance they need every step of the way. Here are the various ways your administrators can stay informed and stay on top of everything.



Email example prepares admins for a successful Year-End with best practice webinars and resources.



Proactive Communication

We inform your administrators through regular updates, emails, group notifications, and announcements, ensuring they know of any important information or system changes.



User Community

Our vibrant user community connects administrators with like-minded peers from various organizations. Engage in discussion forums, ask questions, share insights, and learn from others' experiences.



Ongoing Training and Webinars

Access ongoing training opportunities and webinars on system updates, new features, and advanced functionalities. Equipping admins to enhance their skills, stay current, and optimize their proficiency with their system.



Knowledge Base and Resources

Our comprehensive knowledge base and resources library provides admins easy access to helpful articles, job aides, guides, and best practices. They can explore these resources conveniently to expand their knowledge and find solutions to common challenges.



Dedicated Success Krew Support Team

Your dedicated Success Krew team assists your administrators when needed by creating a case in the UKG Community to get personalized help and guidance tailored to their specific needs.

UKG Community



Introducing the UKG Community

Everything you need to be successful with UKG is here!

- Find product learning and content
- Ask questions and connect with peers
- Enable notifications to stay informed
- Share and vote on Ideas
- Receive help from UKG

[Get to know your Community](#)

[Take a quick tour](#)





Get the Resources You Need to Succeed

The UKG Community is your gateway to content designed to support your team throughout deployment and after you're live.

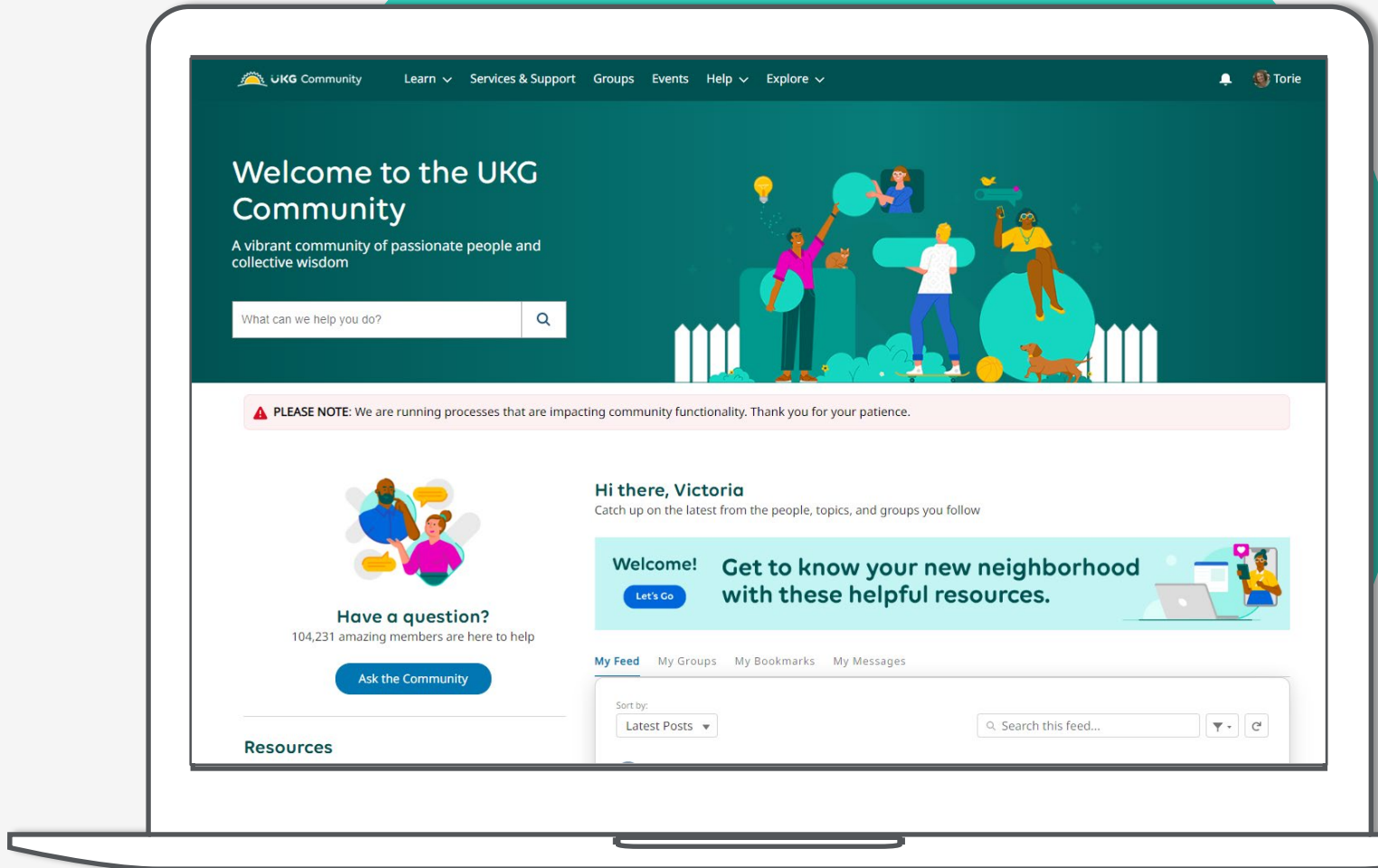
- Access training, knowledgebase articles, and product documentation
- Seek advice and answers from peers and experts
- Join groups, receive alerts and notifications
- Submit support cases and request consulting services and more!

