UKG Pro Workforce Management

How UKG Supports Your Success

Get started on your path to success with these administrator resources

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Agenda

- Partner for Live Resources
- UKG Community
- Unlimited Training for Life
- UKG Support Resources
- Next Steps

A Guide to Your Post-Live Resources

Our Partner for Life Approach

The magic of our partnership

How We Support Administrators

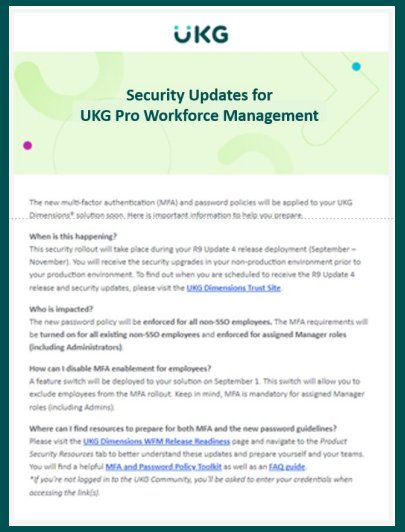
Elevate day-to-day goals

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.



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Security Updates for
UKG Pro Workforce Management

The new multi-factor authentication (MFA) and password policies will be applied to your UKG Dimensions® solution soon. Here is important information to help you prepare.

When is this happening?
This security rollout will take place during your R9 Update 4 release deployment (September – November). You will receive the security upgrades in your non-production environment prior to your production environment. To find out when you are scheduled to receive the R9 Update 4 release and security updates, please visit the UKG Dimensions Trust Site.

Who is impacted?
The new password policy will be **enforced for all non-SSO employees.** The MFA requirements will be **turned on for all existing non-SSO employees** and **enforced for assigned Manager roles (including Administrators).**

How can I disable MFA enablement for employees?
A feature switch will be deployed to your solution on September 1. This switch will allow you to exclude employees from the MFA rollout. Keep in mind, MFA is mandatory for assigned Manager roles (including Admins).

Where can I find resources to prepare for both MFA and the new password guidelines?
Please visit the UKG Dimensions WFM Release Readiness page and navigate to the *Product Security Resources* tab to better understand these updates and prepare yourself and your teams. You will find a helpful MFA and Password Policy Toolkit as well as an FAQ guide.
**If you're not logged in to the UKG Community, you'll be asked to enter your credentials when accessing the link(s).*

Email example prepares admins upcoming security updates.

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

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

UKG Community

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.

