

Paid Time Off (PTO) Request – Change & Cancel (Web)

To modify an existing Paid Time Off (PTO) request in the UKG Pro website, employees must first cancel the original request—whether it is still pending or has already been approved. Once the request is canceled, a new PTO request can be submitted with the updated dates or details.

Please note that canceling an approved PTO request will require the request to be re-approved by your manager or payroll representative.

This guide provides step-by-step instructions for employees on how to cancel:

- Any PTO request (pending or unapproved)
- An approved PTO request

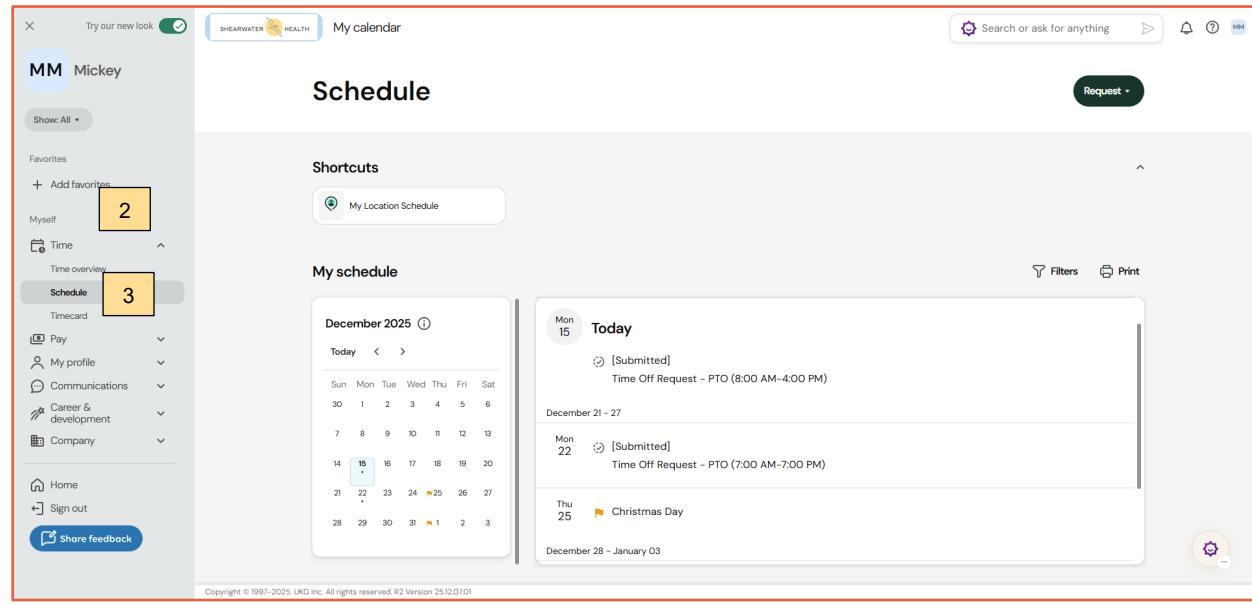
within UKG Workforce Management on the UKG Pro website.

Instructions:

Navigate to UKG Workforce Management

Upon logging in to UKG Pro, the UKG Dashboard will appear.

1. Navigate to **Menu** on the left – side of the UKG dashboard.
2. From the menu, select scroll down to **Myself**.
3. Select **Time > Schedule**.



Cancel PTO Request

4. Select the submitted PTO request from the middle section and a panel will appear on the right – side of the screen.
5. Click **Cancel Request**.



The screenshot shows the Shearwater Health My calendar interface. The left sidebar includes 'Show: All', 'Favorites', '+ Add favorites', 'Myself', 'Time' (Time overview, Schedule, Timecard), 'Pay' (My profile, Communications, Career & development, Company), 'Home', 'Sign out', and a 'Share feedback' button. The main content area is titled 'Schedule' and shows a message: 'Http failure during parsing for https://shearwaterhealth-sso.prd.mykronos.com/myschedule/events'. Below this is a 'Shortcuts' section with a 'My Location Schedule' button. The 'My schedule' section displays a calendar for December 2025, showing days from 30 to 31. A modal on the right details a 'Submitted' PTO request for 'Time Off Request - PTO (8:00 AM-4:00 PM)' on Monday, December 12, 2025, for 5 hours. The modal has 'Details' and 'History' tabs, and a 'Cancel request' button.