



Frequently Asked Questions and Answers

UltiPro Mobile App

OVERVIEW

Contains questions and answers about the UltiPro mobile app.

GETTING STARTED

Q. What is the UltiPro mobile app?

A. The UltiPro mobile app delivers instant access to relevant information and tools for employees who use UltiPro as their system of record for HR, payroll, and talent management.

Q. Which versions of iOS (Apple) or Android (Google) software does the UltiPro mobile app support?

A. The UltiPro mobile app supports devices running iOS 10.3 or later and Android 5 or later.

Q. How do I reset my UltiPro password?

A. You can reset your UltiPro password by navigating to the login page and clicking on the “Forgot my password” link. Follow the instructions on your screen to reset your password.

Q. How do I use the Touch ID functionality?

A. When you log in to the UltiPro mobile app for the first time, you will be asked to register for Touch ID validation. You can also enable this functionality later, via the app settings.

Q. How often will I receive mobile app updates?

A. Updates will be released monthly.

Q. Why should I update the UltiPro mobile app to the latest version?

A. Running the latest version of the UltiPro mobile app ensures that you have the best and latest enhancements and fixes.

Q. How do I update the UltiPro mobile app to the latest version?

A. For iPhone users, navigate to the App Store on your phone and click on the “Updates” tab. Search for the UltiPro app. If there’s a button next to it that says “Open,” then you are running the latest version of the app. If you see a button that says “Update,” you will need to click the button in order to update the app to the latest version.

For Android users, open the Google Play app store and select “My apps and games” from the menu. If the UltiPro mobile app needs to be updated to the latest version, it will be labeled “Update.” Tap “Update” to install the latest version of the app.

Q. What is the cost?

A. The UltiPro mobile app is free for all UltiPro users. Employees can download it from the app store on their preferred Apple or Android device.

Q. What is a company access code?

A. The company access code is a unique code, configured by your company’s HR department. You will need this code in order to access the UltiPro mobile app. Please contact your system administrator for more information.

Q. I have access to two different master companies. Can I access more than one company from the same app?

A. Yes, however, you will only be able to log in to one master company at a time and you will need to know both company access codes.

Q. I have entered the wrong Company Access Code. Can I remove the Company Access Code?

A. Yes, from the mobile app welcome screen, select the "X" next to the current company access code.

Q. I use Single Sign-On (SSO) to log into UltiPro. How does SSO work with the mobile app?

A. After you enter the Company Access Code and select Sign In, the login page will display both the direct login (username and password fields) and single sign-on (Sign In with Corporate Credentials link) options. The Sign In with Corporate Credentials selection will redirect you to your SSO vendor's page. After entering the SSO vendor credentials, the in-app browser page will close and you will be logged in to the UltiPro mobile app. Note: The first time you sign in through SSO, you can add fingerprint access. Doing so will allow you to bypass the SSO login process in future log in attempts.

If you receive an error after selecting the Sign In with Corporate Credentials link, it is likely that your company uses VPN to access UltiPro via SSO. You will need to enable VPN on your mobile phone to access the UltiPro mobile app. Contact your IT department if you are having issues accessing VPN on your phone.

Q. I see a "Cookies Need to be Enabled" message. How do I enable cookies?

A. Navigate to your phone settings and enable cookies for this app.

Q. Is the mobile app available for tablet devices?

A. Yes! The mobile app is available for tablet devices.

Q. Who should I contact at my company for additional support?

A. Please reach out to your manager or system administrator for additional support.

TOUCH ID, FINGERPRINT, FACE ID, AND NOTIFICATIONS

Q. How do I use Touch ID, Fingerprint, or Face ID functionality?

A. After you log in for the first time, you will be prompted to register using Touch ID, Fingerprint, or Face ID. Follow the directions that display on your mobile phone. You will also be able to enable this functionality from within the mobile app settings.

Q. I do not see the Touch ID, Fingerprint, or Face ID prompts on my mobile phone. Why?

A. Verify that the Touch ID, Fingerprint, or Face ID settings are enabled on your mobile phone. If you don't see the option, it's because your phone does not meet the security requirements needed.