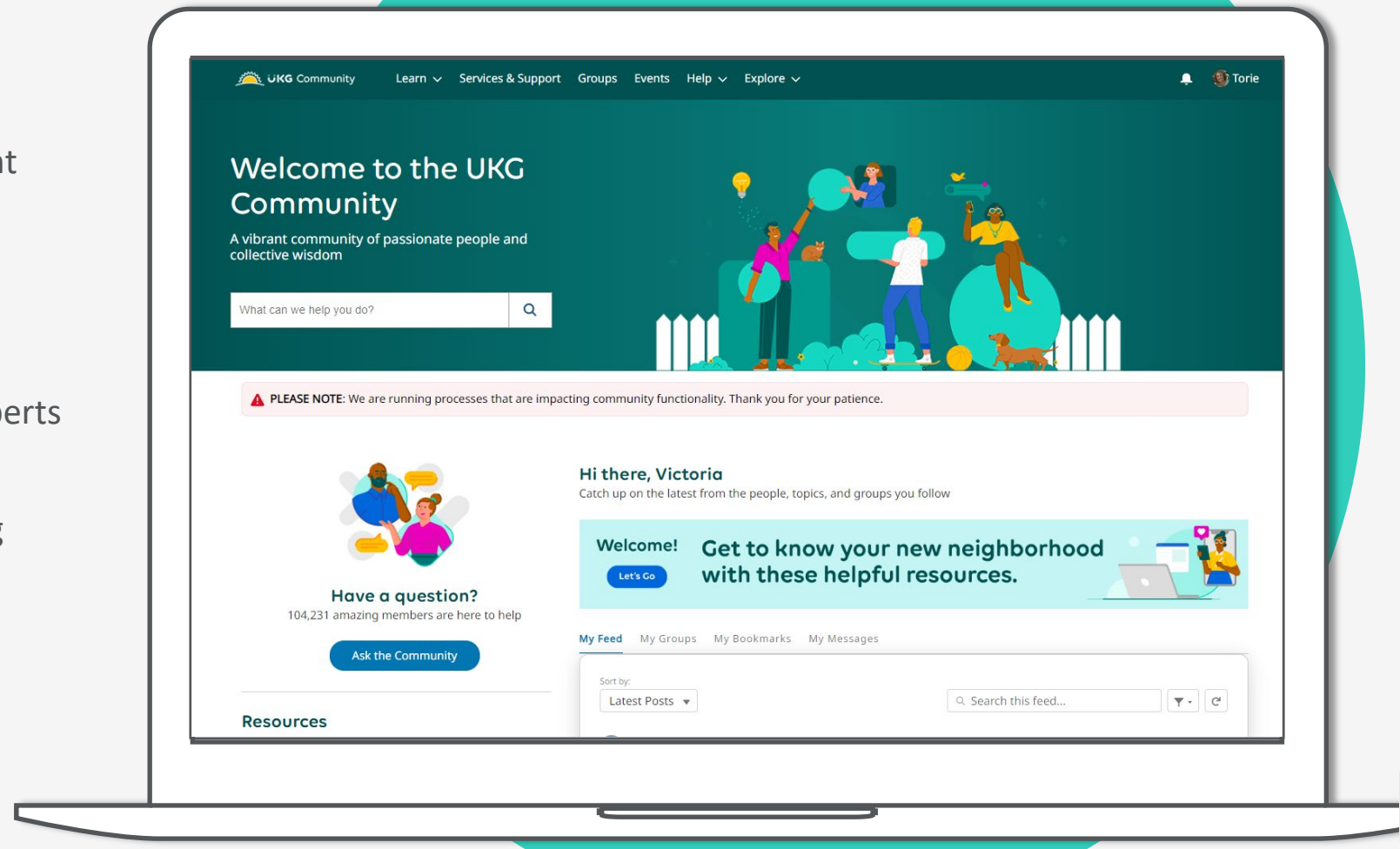
- Access training, knowledgebase articles, and product documentation
- Seek advice and answers from peers and experts
- Join groups, receive alerts and notifications
- Submit support cases and request consulting services and more!

Register for 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*



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

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Explore Learn About UKG Pro WFM Resources

