



Using UKG at PAI

Training to completed initially upon hire
& annually in November

PAI partners with UKG to manage employee self-service tasks.

This gives PAI employees control to view & submit timesheets, request changes, request time off & view their schedules.

This training will provide a refresher on using UKG for the following:

- ✓ Downloading the UKG App
- ✓ Clocking in/out
- ✓ Viewing “real time” timeclock
- ✓ Requesting timesheet changes
- ✓ Submitting timesheet
- ✓ Requesting time off [PTO]

Let's get started



...

You probably already have the app downloaded on your phone but incase you don't or are needing to set-up a new phone, the next few slides show you how

...

Download the Mobile App:

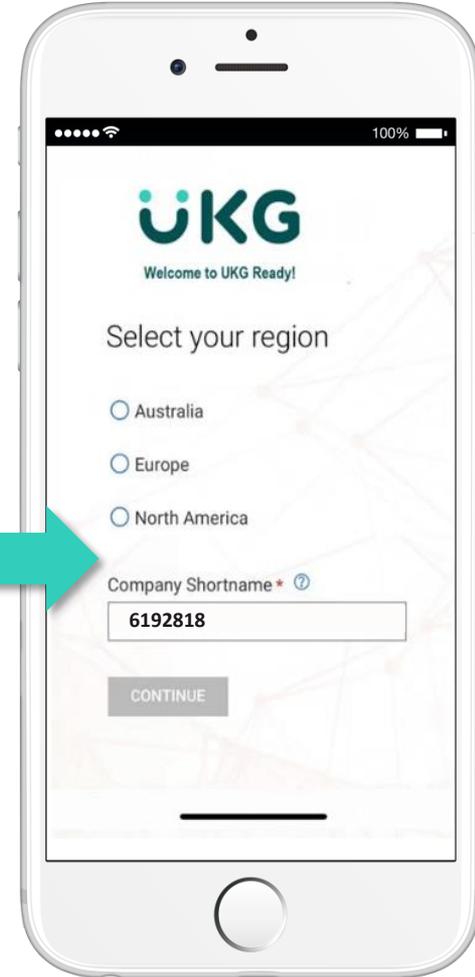
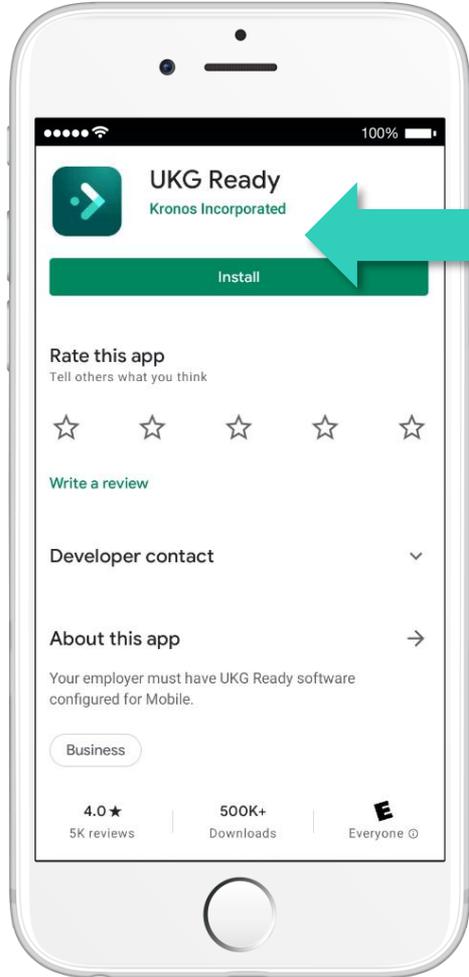
Go to your device's app store and search for **UKG Ready**

There are several UKG apps, make sure to download the correct one

Set Up the Mobile App:

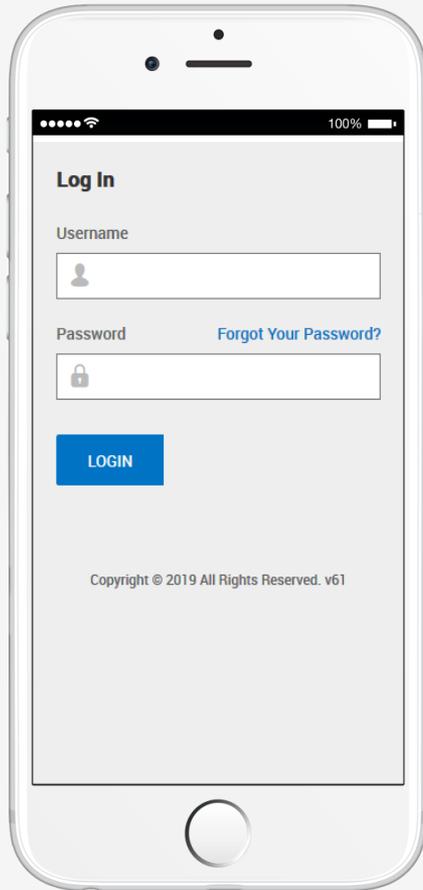
Select the region:
North America

Enter company shortname:
6192818



Log in on the App

Open App
Enter your username
Enter your password
Tap login



Log in on the Browser

A screenshot of a web browser login page. The page is titled "Log in" and shows the time "8:02 AM [CDT]". It contains two input fields: "Username*" with a person icon and "Password*" with a lock icon. Below the fields is a large teal "Login" button. At the bottom, there is a blue link "Forgot your password?".

Go to <https://secure6.saashr.com/ta/6192818.login>

Enter your username

Enter your password

Tap login

Virtual Code Authentication [VCA]

VCA is a method for verifying identity using a six-digit code sent to your phone or email. The code is used in addition to your username and password. VCA helps us to protect your sensitive personal data.

Get Setup...

Enter your phone numbers and email

Phone number for text messaging

Phone number for voice call

Email address

Configure Virtual Code Settings

Please verify that your contact information below is correct. If it is incorrect, enter in a valid Mobile, Phone and/or Email in order to receive a token code for future login.

At least one of the three methods below is required. As a best practice, enter in as many of these three as possible.

For the purposes of providing increased security the phone number entered will be shared with a third party to transmit a multi-factor authentication token.

 999-999-9999 

 999-999-9999 

 ben.edwards@mycompany.com 

SAVE

Getting Your Virtual Code Authentication Code

1. Select a method to receive your code
2. Click the **Send...** button
3. Enter your code
4. Click the checkbox to save the code to your browser
5. Click the **Continue** button

To get your password reset

Follow the password reset prompts (on both the mobile app and browser)
UKG will send you password reset information to your PAI email

Configure Virtual Code Settings

Please select one of the following methods to validate your identity. A code will be sent to the method chosen.

You will need to enter this code after you receive it. It should only take a moment to receive it once you've made your selection.

Info Message:

Text message was sent successfully. Enter in the code you've received in the field below.

To eliminate this step for future logins on the current device, use the check box.

Methods: Text Message Voice Email

Text message will be sent to: *****9058

SEND TEXT MESSAGE

 149124

- By checking this box, the system will not require the entry of a code from this browser and computer with each login. If you do not login from this device at least once in the previous 30 days, the system will require a new verification code sent to you.

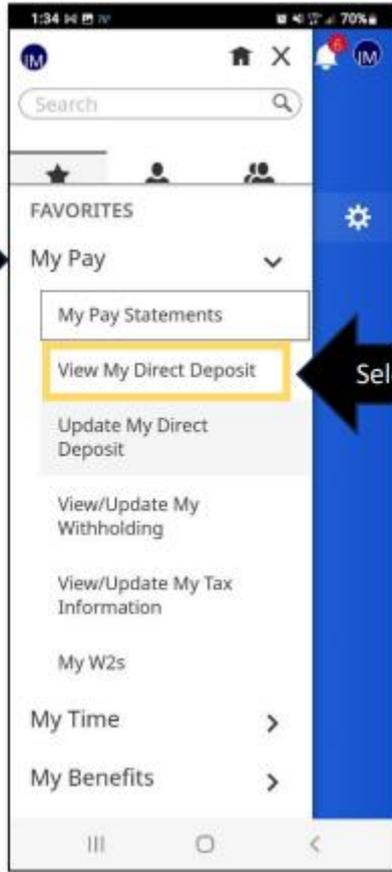
CONTINUE

E-consent for Electronic Paystubs - App

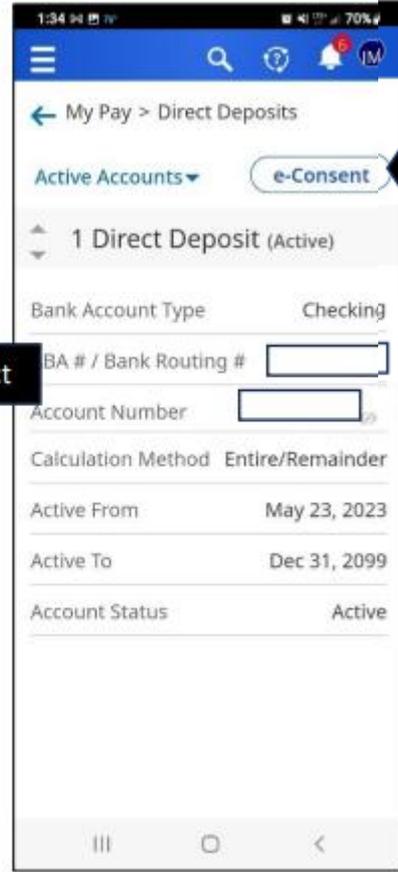
If you would like to save trees and receive an electronic paystub [rather than a paper copy] each pay period, complete the following steps.