[Register for the Community and complete your profile](#)

[Watch a Community Navigation Overview](#)

[Get started with these Community resources](#)

[Review admin guidance for creating and managing contacts and access*](#)



Users must provide their organization's Solution ID when registering for the Community and calling Support. All Users must be logged in to see all content available. [Here's how to find your Solution ID.](#)

All users must be logged in to see all content available.



Explore Learn about UKG Pro Resources

Everything you need to make the most out of your UKG Pro solution

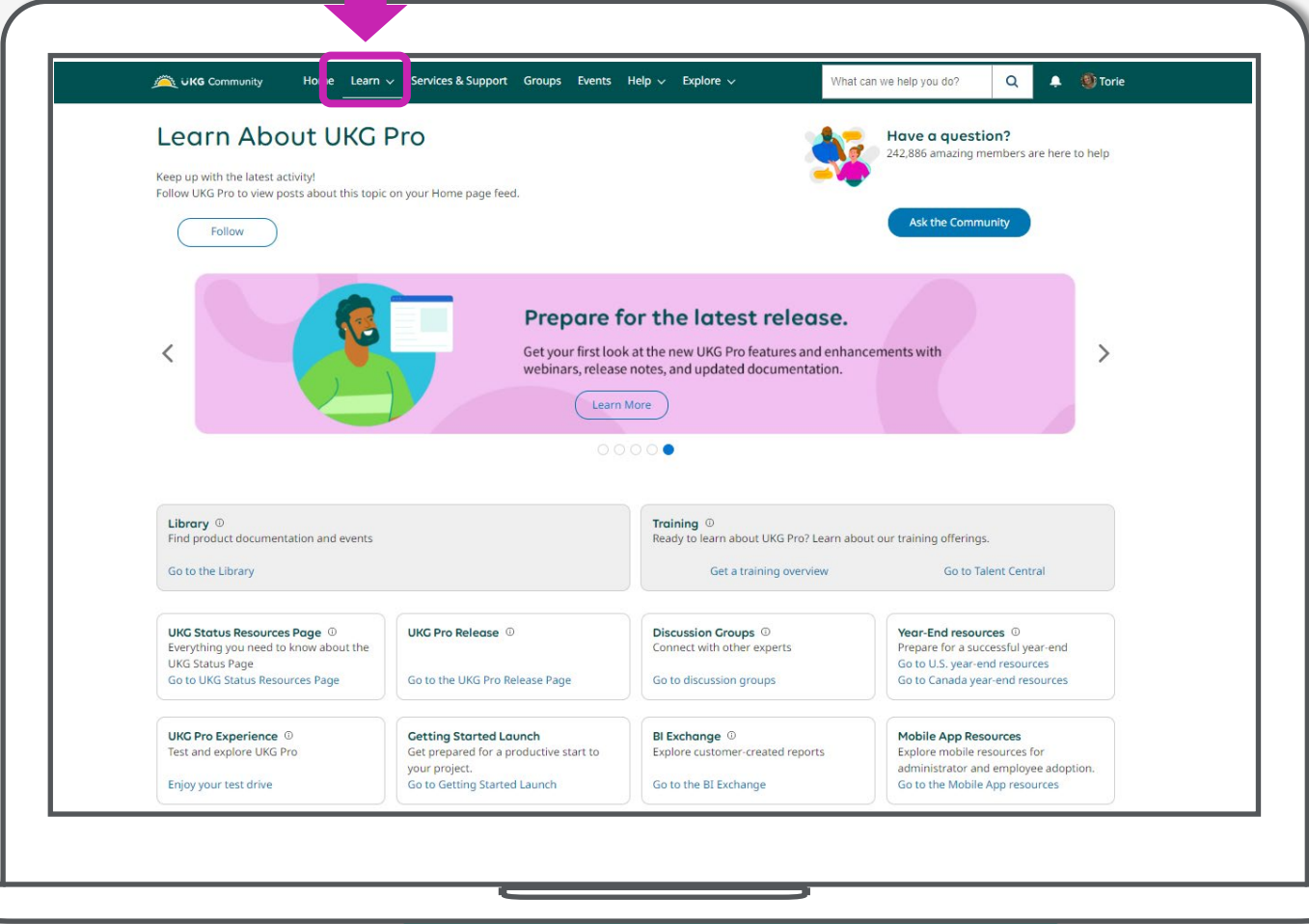
The Learn tab on UKG Community brings together all relevant product resources for your UKG solutions.