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

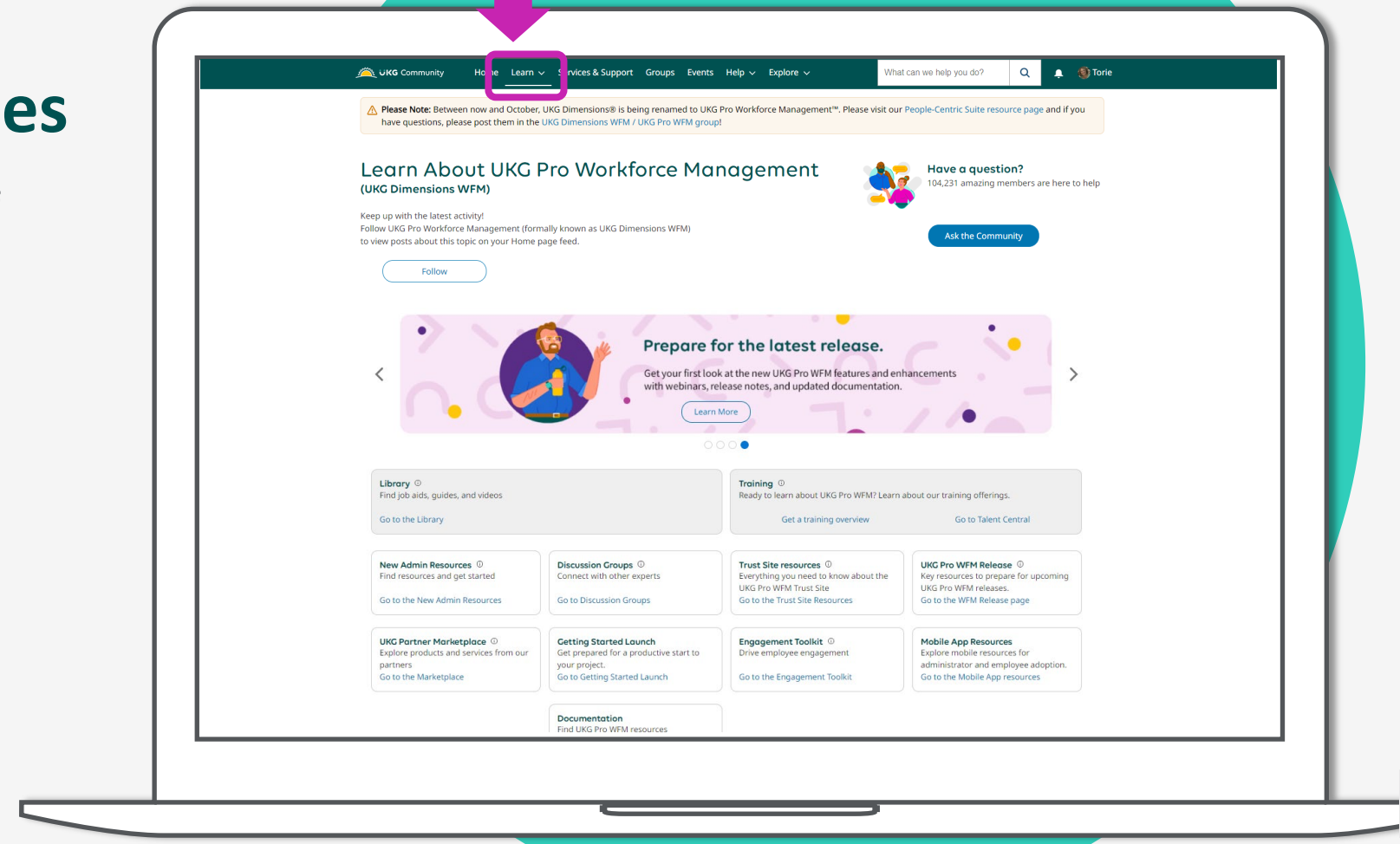
The Learn tab on UKG Community brings together all relevant product resources for your UKG solutions.

Learn Product Pages direct you to:

- Library documentation and webinars
- New administrator resources
- Release information
- Training (University), Trust Site and mobile resources, groups, and more.

[Explore Learn About UKG Pro WFM Resources]