Q. Does the Touch ID, Fingerprint, or Face ID access expire?

A. Yes, Touch ID, Fingerprint, or Face ID access is valid for 30 days. You will need to re-enter your credentials again after that period

Q. My spouse has their fingerprint saved on my mobile phone. Will they be able to access my UltiPro account using their Touch ID, Fingerprint, or Face ID?

A. Yes, anyone with Touch ID, Fingerprints. or Face ID stored on this device can sign in to your UltiPro account. You can configure Touch ID at any time in the UltiPro mobile app > Settings > Security page.

Q. When will fingerprint access functionality be available for Android devices?

A. If your phone supports fingerprint functionality and your manufacturer is connected to the latest google APIs, fingerprint access is available for your Android device.

Q. What happens if the Touch ID, Fingerprint, or Face ID authentication fails?

A. You will have three chances to enter your Touch ID, Fingerprint, or Face ID. After the third attempt, you will need to enter your mobile phone's passcode.

Q. What notifications will the mobile app send?

A. If enabled, an approver can receive a push notification when an employee submits a time off request. An employee can receive a push notification if an approver approves or denies a request. We will develop more notifications in future releases.

Q. Push notifications are not working. Why?

A. Verify that you have enabled push notifications from the UltiPro mobile app > Menu > Settings > Notifications.

MOBILE APP ACCESS

Q. Does the mobile app respect language preferences?

A. Yes, language preferences configured in UltiPro will work in the mobile app.

Q. What information is stored on my mobile phone? Is my Personal Identifiable Information (PII) secure?

A. Your Company Access Code and username are stored on your device. Your password is not stored on your device. All sensitive data including PII is stored using secure storage on your device.

Q. Are the web access rights that I already have in UltiPro the same in the mobile app?

A. Your system administrator will determine the access available to you in the mobile app. It may or may not match the access given to you in the UltiPro web.

Q. I have been using the UltiPro mobile website. What is the difference between the UltiPro mobile website and UltiPro mobile app?

A. The mobile website is accessible through a browser on a mobile device. The mobile app is accessible by downloading our UltiPro mobile app from the Apple app store or the Google Play Store. Our goal is to retire the mobile website and only have the mobile app available.

Q. I was just logged out of my session. How long does a session last?

A. The mobile app times out after 20 minutes of inactivity.

Q. The mobile app is logging me out after 20 minutes even if I am using it. Why?

A. This is a security feature developed to protect your data. The mobile app will not log you out after 20 minutes if you have set up a fingerprint on your device.

Q. How do I log out?

A. Navigate to the menu on the lower right-hand corner of the mobile. Select Sign Out.

Q. Will my UltiPro account be locked out after too many failed login attempts?

A. Yes, too many failed attempts will set your account to inactive. An administrator can reset the account or the user can use the Forgot My Password process.

Q. Why am I seeing an employee in the directory more than once?

A. The employee is in more than one component company. To verify, search for the employee in the UltiPro web to see the component companies that the employee is assigned.

Q. How do I search for an employee in the mobile app?

A. Select the search bar at the top of the screen. Enter the employee name. Select the employee name from the options that display.

Q. Can I restrict my employees from requesting Time Off (PTO) from within the mobile app?

A. Yes. From the UltiPro web, navigate to Menu > System Configuration > Security > Role Administration > select the role(s) > Mobile App Access Rights > Myself > Time Off (PTO). Verify that the Add permission is not checked.

Q. How far back can I view my pay history?

A. You have access to all of your pay statements through the mobile app. Navigate to your pay history and scroll down.

Q. Can I print or export my pay statement?

A. Yes! You can do this directly from the mobile app. Navigate to the pay statement to print or export and select the export button at the top right.

Q. My pay statement is incorrect on the mobile app. Why?

A. First review your pay statement in the UltiPro Portal to make sure the pay statement on the portal is different from what appears in the mobile app. If there is a difference, then there may be an issue with the mobile app. Contact your human resources administrator to report the differences.

Q. What should I do if I encounter any issues while using the mobile app?

A. Capture a screenshot on your phone. Then, select Menu in the mobile app to copy the support code. Send both the screenshot and the support code to your system administrator.

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