



## InTouch Overview

9100 Model

### UKG InTouch® Terminal

This job aid applies to the UKG InTouch Terminal.

#### About the UKG InTouch Terminal

1. Badge Slot
2. Indicator Lights
  - a. Green indicates that the terminal successfully read a badge.
  - b. Red indicates that the terminal did not successfully read a badge.
  - c. Yellow indicates that the terminal is receiving power.



3. Soft Keys
  - a. Press soft keys to perform transactions, such as recording a punch.
4. Home
  - a. Press this button to return to the home screen from any transaction page.



## Soft Keys

- **In Punch** –clocking In for your regular shift/primary job.
- **In Punch Multiple Job** – clocking In for a secondary or tertiary job.
- **Out Punch** – end of a regular day.
- **Out Punch No Full Meal** – end of shift and no meal break or a partial meal break was taken.
- **Call In** – used by non-union employees
- **Call In While On Call** – used by employees when they are scheduled for an on-call shift.
- **IUOE Call In Early** - used by the International Union of Operating Engineers (IUOE) union employees who are called in early.
- **IUOE Call In While On Prem** – used by the IUOE union employees who are called in while on premises.



## How to use Soft Keys

To use a Soft Key, perform the following:

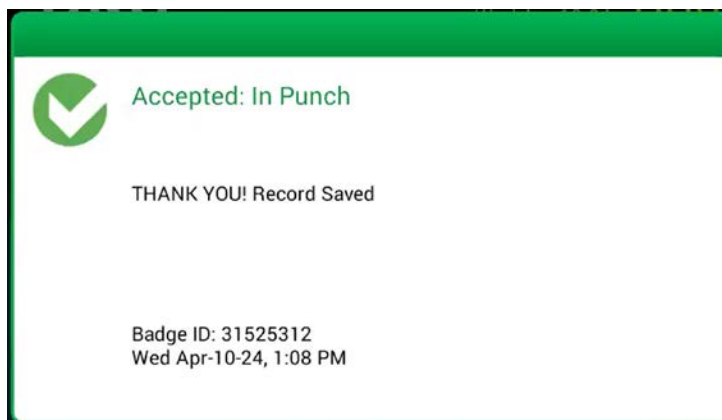
1. On the screen, tap the soft key that you want to use.
2. Swipe your badge through the badge reader.
3. Complete any additional prompts if necessary.

## Common Error Messages

1. **Error 01-1: Error reading badge:** You may not have swiped properly. Try again, following these steps. If you get the same message, see your supervisor.
2. **Error 06-2: Unknown home employee:** Your badge does not match any employees loaded in the device. See your Supervisor.
3. **Error 04-1: Rejected:** You have already successfully swiped, or— if you are attempting to enter another punch— not enough time has gone by since entering the previous punch. Wait a moment or two, then try again.

## Punch In or Out for a Shift

1. On the screen, tap the applicable **In Punch** or **Out Punch** option.
2. Insert the badge in the badge reader slot so that the bar code or magnetic stripe is facing the badge reader (slide top to bottom).
3. If the punch is successful, the indicator light flashes green, and you hear a tone, and the success message displays.
4. If the punch is rejected, the indicator light flashes red, and you hear a tone. Look for an error message on the terminal display.



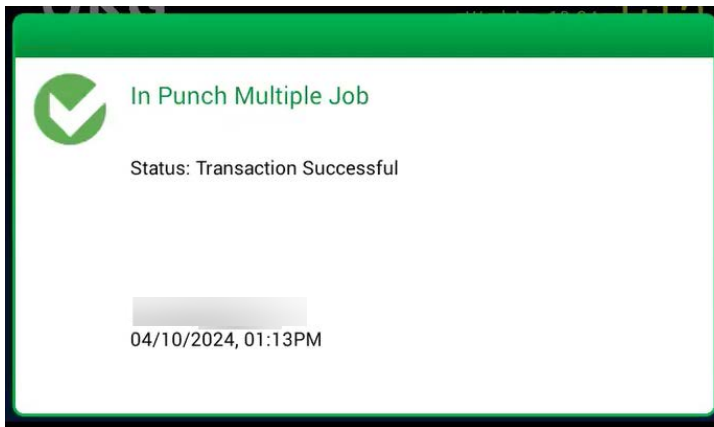
## Punch In Multiple Job

1. On the screen, tap **In Punch Multiple Job**.
2. Insert the badge in the badge reader slot so that the bar code or magnetic stripe is facing the badge reader (slide top to bottom).

3. Tap the job for which you're clocking in.



4. If the punch is successful, the indicator light flashes green, and you hear a tone, and the success message displays.



## Out Punch No Meal

1. On the screen, tap **Out Punch No Meal**.
2. Insert the badge in the badge reader slot so that the bar code or magnetic stripe is facing the badge reader (slide top to bottom).

3. If applicable, tap the job for which you're clocking out.

The screenshot shows a mobile application interface titled "Out Punch No Meal -". Below the title is a tab labeled "Select an assignment". There is a list of three assignments, each with a right-pointing chevron icon to its right. To the right of the list is a vertical scrollbar with four buttons: a top button with a list icon, an up arrow, a down arrow, and a bottom button with a list icon.