Select UKG Pro WFM from the Learn drop-down menu



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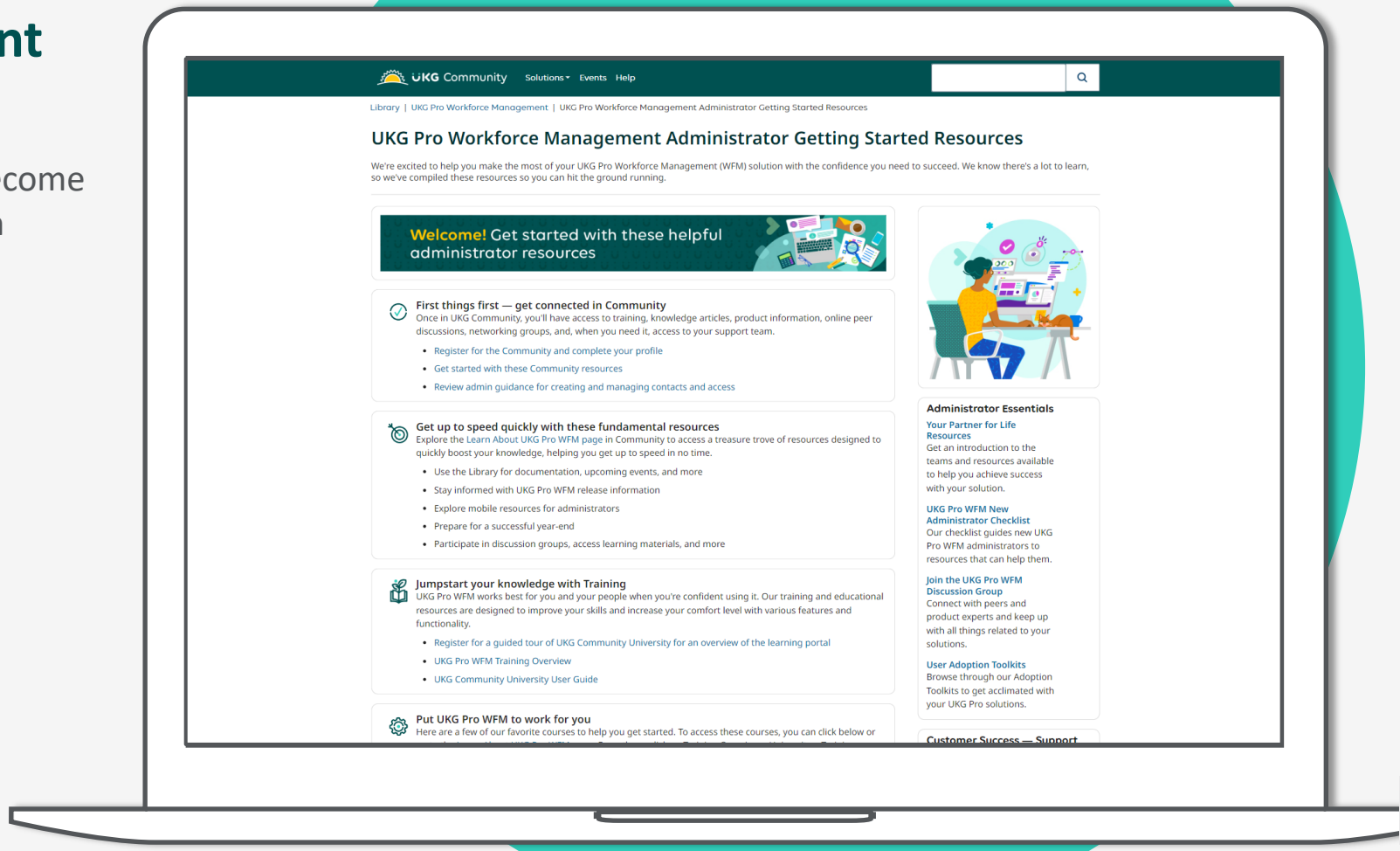
UKG Community

UKG Pro Workforce Management Getting Started Resources

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

- Get connected on Community
- Quick access to training and educational resources to improve your skills
- Top time-saving features and their courses
- Support overview and ways to engage

Visit the UKG Pro Workforce Management Administrator Getting Started Resources page to familiarize yourself with the resources above.



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Join Groups in the Community

