

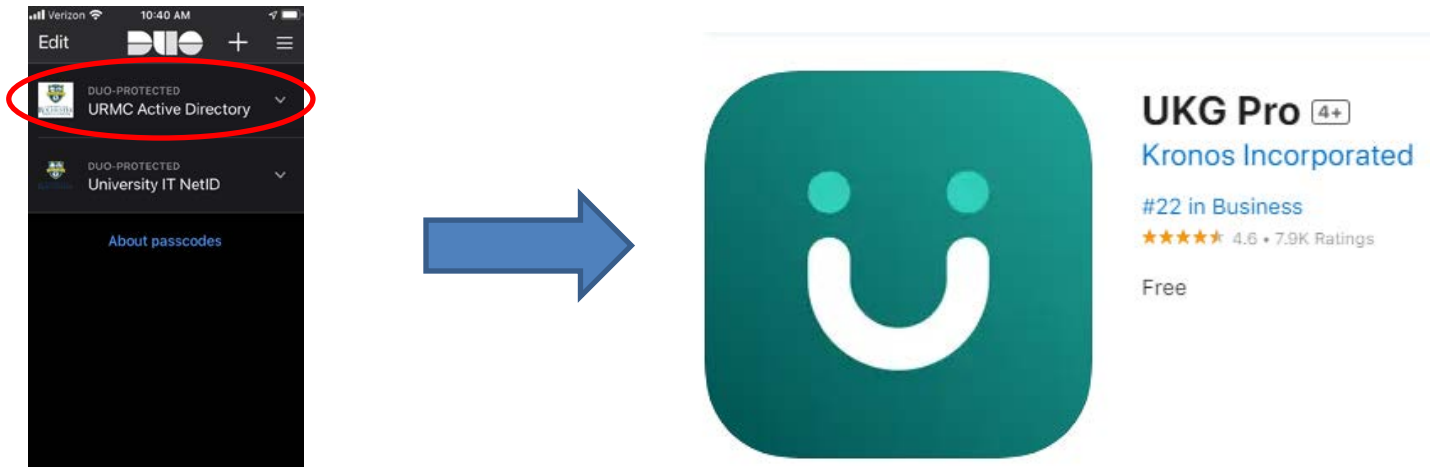
Download the UKG Pro Mobile App (to your personal device)

Note: Enable Location Services on your mobile device if you are trying to punch in / out from your mobile device.



You will need Duo (two-factor authentication) to use Dimensions (on both the mobile app and desktop): <https://www.rochester.edu/it/security/duo/enrollment/index.php?domain=urmc-sh>

Note: You will need the **UR/URMC** version of Duo on your device to use UKG (obtain using the link above). Tap the Duo app on your device to confirm:



Once Duo is installed...

Download the UKG Pro Mobile App

To get started, download the UKG Pro mobile app from the app store on your device. The first time you log in, you'll need to enter an access code or URL from your organization.

Important UKG released a new UKG Pro mobile app. Your organization will notify you of the change and when you should download the new mobile app. The previous mobile app is now named "UKG Pro Classic" and the new mobile app is named "UKG Pro."

1. From the Apple App Store or Google Play store, search for "UKG Pro."
2. Download the UKG Pro mobile app.

Note The mobile app requires iOS 13 or higher for iOS devices and Android 8 or higher for Android devices. If your device has an older operating system, you cannot download the mobile app.

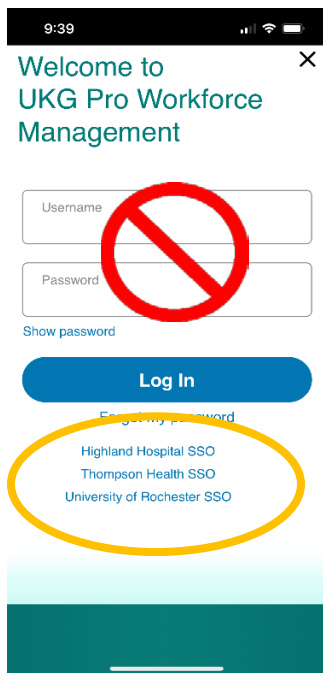
3. On your device, open the UKG Pro mobile app.
4. Enter the access code or URL. If your organization provided you with a QR code, you can scan it to automatically enter the access code or URL.

Note If you have access to UKG Pro web, the access code is available from user icon > **Mobile App Instructions** or from the Mobile App Instructions section on the home page.