Select "My Pay"



Select



It will require you to enter your password as a signature.

E-consent for Electronic Paystubs - Browser

If you would like to save trees and receive an electronic paystub [rather than a paper copy] each pay period, complete the following steps



A screenshot of a web application interface. The top navigation bar includes 'Home', 'Team', and a settings icon. Below the navigation bar is a 'Start' section with icons for 'My Employees', 'My Team Timekeep...', 'Reports', 'My Information', 'My Pay', 'My Time', 'My Benefits', and 'My Company'. The main content area is divided into three sections: 'Links', 'My schedule / My time off', and 'My timesheet'. The 'Links' section has a 'Quick Links (25)' list with 'Direct Deposits' highlighted in a yellow box. A dashed yellow arrow points from this box to the 'e-Consent' button in the 'Direct Deposits' form. The 'Direct Deposits' form shows 'Active Accounts' with one active deposit. Fields include 'Bank Account Type' (Checking), 'ABA # / Bank Routing #' (empty), 'Account Number' (empty), 'Calculation Method' (Entire/Remainder), 'Active From' (Nov 1, 2018), and 'Active To' (Dec 31, 9999). A large black arrow points from the text 'It will require you to enter your password as a signature.' to the 'e-Consent' button.

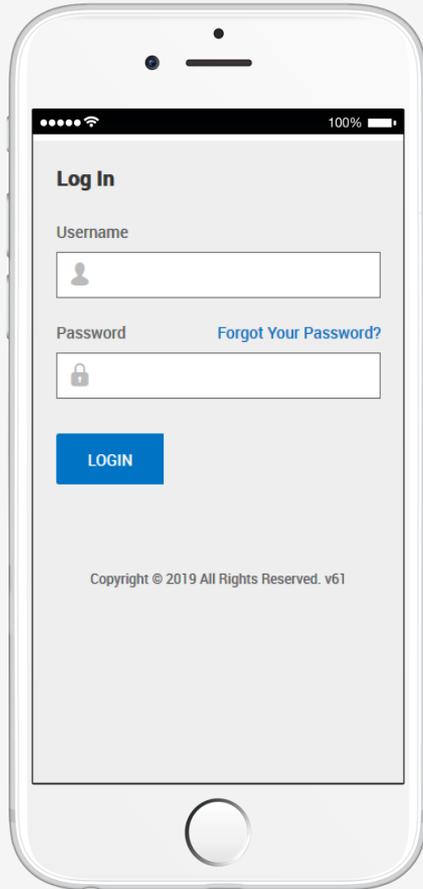
It will require you to enter your password as a signature.

e-Consent

UKG Common Tasks

Log in on the App

Open App
Enter your username
Enter your password
Tap login



Log in on the Browser

A screenshot of a web browser login page. The page is titled "Log in" and shows the time "8:02 AM [CDT]". It contains two input fields: "Username*" with a person icon and "Password*" with a lock icon. Below the fields is a large teal "Login" button. At the bottom, there is a blue link "Forgot your password?".