Learn Product Pages direct you to:

- Library documentation and webinars
- New administrator resources
- Release information
- Year-end resources
- Training (University), groups, and more

[Explore Learn About UKG Pro Resources](#)

Select UKG Pro from the Learn drop-down menu



The screenshot shows the UKG Community website interface. The navigation bar at the top includes 'UKG Community', 'Home', 'Learn' (highlighted with a pink box and arrow), 'Services & Support', 'Groups', 'Events', 'Help', and 'Explore'. A search bar and user profile 'Torie' are also visible. The main content area is titled 'Learn About UKG Pro' and includes a 'Follow' button, a 'Have a question?' section with 242,886 members, and a 'Prepare for the latest release' banner. Below the banner are several resource cards:

- Library**: Find product documentation and events. Go to the Library.
- Training**: Ready to learn about UKG Pro? Learn about our training offerings. Get a training overview. Go to Talent Central.
- UKG Status Resources Page**: Everything you need to know about the UKG Status Page. Go to UKG Status Resources Page.
- UKG Pro Release**: Go to the UKG Pro Release Page.
- Discussion Groups**: Connect with other experts. Go to discussion groups.
- Year-End resources**: Prepare for a successful year-end. Go to U.S. year-end resources. Go to Canada year-end resources.
- UKG Pro Experience**: Test and explore UKG Pro. Enjoy your test drive.
- Getting Started Launch**: Get prepared for a productive start to your project. Go to Getting Started Launch.
- BI Exchange**: Explore customer-created reports. Go to the BI Exchange.
- Mobile App Resources**: Explore mobile resources for administrator and employee adoption. Go to the Mobile App resources.

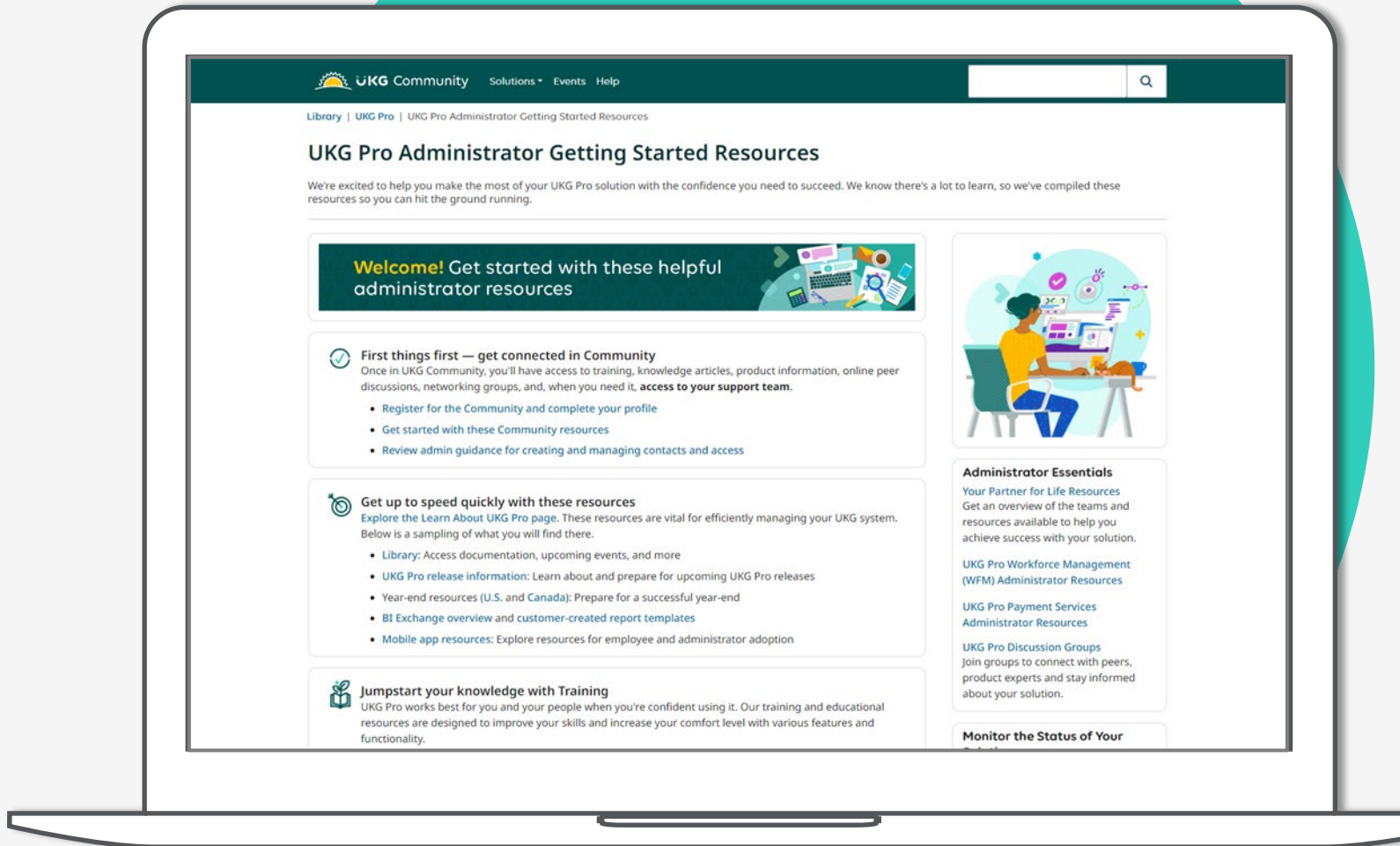
UKG New Administrator Getting Started Resources

Here, you'll find all the essential resources to become proficient in UKG Pro administration. With carefully curated tools and information, you'll confidently hit the ground running!

