

# Support Quick Reference Guide

## The UKG Community is your gateway to support resources and services!

The UKG Community™ helps you successfully navigate your UKG solution by putting tools and resources at your fingertips. This collaborative, intuitive online space connects you to extensive self-service resources and helps you find answers quickly. When needed, opening a case is just a few clicks away.

### First things first: Get access

Not a member? Here's how to get access to the UKG Community:

Go to [community.ukg.com](https://community.ukg.com)

- Click the **Login** icon at the top right of the page
- Click **Register**
- Enter your Solution ID\* and click **Validate**
- Fill out your profile and click **Save**

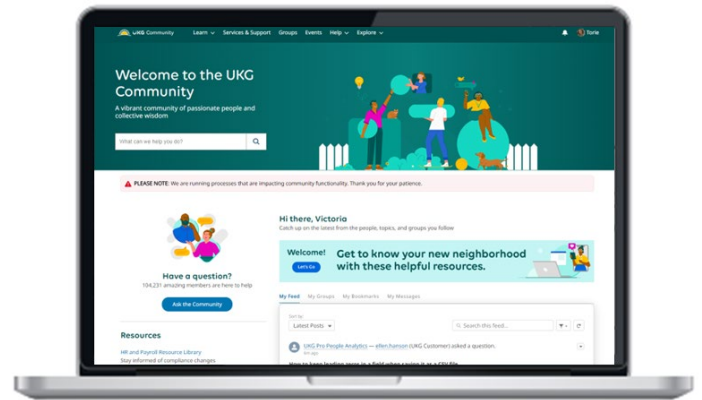
Check out the [Community Customer Self-Registration and Access Process](#) for step-by-step instructions on registering for the UKG Community, creating a contact, and requesting additional access.

*To register for the UKG Community and when calling support, you will need your organization's Solution ID. If you do not know your Solution ID, ask your UKG administrator or a registered colleague. They can locate your Solution ID as a registered member in this [job aid](#).*

### Take a spin through the Community

Once you register, you'll be able to find the answers and assistance you need — when you need them. You can:

- Access knowledgebase articles and product documentation
- Ask questions and get answers from peers and subject matter experts
- Sign up for alerts and notifications
- Open support cases and request billable consulting services
- And more!



### Get to know your Community

[Tour and explore your new neighborhood](#) to get a quick overview of how it works and where you can find things. If you'd like a deeper dive, [check out the UKG Community Resources page](#) to see all the resources available in the UKG Community.

Getting started with the [UKG Community Member Guide](#) is a great place to get comfortable navigating all the resources and functionality offered to find what you need when you need it.

### Visit the Learn Product pages to get resources for your UKG Solution

Looking for a resource to help you quickly finish a task? Learn Product pages bring together all relevant resources organized by product solutions. Learn Product Pages direct you to Library documentation, release information, training, help articles, groups, and more.

To access product learning pages, select Learn from the top navigation bar.

## Get to know your support resources

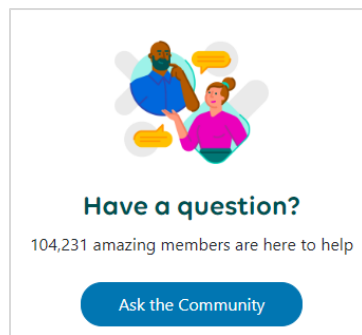
### Find what you need with powerful search capabilities

The UKG Community is fully searchable, with a search bar that will make appropriate suggestions to help you optimize your search term and access the best possible answer. Results include resources such as knowledge articles, product documentation, cases, discussions, groups, ideas, and people.

[Review best practices for searching on Community.](#)

### Have a question? Ask the Community.

Over 100,000 active members enable you to connect with like-minded peers, ask questions, get tips and tricks from our experts, and more – it's your one-stop shop for everything you need to succeed.



Submit a question to your UKG Community peers by selecting “Ask the Community” on the home page.

### Find common solutions in knowledgebase articles

Looking for advice on how to use and troubleshoot your solution? UKG experts routinely publish knowledge articles that provide solutions to the most common questions asked. Articles are searchable in the search bar, providing simple-to-follow tutorials to help you navigate and troubleshoot your solution.

### Locate product documentation

Want access to product documentation and how-to guides for your product? No problem. Head to your solution's Learn page and click on the Library tile to review your solution's product documentation for more in-depth information about a product or feature.

## Our support team is here for you when you need us

### Looked for the answer but still need help?

If you still have questions after you've explored the Community self-service options, reach out to your support team. Our support model consists of success groups organized into small teams called Success Krews. You work with the same familiar team of experts and get access to expertise across the suite. This means fewer case pass-offs and quicker resolution for you.

The fastest way to reach your Success Krew is by opening a case in the UKG Community.

[How to contact UKG Support](#)

### Need to contact your support team?

Opening a case is easy:

- **Log in** to the UKG Community
- Click on the **Services & Support** navigational tab from the Home page
- Select **Create Case**
- Enter all required case details in the form
- Review recommended solutions
- Upload attachments if needed
- Click **Submit**

Referencing the product name and version in the case title will help speed up the processing of your case.

[Review step-by-step instructions for creating and managing cases.](#)

### Support case management tips

- When opening a case, your account will be automatically selected. For multiple accounts, select the desired account from the drop-down list.
- You may be asked if your case is related to UKG Pro Pay or UKG Pro Tax and Payment Services. If the case regards these services select yes and continue entering case details; otherwise, select no.
- Enter the job category, product solution, and primary area that best describes the item for which you are creating a case.

- If you receive an error message, include the error text in the case issue description, add an attachment if needed, and submit.
- If multiple cases are open simultaneously, managing them is simple when you filter by case owner, case status, or date range.
- If you're a customer or a partner with multiple Solution IDs, filter by your Solution ID for quick access to the case you want.



## Rapid Response and Mission-Critical Support — 24/7

Critical support services accelerate problem resolution, minimizing business disruption and reducing unforeseen downtime.

If you need urgent assistance with your UKG solution, please call us immediately at the support number below for your location or solution. When you call, please be prepared to provide your Solution ID.

**Rapid response and critical support are available during business hours, after-hours, weekends, and holidays.**

**United States and Canada** - +1 800 394 4357

**UKG Pro suite** - +1 888 874 6086

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

## Service Requests

Service Requests are great for requesting consulting services to enhance your solution or assistance with something new. An example of a Service Request is creating or changing a custom file feed/vendor interface, a new report, or a new system configuration. Unlike Support Cases, Service Requests are delivered by our Professional Services team.

You can easily create and manage customer service requests\* based on your UKG solutions directly from the Community.

[Here is an overview of the steps to create and manage service requests.](#)

\*To create a service request, you must be registered for the Community and designated as a Service Request User. [Learn how to manage Community contacts and access.](#)