Go to <https://secure6.saashr.com/ta/6192818.login>

Enter your username

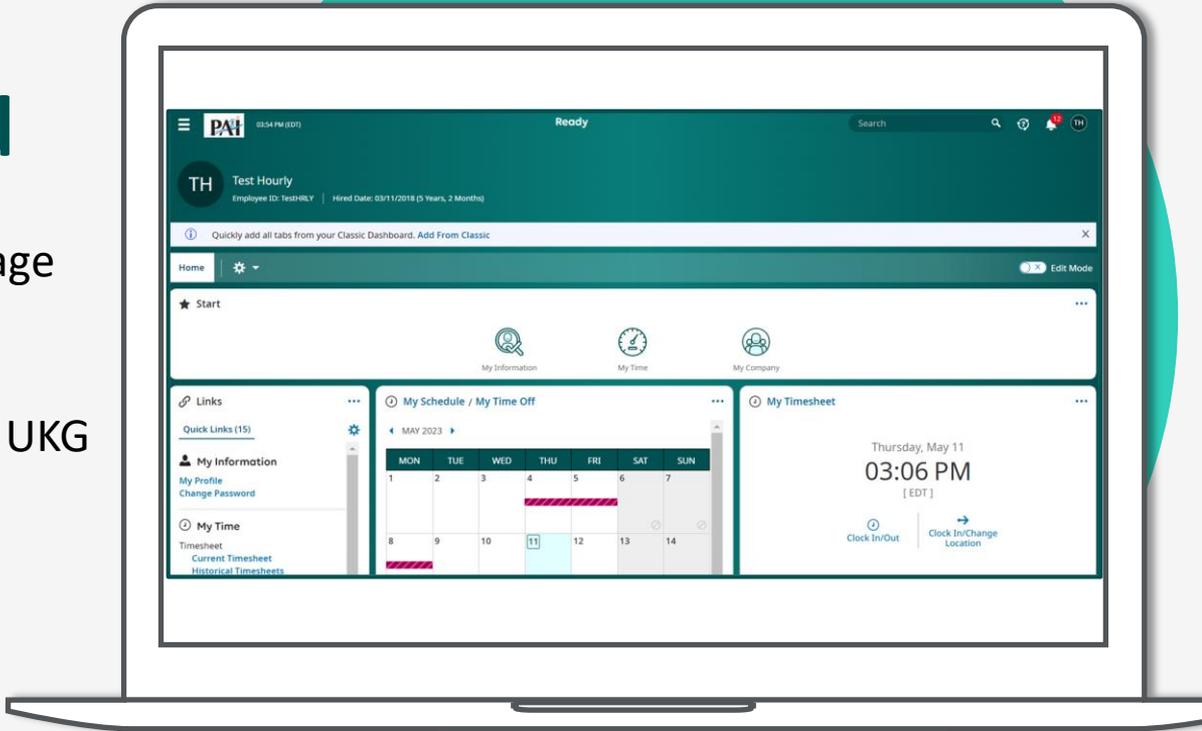
Enter your password

Tap login

Home Dashboard

The Home Dashboard is the first page that will appear when you log in.

From here you can navigate within UKG and access your information.



Clocking In & Out

Online and from the mobile app

The screenshot shows the PAH web browser interface. At the top, it displays the time as 03:54 PM (EDT) and the user's name 'Test Hourly' with employee ID 'TestHRLV' and hire date '03/11/2018 (5 Years, 2 Months)'. Below this is a search bar and a 'Home' button. The main dashboard includes sections for 'My Information', 'My Time', and 'My Company'. A 'My Schedule / My Time Off' calendar is visible, showing a red bar on Thursday, May 11. The 'My Timesheet' section is highlighted, showing the date 'Thursday, May 11' and the time '03:06 PM [EDT]'. Below the time, there are two buttons: 'Clock In/Out' and 'Clock In/Change Location'.

Click Here to clock in/out

The screenshot shows the PAH mobile app interface. At the top, it displays the time as 'Thursday, May 11 03:07 PM [EDT]' and the message 'You clocked in at 03:58pm'. Below this, there are two buttons: 'Clock In/Out' and 'Clock In/Change Location'. A yellow arrow points from the 'Click Here to clock in/out' text to the 'Clock In/Out' button in the app. A teal arrow points from the 'Multi-Site Staff' text box to the 'Clock In/Change Location' button in the app.

Multi-Site Staff
Remember to Change your Clock in location!
Click here and select current site from list

Viewing Time Sheet

You can view your current and past time sheets online or from the mobile app.

The screenshot displays a mobile dashboard with a white background and a teal header. At the top, there is a 'Start' section with three icons: 'My Information' (a magnifying glass over a person), 'My Time' (a clock), and 'My Company' (a group of people). Below this, there are three main sections: 'Links', 'My Schedule / My Time Off', and 'My Timesheet'. The 'Links' section on the left contains a 'Quick Links (15)' section and two main categories: 'My Information' with links for 'My Profile' and 'Change Password', and 'My Time' with links for 'Timesheet', 'Current Timesheet', and 'Historical Timesheets'. The 'My Schedule / My Time Off' section in the center shows a calendar for 'MAY 2023' with days of the week (MON, TUE, WED, THU, FRI, SUN) and a grid of dates. The 'My Timesheet' section on the right shows the date 'Thursday, May 11' and the time '03:06 PM [EDT]', along with buttons for 'Clock In/Out' and 'Clock In/Change Location'. A yellow callout box with a yellow arrow pointing to the 'My Time' icon and another yellow arrow pointing to the 'My Time' link in the 'Links' section contains the text: 'Navigate to “MyTime” use the widget at the top of your dashboard or the links on the lefthand side of the page'.