- Get connected on Community
- Quick access to resources to improve your skills
- List of training courses most crucial for success
- Support overview and ways to engage

Getting Started Administrator Resources

- [UKG Pro](#)
- [UKG Pro Workforce Management](#)
- [UKG Pro Payment Services](#)



Join Groups in the Community

Network with fellow customers, connect with UKG experts, ask questions about your solution, and find release information, announcements, and more in the groups.

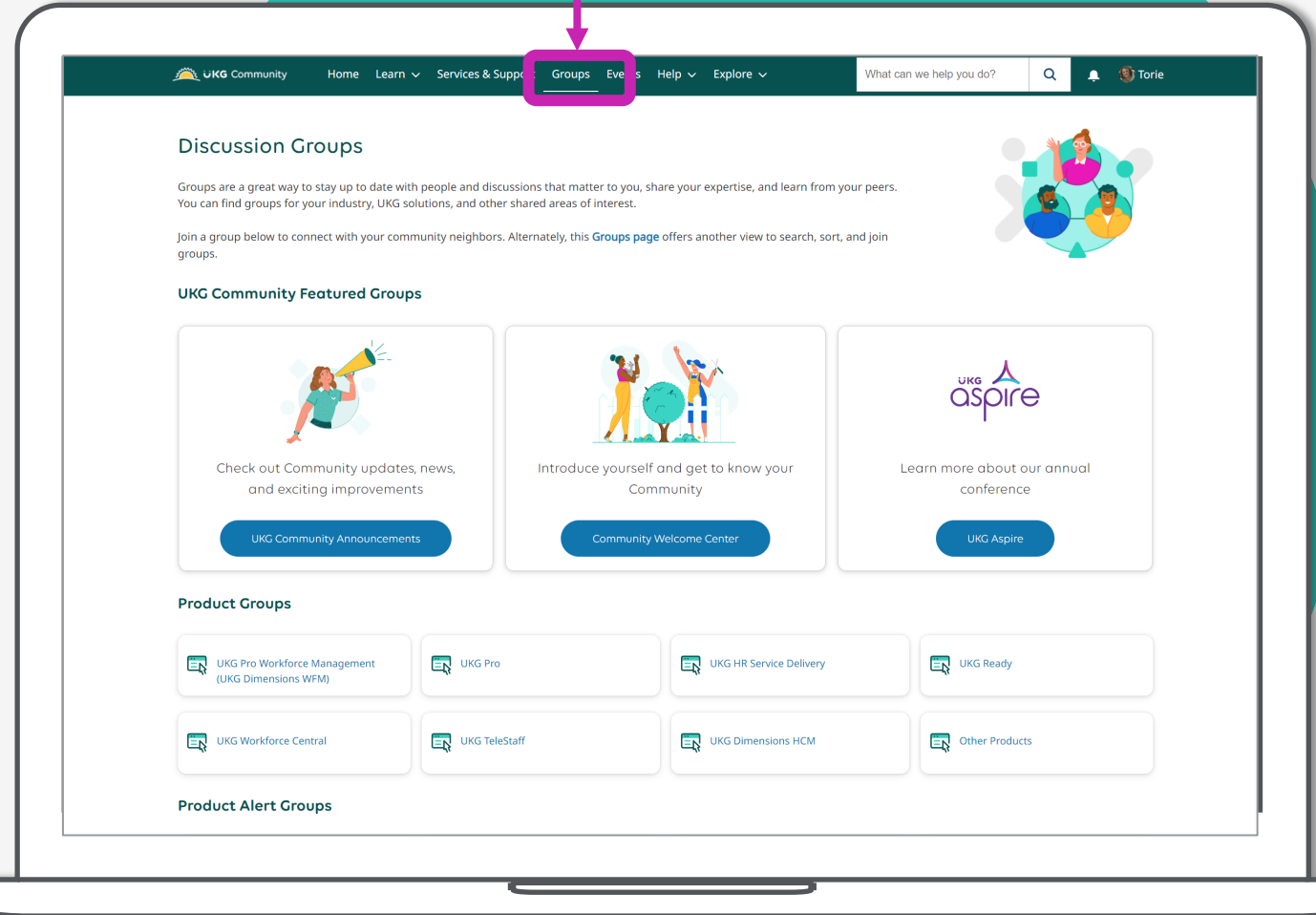
We recommend you join the [Community Welcome Center](#), [UKG Community Announcements](#), and groups related to your UKG solutions.