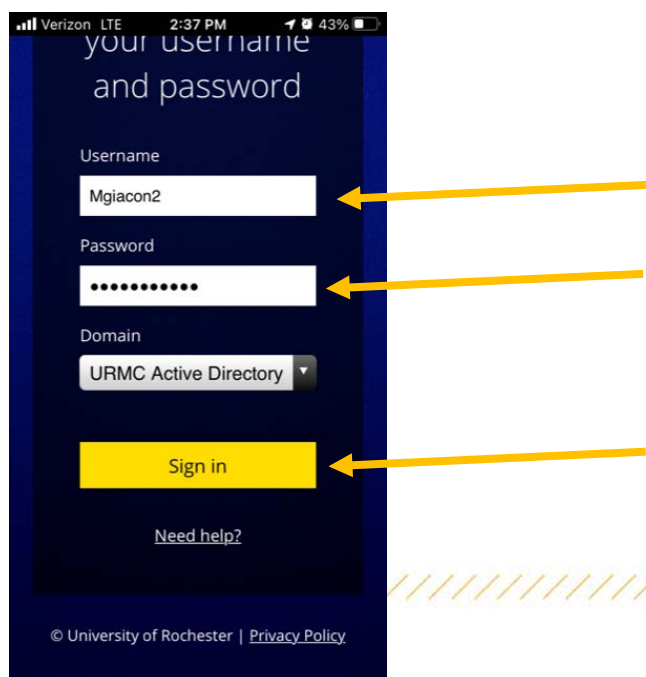
Important A best practice is to enable automatic updates for the UKG Pro mobile app. If you do not have the latest version of the mobile app, you may not be able to use mobile app functionality. Turn on auto updates for the mobile app in your device settings.

Once open, enter the **Tenant URL**: <https://univofrochester.prn.mykronos.com/> and hit **OK**.

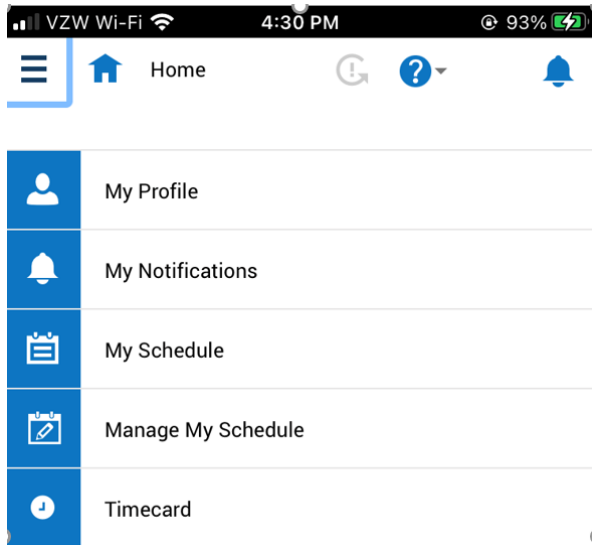
Do not enter a username and password. Instead, click on the link for your hospital-specific SSO, which stands for single-sign on.



Sign in with your user name and password (what you use to sign on to your computer), choose **UR/URMC Active Directory**, and hit **Sign in**.






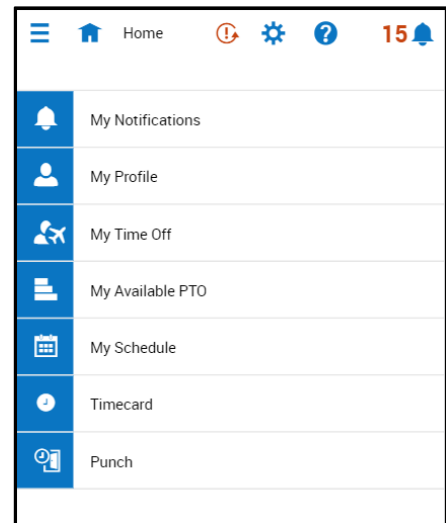
Once logged in, you will see this screen and can begin using UKG on your mobile device.



If you wish to receive notifications from UKG, you will need to enable them in your phone Settings.

Navigate in the application:

1. Tap **My Notifications** or the **Alert**  at the top right of the screen to see alerts and notifications in the application such as missed punch message.
2. Tap the **question mark**  at the top right of the screen to get online help.
3. Tap the **Main Menu**  to open the main menu as an alternative way to access your timecard or calendar to view worked and scheduled hours.



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Home page is composed of tiles, which are containers that display a summary of content from product components. You can tap a tile to perform a function or you can navigate to application-specific components, and take actions on schedules that you may use regularly.