★ Start

My Information My Time My Company

Links

Quick Links (15)

My Information

My Profile
Change Password

My Time

Timesheet
Current Timesheet
Historical Timesheets

My Schedule / My Time Off

MAY 2023

MON TUE WED THU FRI SUN

1
8

My Timesheet

Thursday, May 11
03:06 PM
[EDT]

Clock In/Out Clock In/Change Location

Navigate to “MyTime”
use the widget at the top of your dashboard
or the links on the lefthand side of the page

Viewing Your Timesheet

Click the pay period arrows to view past/current pay period timesheets.

Available timesheet actions are at the top of your timesheet.

← Timesheet Edit ⓘ 🔒 Save Submit Change Request ...

📅 May 08, 2023 - May 21, 2023 ▶ Open 🗨️

Time Entry | Exceptions | Calc Detail | Calc Summary | Counters | Summary By Day

54.50 hrs Worked Hours 2.00 hrs Time Off Hours 0.00 hrs Overtime Hours

▼ Date	From	To	Raw Total	Calc. Total	In Date	Time Off	Dept	Location	Notes
▼ ! MON May 8 7:15a - 3:15p Parkway	! EARLY OUT	SHORT SHFT							
	e 07:15 am	e 03:00 pm	7.75	7.75	MON May 8		Direct Support Professionals	Parkway	🗨️
			7.75 hrs	7.75 hrs					🗨️

Click the date bar to show or hide your time for that date.

Requesting Changes

There are some items on the timesheet that you will not have permission to edit directly on your timesheet. When you need to make a change to information that you don't have the ability to change, such as a punch time, you will need to submit a timesheet change request.

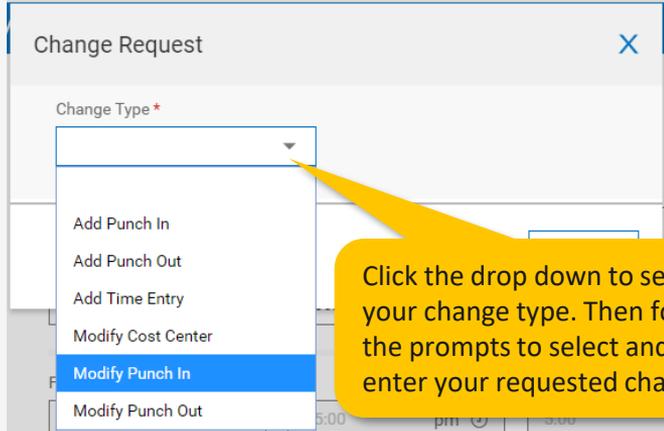
To submit a timesheet change request, Click the Change Request button on your timesheet.



Click Change Request from your timesheet to start a new request.

Select the type of change that you want to make, fill in the related details and Click Submit.

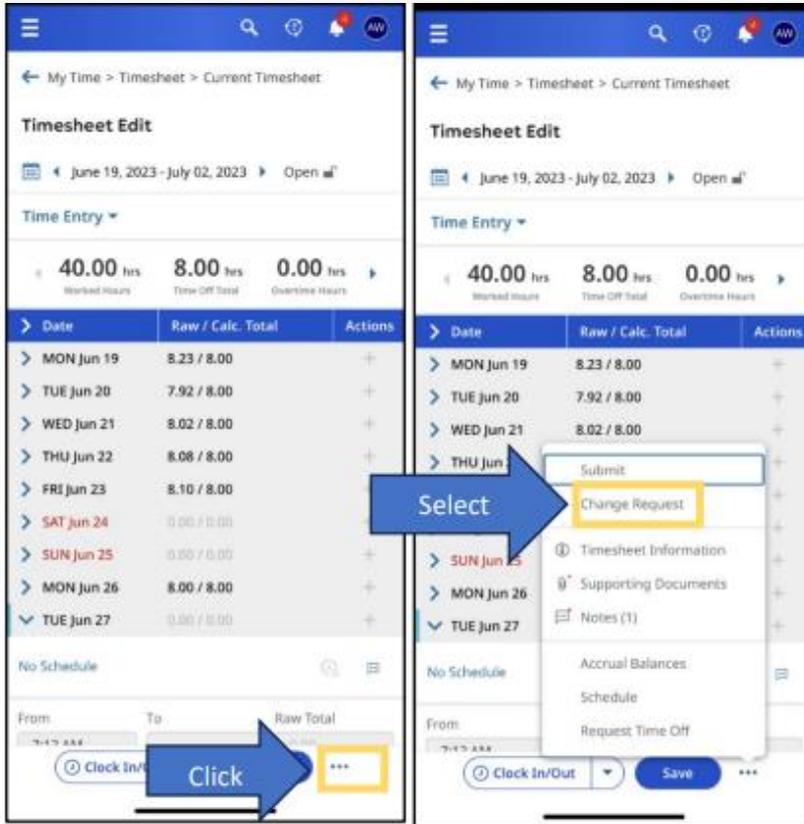
The change request will go to your manager for approval.



