UKG Pro
Review Email Delivery Settings
Guide

Contents

Configure Email Security

Email delivery issues can be caused by a simple misstep by a user in the process of sending emails. Review these initial steps before continuing through more advanced troubleshooting:

1. Ensure valid **From:** and **To:** addresses are included in all emails from UKG Pro™ applications:
    a. There are no blank **From:** fields.
    b. Email addresses have the correct spelling.
    c. Recipient email addresses are associated with valid mailboxes.
2. Check Spam, Quarantine, Trash, Junk filters, email rules, and folders.
3. Configure email security to allow UKG to send emails on behalf of your company's domain.

Emails Sent From UKG Pro

UKG Pro emails are sent from UKG's data center directly to the servers listed in the Simple Mail Transfer Protocol (SMTP) recipient domain MX (Mail Exchanger) records.

If emails are sent from UKG Pro using your domain addresses in the **From:** field using spoofing, have your IT team configure your DNS/SPF records to approve sending from our following IP addresses, as shown below.

Configure Sender Policy Framework (SPF)

*   To use an **Include Statement**, use this domain that includes all necessary Internet Protocol (IP) addresses:
    o **include:_spf.ultipro.com**

*   To add by **IP Address**, use **IP4:address** and these IP addresses:
    o **Atlanta** - smtp.ultipro.com or 208.86.168.7

    o **Las Vegas** - secmail.ultipro.com or 135.84.68.123

    o **Toronto** - secmail.ultipro.ca or 206.152.14.54 / 135.84.79.54.

    Note: Each email relay act as redundancy for each other, therefore it is recommended to use the include statement or whitelist all IP addresses listed here.

Configure DomainKeys Identified Mail (DKIM)

ultipro.com or ultimatesoftware.com

Ultipro.com and UltimateSoftware.com emails are sent with a DKIM signature that references the respective Domain Name System (DNS) servers. This configuration allows UKG to rotate keys. No additional configuration is needed on your end. The link below can be used to check UKG's most up-to-date client domain key configuration for ultipro.com: mxtoolbox

You can check the headers of any email from a UKG Pro domain and see if DKIM passes, which means the message's integrity is confirmed. For example:

Authentication-Results: mx.google.com;
dkim=pass header.i=@ultipro.com;

With the combination of our existing DKIM and SPF record configuration, whoever receives an email from UKG Pro from these domains can verify that the email:

- Came from the sender it claims to come from.

- The message content has not been modified in transit.

Domains other than ultipro.com or ultimatesoftware.com

UKG supports DKIM signing on behalf of spoofed domains. You may open a support case to find out about the steps needed to have DKIM configured. Be sure to include the following information when opening a case:
- Domain or domains that will have DKIM signing enabled.

- If there are any subdomains.

Support for TLS Encrypted Communication for Outbound Emails

UKG utilizes opportunistic Transport Layer Security (TLS). If your email service supports TLS encryption, the email communication will default to using TLS. Check with your IT department if your email service leverages TLS.

- You also have the option of using forced TLS which can be configured by an Ultimate Kronos Group representative per request by opening a support case. When forced TLS is enabled for email communication, if your organization's TLS certificate expires or is revoked, email will stop flowing.

Configuration for UKG Pro Products and Features

Depending on what products you are using, additional IP addresses may need to be whitelisted to ensure email is received accordingly.

Benefits Prime	If using SPF (TXT) DNS, you must update your records to add the PlanSource sending address **exists:%{i}.spf.hc1986-95.iphmx.com** If the recipients are having trouble receiving emails from Benefits Prime, you must add the Benefits Prime sending email IP address to your SPAM filter whitelist: **216.71.150.115**
UKG Community	Emails will come directly from the Salesforce email servers. IP address information can be found here: https://help.salesforce.com/s/articleView?id=000388992&type=1
Communication Broadcast / Citrix Portal Email Tokens	Amazon SES IP ranges: 54.240.30.118 to 54.240.30.125 **Note:** Sender email address may be: @notifications.ultipro.com, @notifications.ukg.net, @notifications1.ukg.net
SaaS Email Server SPF Records **(for example, Emails from Core, BI, Talent products, Time products, etc.)**	Include: _spf.ultipro.com IPv4 addresses: • 208.86.168.7, • 135.84.68.123 • 135.84.79.54 • 206.152.14.54
Newswires	• Email address: hello@ukg.com • IP addresses: 204.92.19.156, 209.17.49.88 • IP address range: 209.17.50.94 -209.17.50.96
UKG Secure Email	• Email address: postoffice@ukg.com, ultimatesoft_hosted@ultipro.com • Mimecast IP ranges, 208.84.65.109
UKG Pro Learning	UKG uses Amazon SES services for sending emails. These are the IP ranges provided by Amazon: • 199.255.192.0 - 199.255.195.255 • 199.127.232.0 - 199.127.235.255 • 54.240.0.0 – 54.240.63.255

General email from UKG and UKG Employees	UKG leverages Mimecast services. If there are issues receiving emails from @ukg.com address, we recommend whitelisting by the UKG.com domain. Alternatively, whitelisting by IP address may be done. However, the IP range may rotate between any of the following ranges: Mimecast IP ranges: 207.211.31.0/25 205.139.110.0/24 216.205.24.0/24 63.128.21.0/24 185.58.84.93/32 207.211.41.113/32 207.211.30.64/26 207.211.30.128/25 Please see the ukg.com MX records for details on the current range being used.

Non-spoofing Options in UKG Pro

Configured by Product

Certain products offer different types of email configuration. This functionality is determined by each UKG Pro product e.g.: UKG Pro Web, Onboarding, Recruiting, Business Intelligence, Time and Attendance, Time Management.

You can open a support case in the UKG Community for assistance to learn about available configuration options.

Considerations

- There is no option to configure an email to send from UKG Pro to external mail servers.

- There is no option for user authentication from UKG Pro to mail providers (for example, Office 365, Gmail) for the purposes of sending email as an individual user (first.name@domain.tld) or group (group@domain.tld). This would have UKG Pro act as a mail client or Mail User Agent (MUA) and emails sent through external mail servers before going to the recipient cannot be accomplished.

- When sending emails from UKG Pro, it is not possible to automatically add a recipient to the **BCC:** field for all mail sent to/from an address. It may be possible to do this with a particular product. Please open a support case if you have any questions regarding this topic.