# UKG Pro Mobile App Troubleshooting Inquiries

This document provides comprehensive, step-by-step guidance for troubleshooting the UKG Pro mobile app. It is designed to help employees resolve common issues related to access, login credentials, biometrics, notifications, performance, and connectivity. By following the instructions in this guide, employees will be able to quickly identify the source of an issue and apply the appropriate solution, ensuring continued access to important features such as pay information, time entry, scheduling, and communication tools within the UKG Pro mobile app.

Getting Started

What is the UKG Pro mobile app? – The UKG Pro mobile app is available in app stores and allows employees to access Human Capital Management (HCM), Workforce Management (WFM), and UKG Talk features from their mobile device. With the app, you can view Pay, People, Time, Scheduling, and Chat in one place.

Which mobile app should I download? – Please scan the QR code provided to download the UKG Pro mobile app from the Apple App Store or Google Play Store.
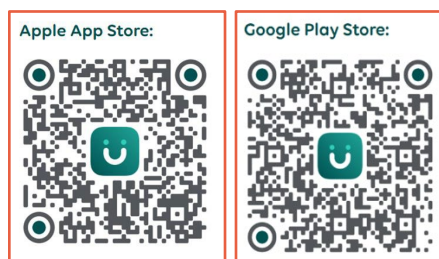
Is the mobile app free? – Yes, the UKG Pro mobile app is free to download and use.

Is the mobile app the same for IOS and Android devices? – Yes, the app is the same for both platforms.

What versions are required?

- iOS devices: iOS 13 or higher
- Android devices: Android 8 or higher

Is the app available for tablets? – Yes, the mobile app can also be used on tablets.

How often is the app updated? – The mobile app updates automatically on a weekly basis.

Access & Login Issues

What is an access code or URL? – Your system administrator provides an access code or URL unique to SWH.

- **Access code**: 17948
- **Company URL**: https://nw19.ultipro.com/Login.aspx

Forgot your username? – Contact Payroll payroll@swhealth.com for assistance.

How do I reset your password? – To reset your password, from the login page, select **Forgot your password** or email Payroll at payroll@swhealth.com and one of the team members will reach out to you.

What happens if I have too many failed login attempts? – If you have too many failed login attempts, your account is set to inactive. You can use the **Forgot your password** process or contact Payroll at payroll@swhealth.com to reset your account.

How long do I stay logged in? – You are automatically logged out after 20 minutes of inactivity.

Why was I logged out? – The automatic logout is a security feature designed to protect your data.

Can I use the mobile app on shared devices? – Using the mobile app on shared devices is not recommended, since the mobile app can contain sensitive information. However, if you must use a shared device:

- Do not enable pin, passcode, or biometrics (Fingerprint, Touch ID, or Face ID).
- When you are done using the mobile app, log out.

Biometrics

How do I use biometrics? – The first time you log into the mobile app, you are prompted to enable biometrics. You can also enable biometrics at any time from the mobile app by going to **Menu > Settings**.

Why don't I have the biometrics prompts on my mobile device? – To use biometrics to log into the mobile app:

- The device must have biometrics settings enabled.
- The device must meet the mobile app's security requirements.
- The device must have the hardware to support biometric functionality.

When does biometrics access expire? - Biometrics access expires after 180 days. For features that require changes to the system or that display sensitive information, biometrics access expires after 30 days. When biometrics access expires, you must enter your login credentials again.

My spouse has their biometrics saved on my mobile device. Can they access my account? – Anyone with biometrics stored on your device can log into your account.

What happens if biometrics authentication fails? – You have three chances to enter your Touch ID, Fingerprint, or Face ID. After the third attempt, you must enter your mobile device's passcode.

Can I store my login credentials using the password manager on my device or Apple Keychain? – Yes, but you must manually set up your password manager or Apple Keychain. The setup process differs depending on the device and its operating system.

Notifications

How do I enable notifications? – To enable notifications, from the mobile app, go to **Menu > Settings > Notifications** and select the notifications you want to receive.

Performance Issues

What if the app crashes or freezes? – Delete and reinstall the app. After reinstalling, re-enter your company's access code, username, and password.

Connectivity Issues

What if I receive a network error or cannot connect to the server? – Disconnect from the hospital's Wi-Fi and switch to your carrier's mobile data network.