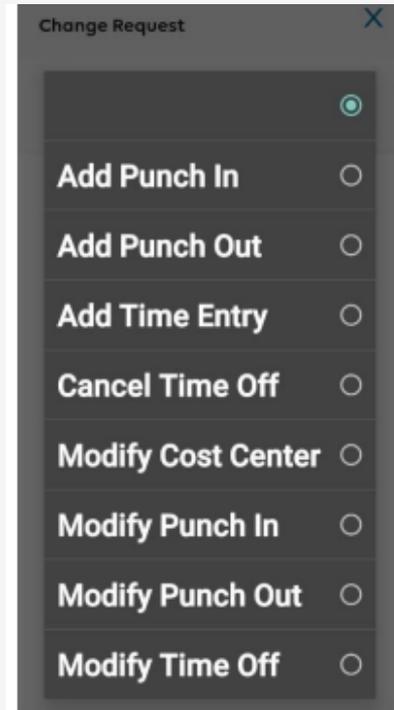
Click the drop down to select your change type. Then follow the prompts to select and enter your requested change.

Remember: Your timesheet won't reflect the change until your manager approves it, so make sure you follow up with your manager if you don't get a notification that it was approved.

Click to expand options
then Select Change Request



Select the type of change that you want to make
Fill in the related details
Click Submit *The request will go to your manager for approval*



Remember:
Your timesheet won't reflect a change until approved. Make sure you follow up with your manager if you don't get a notification that a request was approved.

Requesting Changes

When to use Add:

If you have a missing punch in/out

When to use Modify:

You punched in or out at the wrong time and need to change to the correct time

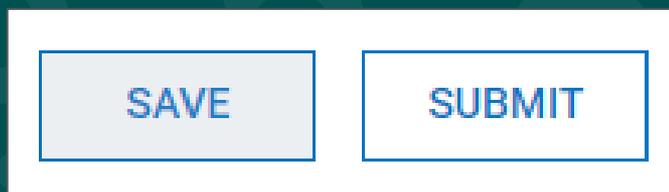
If you are adjusting or canceling Time Off

If you are in late, leave early or need to adjust using a Time Off Request

remember you will need to use PTO if available

Submitting Timesheet

You can submit your timesheet online or from the mobile app.

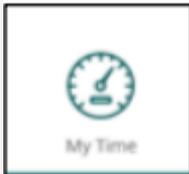


The Submit action is at the top & bottom of your timesheet.

Remember:

- Payroll is bi-weekly; Timesheets must be submitted at the end of your last shift for the current payroll.
- Review your timesheet for accuracy and clock out before submitting your timesheet.
- By submitting your timesheet, you are acknowledging that your time sheet is true and accurate.

Submitting Timesheet - App



Click on "My Time"

My Time

Go to "My Current Timesheet"

My Current Timesheet
My Historical Timesheets

Clock In/Out

Save

...

← My Time > Timesheet > Current Timesheet

Timesheet Edit

June 19, 2023 - July 02, 2023

Time Entry

40.00 hrs Worked Hours
8.00 hrs Time Off Total
0.00 hrs Overtime Hours

Date	Raw / Calc. Total	Actions
MON Jun 19	8.23 / 8.00	+
TUE Jun 20	7.92 / 8.00	+
WED Jun 21	8.02 / 8.00	+
THU Jun 22	8.08 / 8.00	+
FRI Jun 23	8.10 / 8.00	+
SAT Jun 24	0.00 / 0.00	+
SUN Jun 25	0.00 / 0.00	+
MON Jun 26	8.00 / 8.00	+
TUE Jun 27	0.00 / 8.00	+

Review your time sheet:

- Make sure all clock in and out entries are correct.
- Any adjustments needed have already been made; e.g. time off requests, missed punch fixes, etc.