Here's how to join:

- [Log in](#) to the UKG Community
- Visit the group and select join
- Set email alerts to every post, daily or weekly digest, or limited (none)

[Get step-by-step instructions for navigating to Groups and Alerts](#)

Groups tab



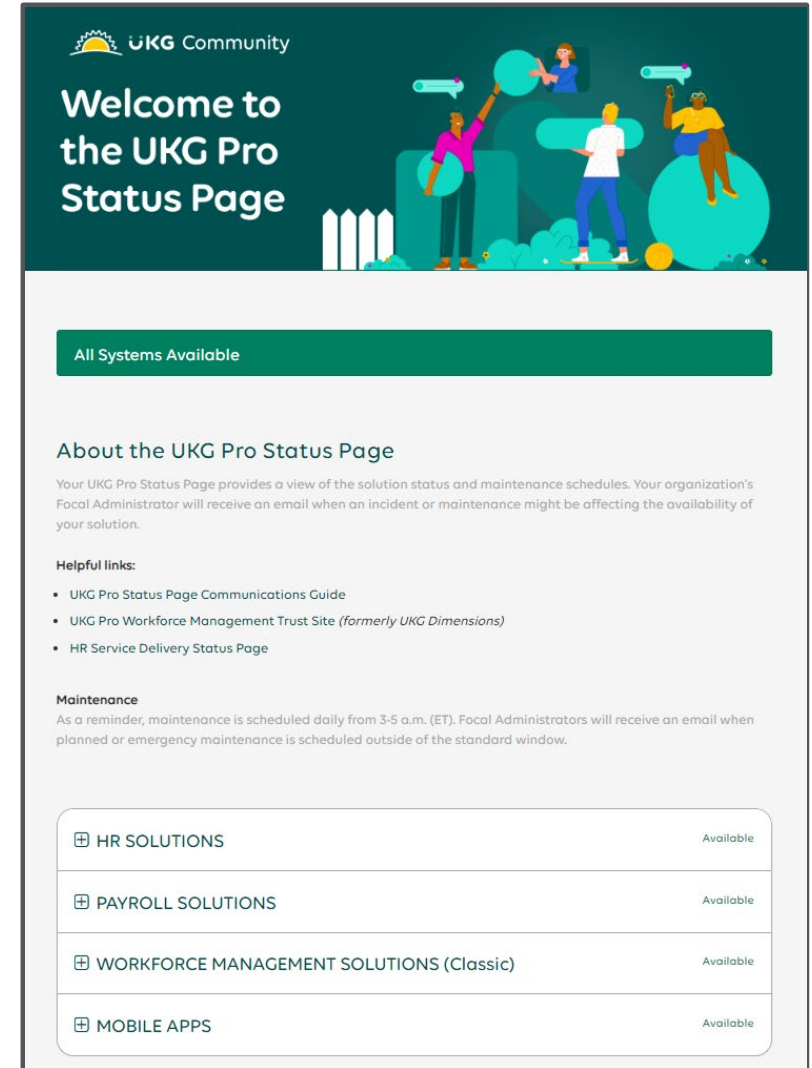
You must log in to access all content available and the UKG Community.

Monitor the Status of Your Solutions

Monitor the status of your UKG Pro and Pro WFM solutions from within the UKG Community.

- Monitor solution status with an easy-to-navigate dashboard
- Track and review scheduled maintenance and incidents by date
- View the availability of your solutions and services and follow updates
- Access securely via a private community

Learn more and connect to your [UKG Pro Status page](#)



The screenshot shows the UKG Pro Status Page interface. At the top, there is a header with the UKG Community logo and the text "Welcome to the UKG Pro Status Page". Below the header is a large green banner with the text "All Systems Available". The main content area includes a section titled "About the UKG Pro Status Page" with a brief description of the page's purpose. Below this is a "Helpful links" section with three bullet points: "UKG Pro Status Page Communications Guide", "UKG Pro Workforce Management Trust Site (formerly UKG Dimensions)", and "HR Service Delivery Status Page". A "Maintenance" section follows, stating that maintenance is scheduled daily from 3-5 a.m. (ET) and that Focal Administrators will receive an email when planned or emergency maintenance is scheduled outside of the standard window. At the bottom, there is a table listing the status of various solutions.

HR SOLUTIONS	Available
PAYROLL SOLUTIONS	Available
WORKFORCE MANAGEMENT SOLUTIONS (Classic)	Available
MOBILE APPS	Available

Unlimited Training for Life



Empower Your Success Through Training

Taking system training is not just about learning how to use your system; it's about driving positive outcomes for your organization. Here's why investing time in training is a crucial part of your success.