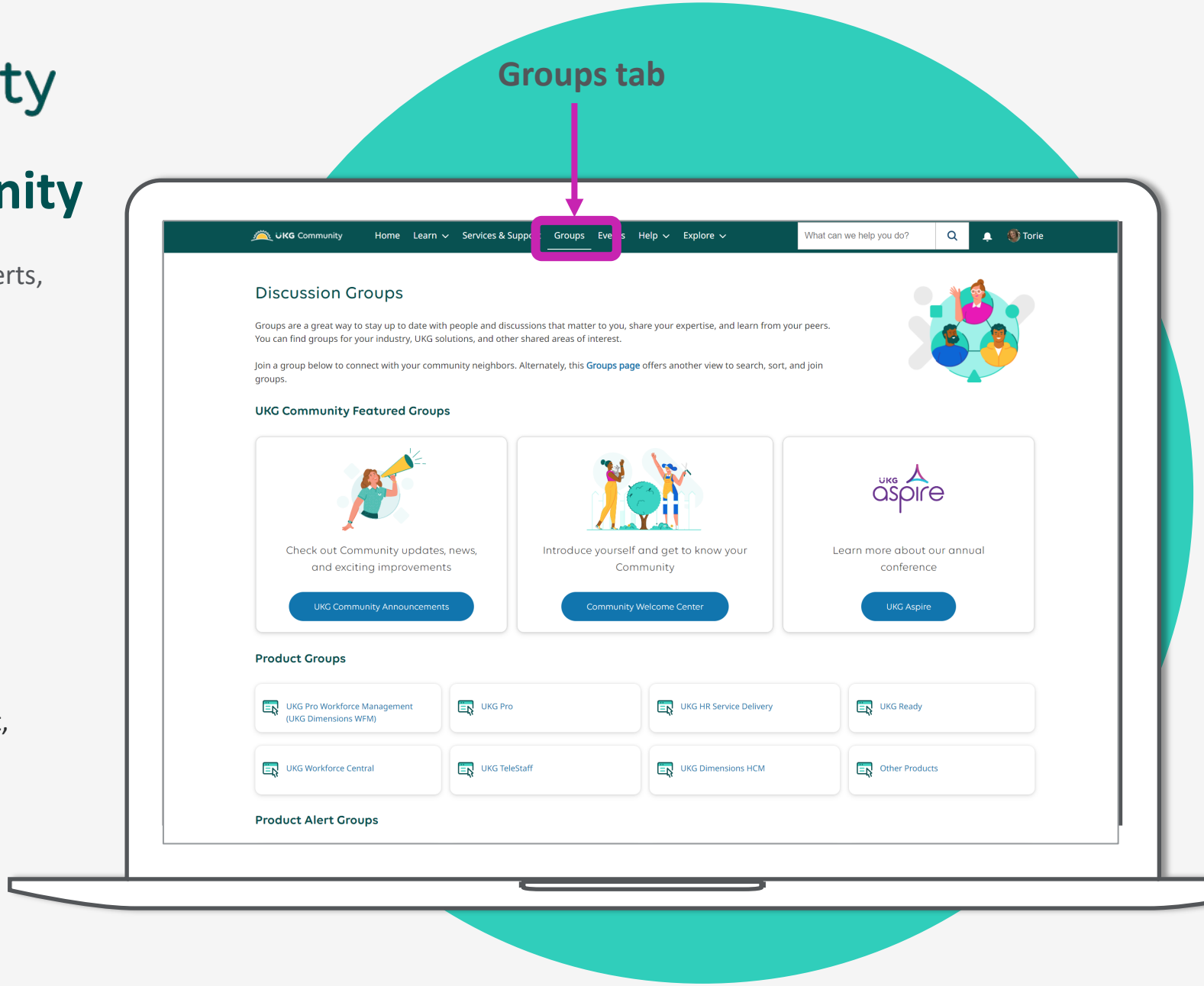
Network with fellow customers, connect with UKG experts, ask questions about your solution, and find release information, announcements, and more in the groups.

