Thompson Health Employees:
How to Download the UKG Pro Mobile App

Before you begin

It is recommended that users leverage the primary web/desktop platform for accessing the UKG system. While a mobile app is available for UKG, the mobile app is managed and updated by outside vendors and our support team can only provide best-effort assistance with mobile app troubleshooting and escalation to vendors. The team provides priority support for non-mobile applications (e.g. web/desktop versions).

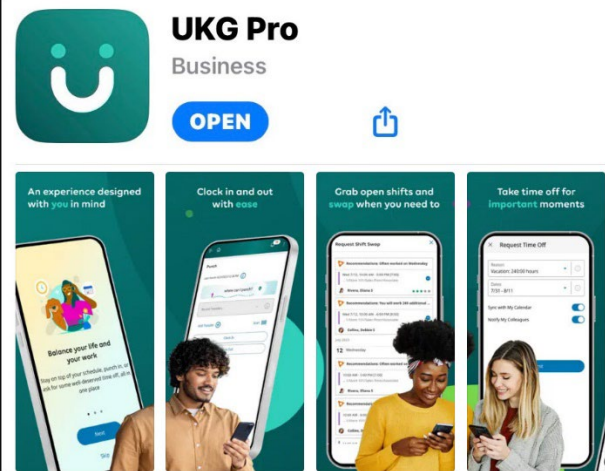If you do choose to use the UKG mobile app, please review the following considerations:

- **Employees should follow their department's guidelines for HR-related functions and for when/how they are performed, e.g. the method they use for time entry, vacation requests, scheduling, etc.**

- **Always refer to the primary web/desktop version of UKG for clarity on functionality.**

These instructions are for the **UKG Pro** *mobile app.*

Duo two-factor authentication

If you don't already have it, you will need Duo two-factor authentication to use the UKG app: https://tech.rochester.edu/tutorials/manage-devices/

Download the UKG Pro app

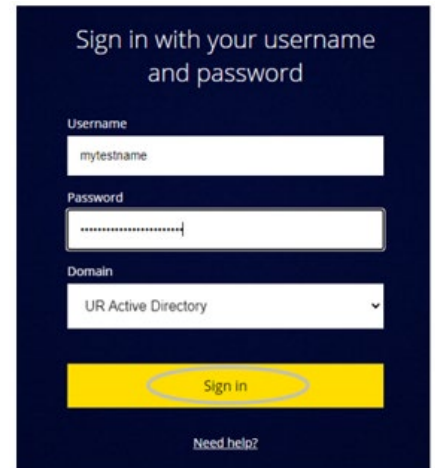| From the Apple App Store	From the Google Play Store
1. In the App store, search for **UKG Pro.** 2. Tap the **UKG Pro** app and tap **Get**. 3. **Open** the app on your Apple device to launch it.	1. Search for **UKG Pro**. 2. **Install** and then **Open** to launch the **UKG Pro** app.

How to add a workspace to the app

1. Review the table on page five to locate the appropriate workspace information. Thompson needs to have both the HR system and Timekeeping/Scheduling workspaces.
2. Click into the workspace box in the app and type the access code or scan the appropriate QR code from the table for the workspace you want to add.
3. Select **Continue,** if prompted.
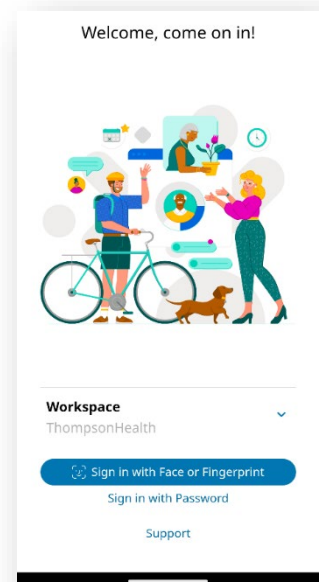
Enter your Active Directory username and password, choose your domain (URMC Active Directory) and tap the yellow **Sign in** button.

Follow any onscreen prompts to complete your sign-in.

**You now have your first workspace. Thompson has two workspaces, one for our HR app and one for our timekeeping/scheduling app.**

To set up another workspace, **sign out** of the mobile app. To do this, click the **Menu** option on your screen, then **Sign out**. You will need to be back on the welcome screen:

1. From the UKG PRO App Welcome Screen.

2. From the Welcome Screen, click the drop-down caret on the workspace box.

3. This will open the Manage workspaces option. To add an additional workspace, click the **Plus** icon.

4. To add an additional workspace, consult the table on page five to locate the appropriate workspace information

5. Click into the workspace box in the app and type the access code or scan the appropriate QR code from the table for the workspace you want to add.

6. Select **Continue**.

7. Enter your **Username** and **Password**. Select the correct domain name.
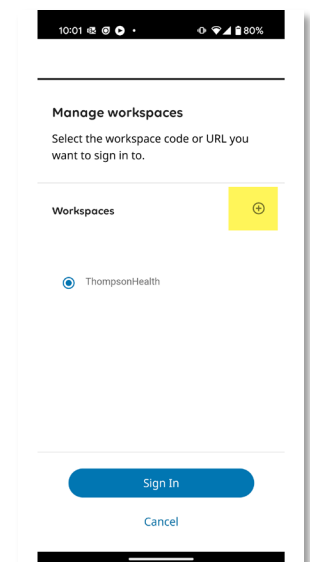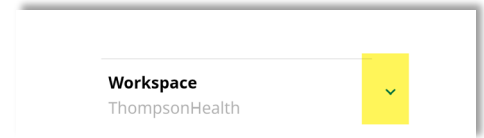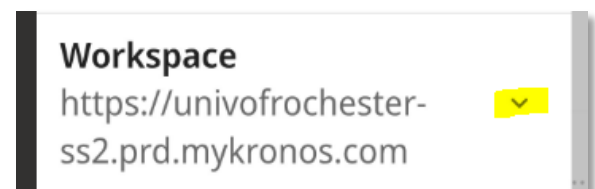
Navigating between workspaces

You can switch between Workspaces.

Once you have logged onto a workspace, you can access the workspace menu by clicking on the menu option.

A workspace selector will appear at the bottom of the app. Click the dropdown arrow to navigate to another workspace application.

Workspace	Access Code or URL	QR Code	SSO Domain
Thompson Hospital HR System	ThompsonHealth		URMC
Thompson Hospital Scheduling & Timekeeping	**https://univofrochester-SS2.prd.mykronos.com/**		URMC
Highland Hospital Scheduling & Timekeeping	**https://univofrochester-SSO.prd.mykronos.com/**		UR
University of Rochester Scheduling & Timekeeping	**https://univofrochester-SS1.prd.mykronos.com/**		UR