Updated: 12/18/24

How to Download the UKG Pro Mobile App

For UR/URMC Use Only:
Thompson Health: Please continue using the current version(s) of the mobile app until you receive further instructions.

Before You Begin

myURHR UKG, as part of myURHR, is now live for all UR/URMC employees. UKG is also used by many clinical units for scheduling. It is recommended that users leverage the primary web platform for accessing the system. While a mobile app is available for UKG, the mobile app is managed and updated by outside vendors and the myURHR support team can only provide best-effort assistance with mobile app troubleshooting and escalating 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, etc.**

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

*If you do encounter usability issues with the **UKG Pro** mobile app, you can contact the support team so the vendor can be made aware of potential issues. Additionally, you can still use the previous version of the app, **UKG Dimensions**, until the end of March 2025. Again, it is recommended that the primary web/desktop platform is used for full functionality.*

Get Started

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

Once Duo is installed, follow the instructions beginning on the next page.

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.

1. There are 2 options for entering the tenant URL in the appropriate field:

   Type this URL in the field indicated below **https://univofrochester.prd.mykronos.com** and tap **Continue**:
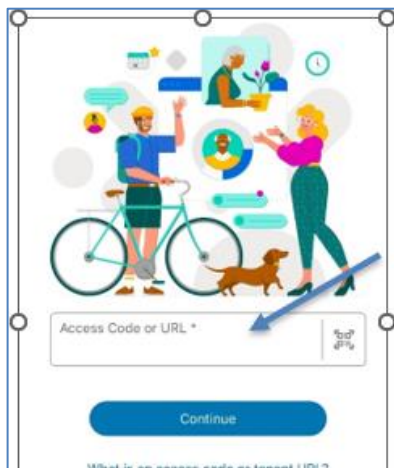
Or, tap on the scan icon, then scan the QR code below:

2. **When the UKG login screen appears, do not enter your username and password on the UKG login screen.** Instead, click on your specific single sign-on (SSO) link, such as **University of Rochester SSO**, as shown on the right:

3. Enter your Active Directory username and password, choose your domain (either UR Active Directory or URMC Active Directory) and tap the yellow **Sign in** button.
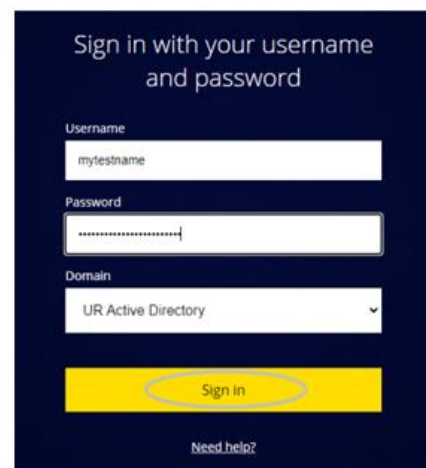
4. Once you are logged in, you will see your home screen. Your home screen will vary from what is below, based on your role and how you use the system.