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



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

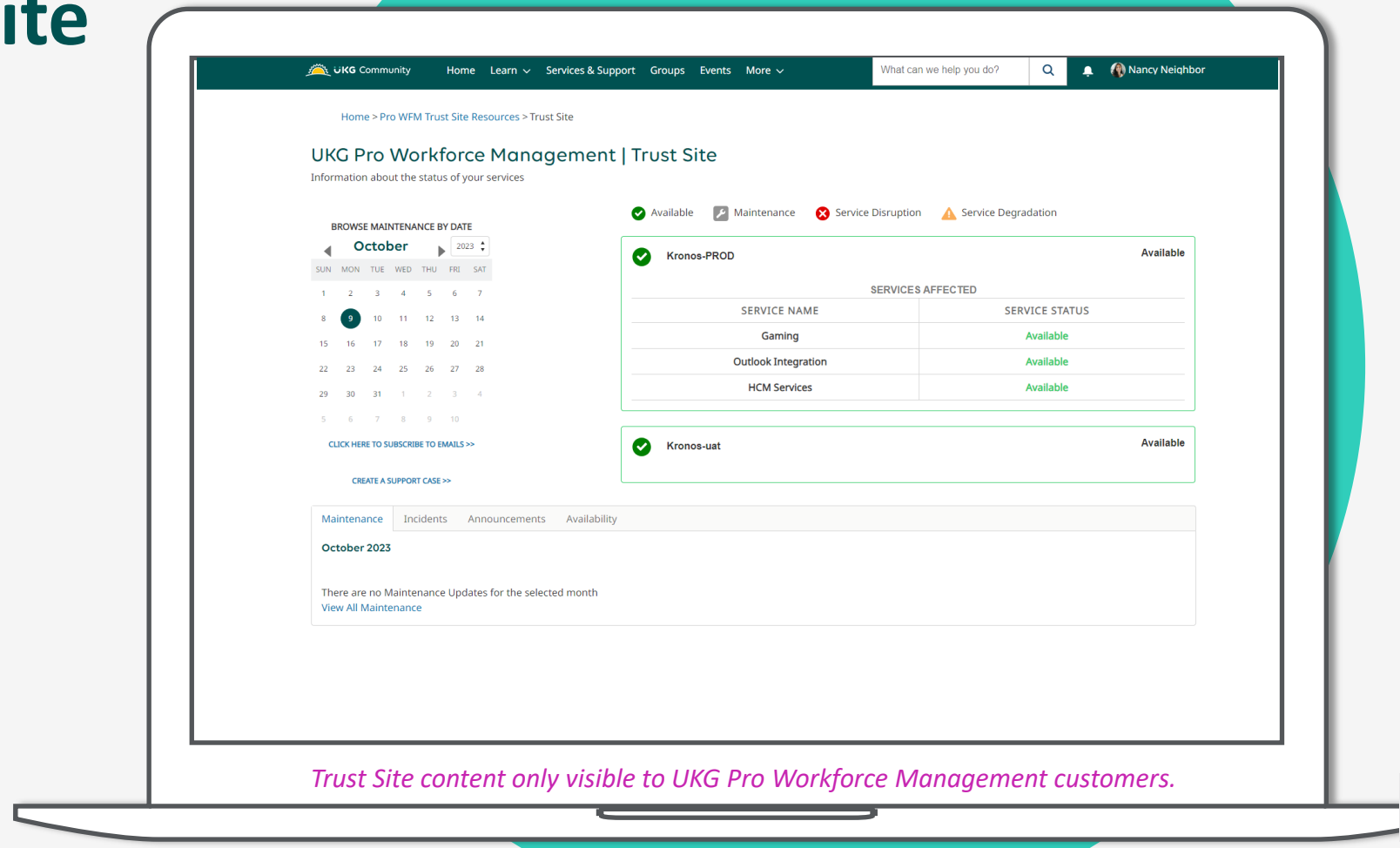
UKG Pro Workforce Management Trust Site

Monitor the status of your UKG Pro Workforce Management solution

Providing solution status information so you're always in the loop about the events that impact your solution.

- Real-time and historical data on system availability
- Incident notifications
- Maintenance schedules
- Release schedules
- Critical communications

Learn about your Trust Site and subscribe to notifications



Trust Site content only visible to UKG Pro Workforce Management customers.

*All Users must be logged in to see **all content** available.*

Unlimited Training for Life

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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