If/When all looks correct, select Submit

← My Time > Timesheet > Current Timesheet

Timesheet Edit

June 19, 2023 - July 02, 2023

Time Entry

40.00 hrs Worked Hours
8.00 hrs Time Off Total
0.00 hrs Overtime Hours

Date	Raw / Calc. Total	Actions
MON Jun 19	8.23 / 8.00	+
TUE Jun 20	7.92 / 8.00	+
WED Jun 21	8.02 / 8.00	+
THU Jun 22	8.08 / 8.00	+
FRI Jun 23	8.10 / 8.00	+
SAT Jun 24	0.00 / 0.00	+
SUN Jun 25	0.00 / 0.00	+
MON Jun 26	8.00 / 8.00	+
TUE Jun 27	0.00 / 8.00	+

No Schedule

From 7:17 AM

Clock In/Out Save ...

Select

- Submit
- Change Request
- Timesheet Information
- Supporting Documents
- Notes (1)
- Accrual Balances
- Schedule
- Request Time Off

Submitting Timesheet - Browser

★ Start

Click on "My Time"

My Information

My Time

My Company

Links

Quick Links (15)

My Information

My Profile

Change Password

My Time

Timesheet

Current Timesheet

Historical Timesheets

My Schedule / My Time Off

MAY 2023

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14

Go to "My Current Timesheet"

My Timesheet

Thursday, May 11

03:06 PM

[EDT]

Clock In/Out

Clock In/Change Location

Review your time sheet:

- Make sure all clock in and out entries are correct.
- Any adjustments needed have already been made; e.g. time off requests, missed punch fixes, etc.

Save

Submit

Change Request

Clock In/Out

Clock In/Change Location

Receptions

Calc Detail

Calc Summary

Counters

Summary By Day

54.50 hrs

Worked Hours

2.00 hrs

Time Off Hours

0.00 hrs

Overtime Hours

From

To

Raw Total

Calc. Total

In Date

Time Off

Dept

Location

Notes

EARLY OUT SHORT SHFT

e 07:15 am

e 03:00 pm

7.75

7.75

MON May 8

7.75 hrs

7.75 hrs

If/When all looks correct, select Submit

Late/Unplanned Absences

We understand things may happen that cause you to be late or out for a day, these are Unplanned Absence:

- Make sure that you follow PAI's call in procedure and let you supervisor know as soon as possible.
- Submit a PTO request for the missing time/hours

Submitting Requests For Time Off

Requesting time off can be done easily from the browser or mobile app.
Just review your time off balances to make sure that you have enough available time to take.

Time off requests

TH Test Hourly
Employee ID: TestHRLY | Hired Date: 03/11/2018 (5 Years, 2 Months, 1 Day)

Quickly add all tabs from your Classic Dashboard. [Add From Classic](#)

Home [Settings] Edit Mode

★ Start

My Information My Time My Company

Links

Quick Links (15)

My Information

- My Profile
- Change Password

My Time

- Timesheet
- Current Timesheet
- Historical Timesheets
- Change Requests
- Time Off
- Request**
- History

My Schedule / My Time Off

◀ MAY 2023 ▶

MON	TUE	WED	THU	FRI	SAT	SUN
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21

My Timesheet

Friday, May 12

02:30 PM

[EDT]

Clock In/Out | Clock In/Change Location

Submitting a Time Off Request

← Time Off Request

Time Off Type *

Select your Time Off Type
Click Start Request

▼ Accrued Balances Details

Jan 1, 2020 **Paid Time Off** ▼

102.25 hrs
Current Accrued

102.25 hrs
Current Balance

0.00 hrs
Taken

0.00 hrs
Scheduled

0.00 hrs
Pending Approval

Expand the Accrued Balance Details to
see how much time you have available

Request Details

Request Type *

Date *

Comment

Enter the details for your request
and Click Submit Request

SUBMIT REQUEST

How to check your alternative balances for Time off:

Home

★ Start

My Information My Time My Benefits My Company Team Time Off Calendar

Links

Quick Links (15)

My Information

- My Profile
- Change Password

My Time

- Timesheet
 - Current Timesheet
 - Historical Timesheets
 - Change Requests
- Time Off
 - Request
 - History
 - Balances
 - Calendar

My Schedule / My Time Off

JUN 2023

MON	TUE	WED	THU	FRI	SAT	SUN
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18

My Timesheet

You can check your current balances from your Time off request page, or the Balances page

PTO search from “Request” page

My Time > Time Off > Request

← Time Off Request

Time Off Type

Choose... 