Maximize Efficiency

- Unlock the full potential of our system, enabling you to streamline processes, automate tasks, and work more efficiently
- Learning advanced features and techniques enable time-saving shortcuts that can make a significant impact on productivity



Improve Accuracy

- Helps you understand the system's functionalities and how to use them correctly
- System knowledge minimizes errors and reduces the risk of costly mistakes
- Accurate data and processes, enable informed decisions that positively impact your organization



Boost User Adoption

- Training empowers your team to confidently embrace the system, providing them with the knowledge and skills needed to navigate the software, increasing user adoption and acceptance
- This in turn, leads to improved data consistency, collaboration, and overall system effectiveness



Stay Up-to-Date

- Training informs you about the latest updates, new features, and best practices. By staying current, you can leverage new functionalities and optimize your use of the system, ensuring you're always at the forefront

UKG Training Pathfinder

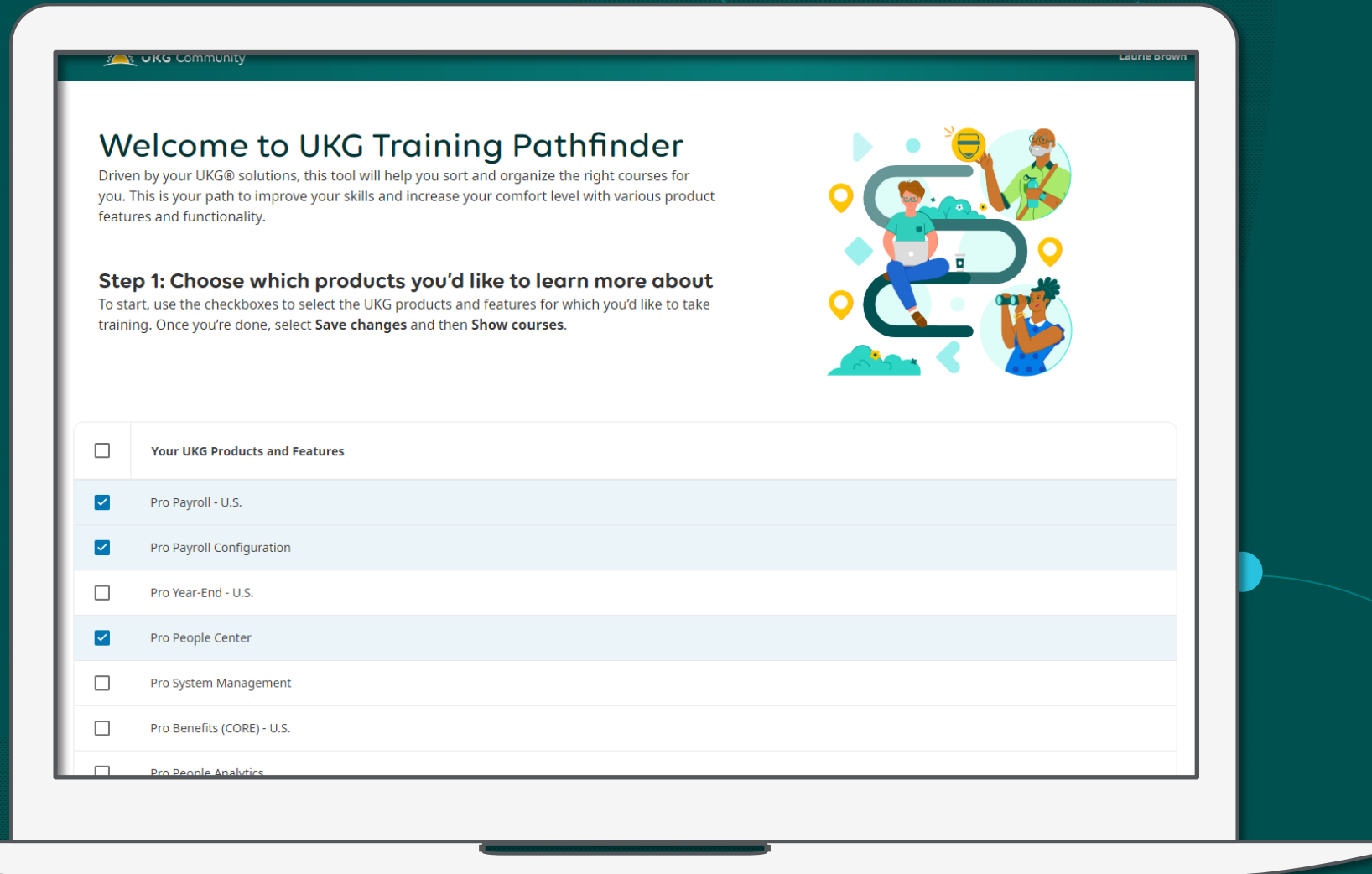
A training tool that helps you sort and organize your UKG University training courses

The UKG Training Pathfinder™ empowers you to easily identify the training relevant for you and create your personal training path based on the UKG solutions your organization uses.

Here's how to access Pathfinder

In the [UKG Community](#) navigate to *Learn > Select your product > Training > Create your training path*

[Read this blog](#) on the Working Smarter Café to learn how to access and use Pathfinder





Earn badges for your learning achievements!

UKG Community University

Training Resources

The UKG University provides a central location for your knowledge development. You can enroll, complete, and get a transcript of your courses, including self-paced and instructor-led courses.

You can enroll yourself, or if you're a University Training Administrator, you can assign training to others.