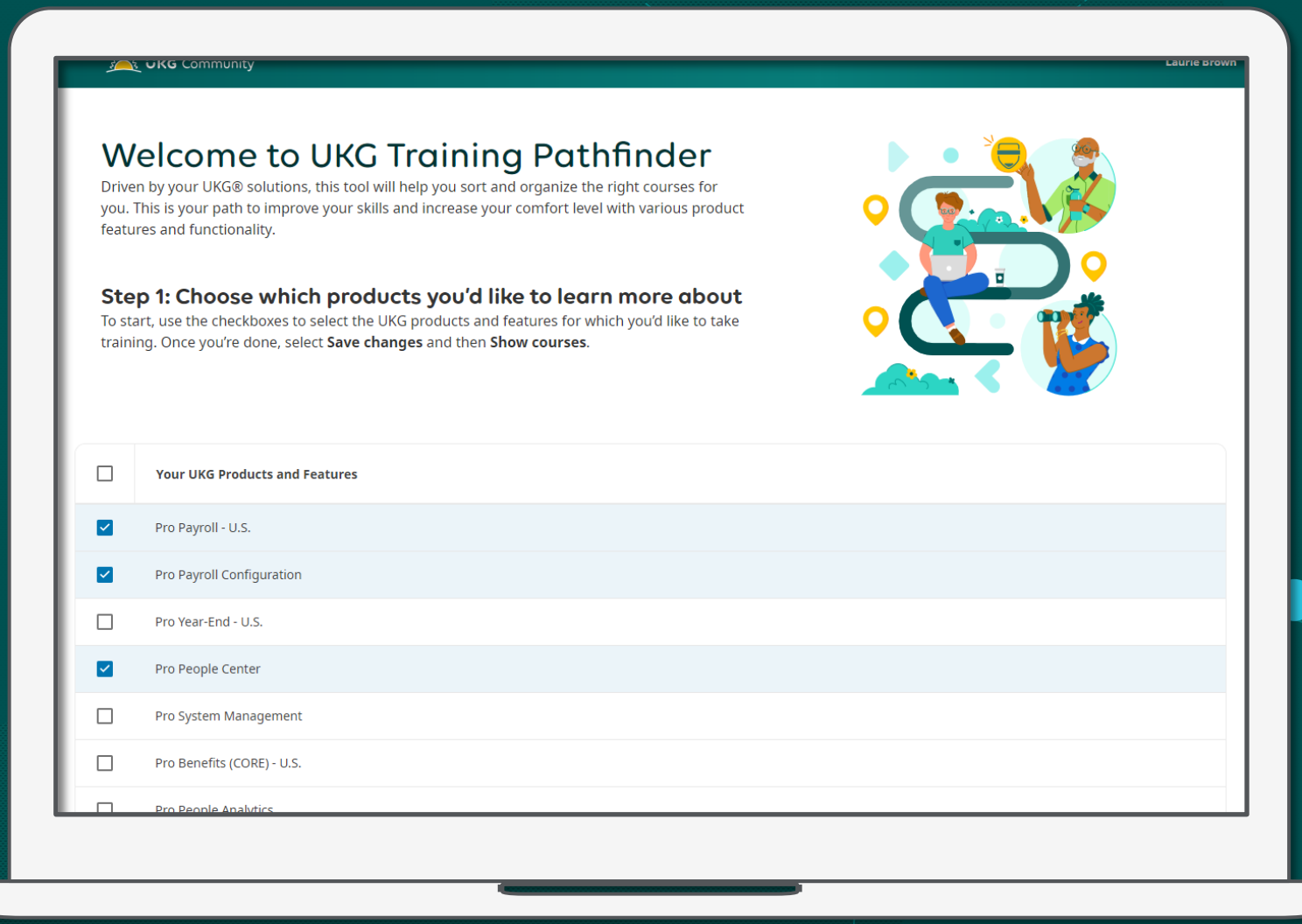
A training tool that helps you sort and organize your UKG University training courses

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



UKG Community

Earn badges for your learning achievements!