▼ **Accrued Balances Details**

Jan 1, 2023 - Dec 31, 2023 **PTO** ▼ 

17.09 hrs Current Accrued	17.09 hrs Projected Accrued	6.09 hrs Current Balance	-1.91 hrs Projected Balance	11.00 hrs Taken	0.00 hrs Scheduled
-------------------------------------	---------------------------------------	------------------------------------	---------------------------------------	---------------------------	------------------------------

◀ JUN 2023 ▶ Today **Employee View** Team View

PTO search from "Balances" page

My Time > Time Off > Balances

← Time Off Balances

PTO

current
6.09 hours

Jan 1, 2023 - Dec 31, 2023

Current Accrued 17.09 hrs

[Projected Accrued](#) 17.09 hrs

Current Balance 6.09 hrs

[Projected Balance](#) -1.91 hrs

[Taken](#) 11.00 hrs

[Scheduled](#) 0.00 hrs

Requested 8.00 hrs

Previous Carry Over 0.00 hrs

Projected Carry Over 6.09 hrs

Expiring Value 0.00 hrs

Accrue Rate 0.08 Hours/Every Hour Worked

[Request](#)

Med Pool

current
0.00 hours

Jan 2, 2023 - Jan 1, 2024

Current Accrued 0.00 hrs

[Projected Accrued](#) 0.00 hrs

Current Balance 0.00 hrs

[Projected Balance](#) 0.00 hrs

[Taken](#) 0.00 hrs

[Scheduled](#) 0.00 hrs

Requested 0.00 hrs

Previous Carry Over 0.00 hrs

Projected Carry Over 0.00 hrs

Expiring Value 0.00 hrs

Accrue Rate 0 Hours/Yearly

[Request](#)

Float Holiday

current
16.00 hours

Jan 1, 2023 - Dec 31, 2023

Current Accrued 16.00 hrs

[Projected Accrued](#) 16.00 hrs

Current Balance 16.00 hrs

[Projected Balance](#) 16.00 hrs

[Taken](#) 0.00 hrs

[Scheduled](#) 0.00 hrs

Requested 0.00 hrs

Previous Carry Over 0.00 hrs

Projected Carry Over 0.00 hrs

Expiring Value 0.00 hrs

Accrue Rate 16 Hours/Yearly

[Request](#)

Anniversary

current
5.00 hours

Jan 1, 2023 - Dec 31, 2023

Current Accrued 5.00 hrs

[Projected Accrued](#) 5.00 hrs

Current Balance 5.00 hrs

[Projected Balance](#) 5.00 hrs

[Taken](#) 0.00 hrs

[Scheduled](#) 0.00 hrs

Requested 0.00 hrs

Expiring Value 0.00 hrs

Accrue Rate 5 Hours/Yearly

[Request](#)

Birthday

current
1.00 hours

Apr 16, 2023 - Apr 15, 2024

Current Accrued 1.00 hrs

[Projected Accrued](#) 1.00 hrs

FAQ

Does the Time Off Request recognize Saturday and Sunday as non-working days?

A: Yes, UKG will recognize days on which you are not scheduled to work and will skip those days when awarding your time off hours.

However, you should always check your timesheet to make sure that your hours are showing correctly.

Can I cancel a time off request after it has been approved?

A: Yes, you cannot affect the request you sent, but you can submit a timesheet change request to modify or remove the time off from your timesheet.

If my time off was approved but I don't take the time, will my balance still be deducted?

A: No, if the time off hours are removed from your timesheet;

Yes, if you do not submit a timesheet change request.

You should always review your timesheet before submitting it to make sure that the hours reported are correct. If they are not, you can submit a timesheet change request to your manager to have the time corrected before submitting your timesheet.

Reminders

When balancing your timesheet remember...

- ✓ “Daily Totals” need to match your scheduled hours for the day.
[unless previously discussed with your supervisor]
- ✓ “Weekly” & “Pay Period” hours need to balance to the correct total

Weekly	Pay Period
DSP's = 32 hours	DSP's = 66 hours
Lead DSP's = 40 hours	Lead DSP's = 80 hours

Reminders

When you view the time sheet summary, all Time Off will be totaled together, not separate:

Example: During this pay period there was a holiday, you had a day off, and were in late one day – all of those would be included in the “Time Off Total,” you will need to go through the time sheet to see specifics.

71.75 hrs	8.25 hrs	0.00 hrs	0.00 hrs
Worked Hours	Time Off Total	Overtime Hours	Unpaid Hours

Best Practice:

Review your timesheet daily!

Doing this helps to make sure everything is correct so that you can submit your timesheet without issue on Friday.

Potential Issues

Got App issues?

You will need to refresh the app to login.

Otherwise it will try to open from a previously opened page and the previous page is one that was logged in and then timed out so it will give you an error.

Other Questions?

Reach out to your supervisor for additional support.