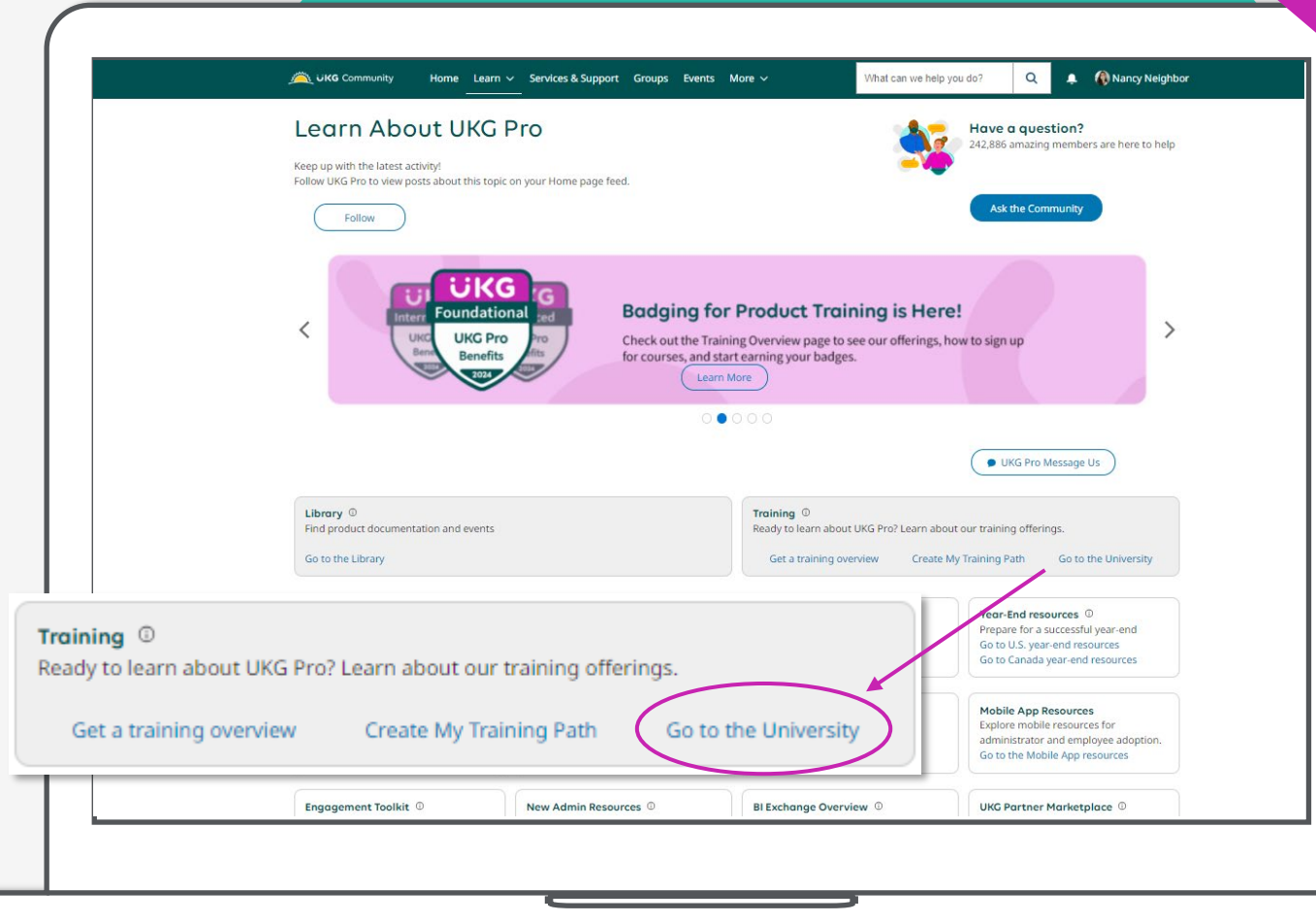
Here's how to access UKG University

In the [UKG Community](#) navigate to *Learn > Select your product > Training > Go to the University*

Get started with these resources

[Register for a Guided Tour of the UKG University](#)

[View the UKG Community University User Guide](#)



UKG Product Learning Badges
[Learn about how to earn badges](#)

UKG Support Resources



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Customer-Centric Support

Our Success Krew support model is designed to work how you work

Rapid Response & Mission-Critical Support 24/7 after-hours, weekends, & holidays

Community, Phone, Chat, online options

Dedicated Success Krew Manager assistance with critical or escalated support-related cases



Consistent **outcomes**
Expertise in every area of your solution

Consistent **team**
Build a partnership with the same dedicated group of experts

Consistent **expertise**
Fewer handoffs and faster time to resolution

UKG Support Model Introduction

Your personalized and proactive approach to success

Success Krew Support Model

- We've organized our support groups into small teams called Success Krews.
- An experienced professional Success Krew manager leads each Success Krew team.
- You'll work with the same familiar team of experts, resulting in faster issue resolution and consistent support.

Personalized Proactive Service

- We offer a variety of support options, so you can choose what suits you best.
- For critical situations, our Rapid Response Contact Center is available 24/7 through a toll-free hotline.
- Your dedicated Success Krew handles non-critical issues for your core solutions, but our Rapid Response team is available for immediate assistance if you require critical support.