UKG Community University

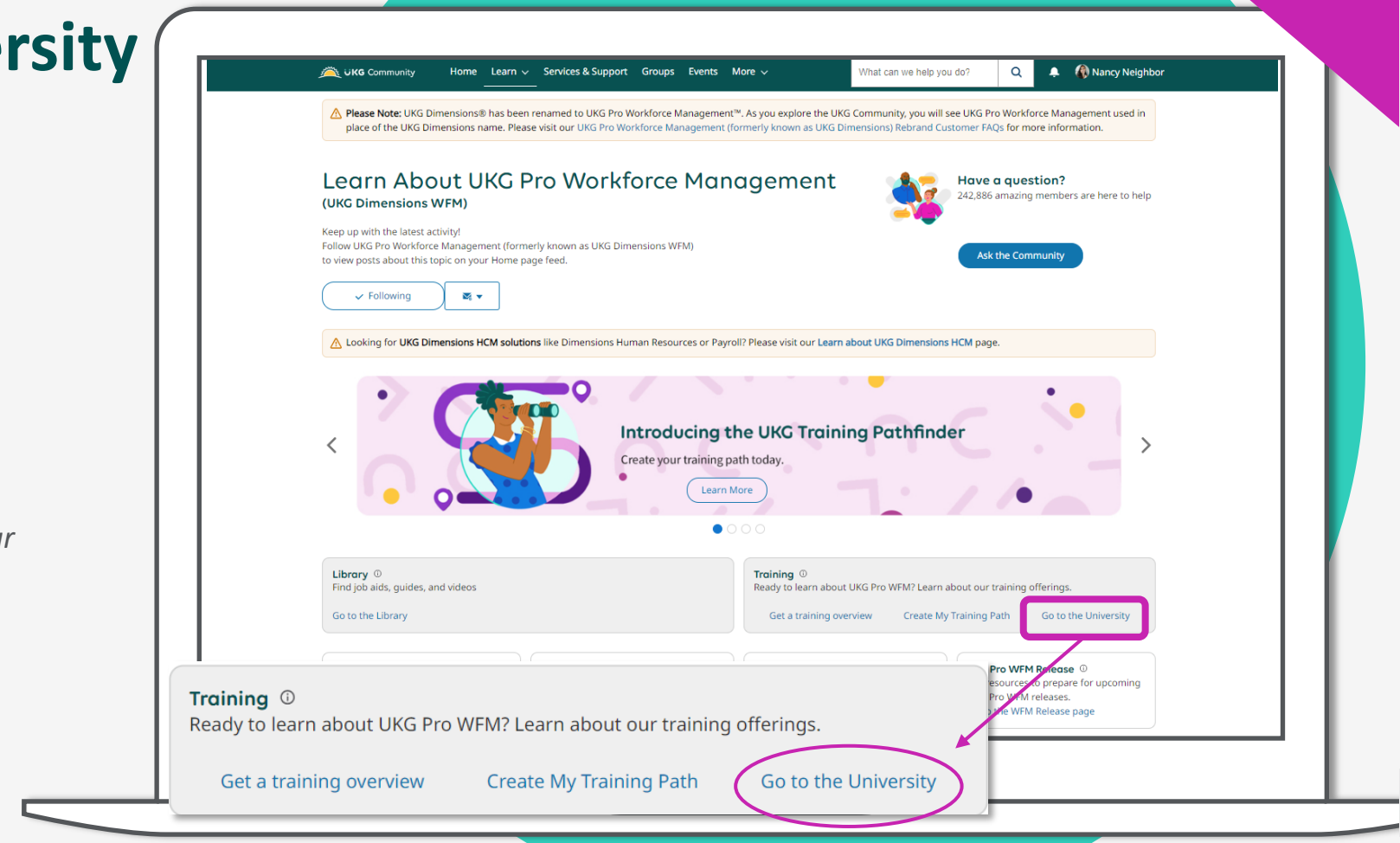
Training Resources

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

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UKG Support Resources

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 make sure 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

Watch for a Welcome to UKG Support email

Customer-Centric Support

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

Resolves technical issues

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

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Accessing UKG Pro WFM 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 WFM Resources
- Library documentation and webinars
- UKG Community University

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

- Create and manage customer Service Requests
- Services that require a Service Request

**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
- 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 (800) 394-4357

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

- Get Global Support phone numbers for other countries
- How to locate your Solution ID as a registered user

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New Administrator Getting Started Checklist

Here we have compiled a list of recommendations to help you and your team 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 Learn About Pro WFM 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
- Learn about the Pro Workforce Management Trust Site and subscribe to notifications

Thank You