Access to Your Success Krew Manager

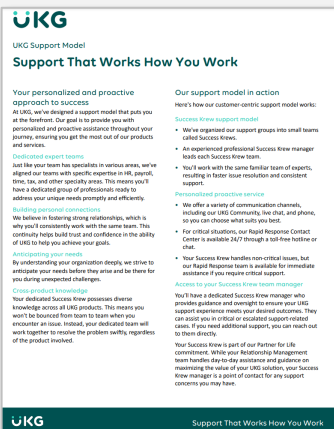
- You have a dedicated Success Krew manager who provides guidance and oversight to ensure your UKG support experience meets your desired outcomes.
- They step in when needed to assist you in critical or escalated support-related cases. If you need additional support, you can reach out to them via @mention in the case or email directly.

[Read this guide to learn more about how the UKG Support Model works](#)

Know Your UKG Support Services

Now that your new solution is up and running — we want to ensure you have the resources and support you need. Our support guides provide invaluable support information.

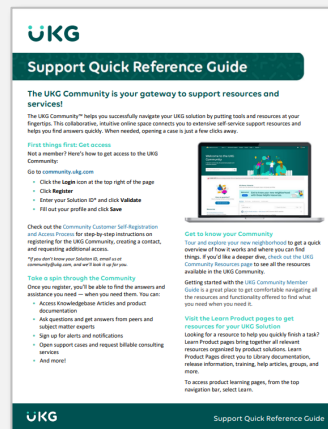
UKG Support Model Overview



Learn how our support experience revolves around a dedicated Success Krew of experts who provide consistent support.

[Download the guide](#)

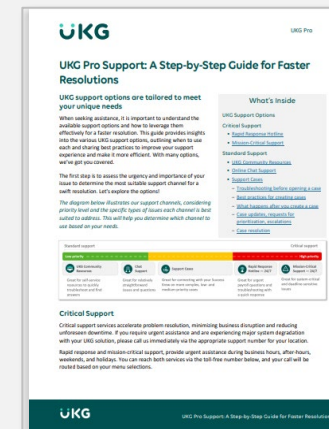
Support Quick Reference Guide



Get a quick overview of support resources available in the UKG Community and how to access them.

[Download the guide](#)

Support Step-by-Step Guide



Gain deeper insight into your support options, when and how to utilize each, and best practices for creating and managing cases.

[Download the guide](#)

Support guides are available in US/Canada English & Canada Française

All users must be logged in to see all content available.



Accessing UKG Support Resources When You Need Them

Handy Cheat Sheet for Knowing When and Where to Seek Assistance



UKG Community

Great for self-service resources to find answers quickly

- [UKG Community home page](#)
- [Manage Community access and user roles](#)
- [Learn About UKG Pro Resources](#)
- [Library documentation and webinars](#)
- [UKG Community University](#)
- [UKG Pro New Administrator Resources](#)



Chat support

Great for relatively straightforward issues or questions

[UKG Community > Support & Services tab > !\[\]\(e1d6102fe77919492c04879c8450f1f5_img.jpg\) Message Us](#)

You can also Chat during regular business hours for your core solutions to get quick answers to simple questions. [Learn how messaging works](#)



Service requests

Great for requesting consulting services to enhance your solution

[UKG Community > Services & Support tab > Create Service Request](#)

You must be designated as a Service Request User to input a request

- [How to create and manage Service Requests](#)
- [Manage Community user roles](#)



Support cases

Great for connecting with your Success Krew on more complex, low and medium-priority cases

[UKG Community > Services & Support tab > Create a Case](#)

For the US and Canada

Regular business hours 6:30 AM – 1:30 AM EST (Mon-Fri)

- [UKG Community Services & Support page](#)
- [UKG Support Model Overview](#)
- [Support Quick Reference Guide](#)
- [UKG Pro Support Step-by-Step Guide](#)
- [Create and manage cases](#)

To reach your Success Krew Manager to escalate support-related issues, please use the @mention feature in the case comments, and they will be notified via the case.



Rapid Response and Mission-Critical Support - 24/7

Call us immediately if you require urgent assistance with your UKG solution, be prepared to provide your Solution ID when you call.

+1 (888) 874-6086

After-hours, weekends, & holidays are available for payroll-critical support

- [Get Global Support phone numbers for other countries](#)
- [How to locate your Solution ID as a registered user](#)

Next Steps



Next Steps

Here we have compiled a list of recommendations to help you have a productive start.



Ensure your team is registered and their profiles and roles are up to date in the Community



Explore and bookmark the New Administrator Resources on the Community



Keep up-to-date on training to build system knowledge and skills



Join the UKG Community groups and related product groups in the Community



Familiarize yourself with support services by reviewing the overview and reference guides



Watch for group notifications and email announcements with important information

A smiling woman with dark hair, wearing a white shirt with red and blue polka dots, is sitting at a desk. She is looking towards the camera with a bright smile. The desk in front of her has papers, a pen, and a small container. The background is slightly blurred, showing what appears to be an office or study environment. The entire image is overlaid with a teal circular graphic that contains the text 'Thank You' and the 'üKG' logo.

Thank You

üKG