Assignment
Interpreter Am Sign URMCOfc of Equity P30000178
Interpreter Am Sign Interpreter Svc URP20071193
Interpreter ASLPer Interpreter Svc URP20101271

4. Select the reason for the missed meal break.
  - a. **TIP:** use the arrows to scroll through the list.

The screenshot shows a mobile application interface titled "Out Punch No Meal -". Below the title is a tab labeled "Comment Reason". There is a list of five reasons, each with a right-pointing chevron icon to its right. To the right of the list is a vertical scrollbar with four buttons: a top button with a list icon, an up arrow, a down arrow, and a bottom button with a list icon.

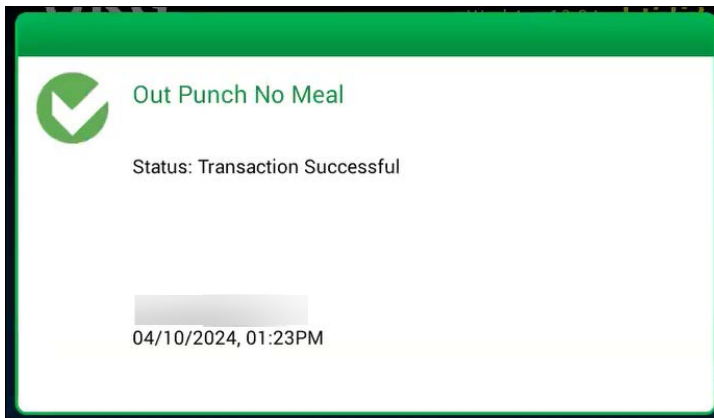
Reason
Urgent Staffing Issue
Unexpected Work Volume
Urgent Patient Related Issue
Business Need Planned
Business Need Emergency

The screenshot shows a mobile application interface titled "Out Punch No Meal -". Below the title is a tab labeled "Comment Reason". There is a list of five reasons, each with a right-pointing chevron icon to its right. To the right of the list is a vertical scrollbar with four buttons: a top button with a list icon, an up arrow, a down arrow, and a bottom button with a list icon.

Reason
Unexpected Work Volume
Urgent Patient Related Issue
Business Need Planned
Business Need Emergency
Due to Other Reasons



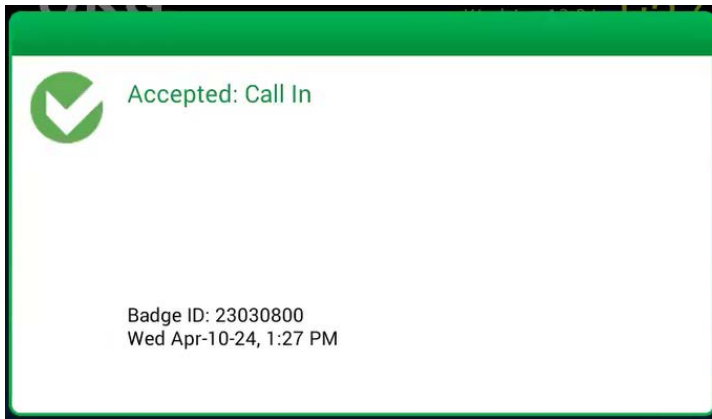
5. If the punch is successful, the indicator light flashes green, and you hear a tone, and the success message displays.
  - a. The system will attach the reason for the missed meal as a comment on your timecard.



## Call In or Call In While On Call

Non-union employees use these soft keys.

1. On the screen, tap **Call In** or **Call In While On Call**.
2. Insert the badge in the badge reader slot so that the bar code or magnetic stripe is facing the badge reader (slide top to bottom).
3. If the punch is successful, the indicator light flashes green, and you hear a tone, and the success message displays.
  - a. The system will attach the applicable work rule and punch time on your timecard.



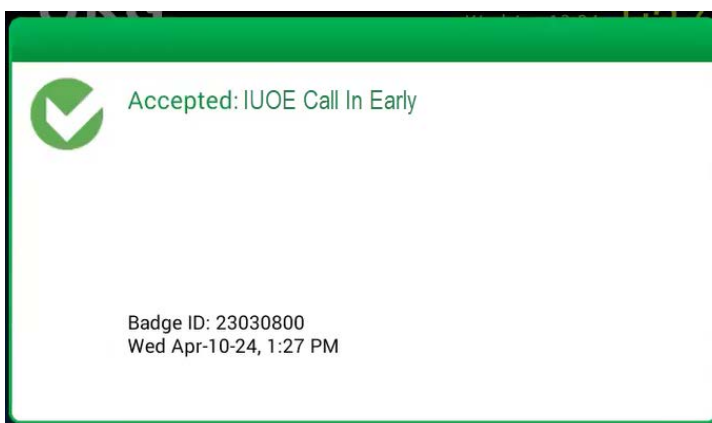
**Note:**

- If a union employee uses Call In or Call In While on Call by mistake, the system will still apply the correct call work rule.
- If you selected the wrong Call option, review your timecard and submit a correction directly on the timecard. Your correction submission will need to be approved by your manager.
- Contact your timekeeper if you have any questions or concerns if you selected the wrong Call option.

## IUOE Call In Early or IUOE Call In While On Prem

IUOE employees use these soft keys.

1. On the screen, tap **IUOE Call In Early** or **IUOE Call In While On Prem**.
2. Insert the badge in the badge reader slot so that the bar code or magnetic stripe is facing the badge reader (slide top to bottom).
3. If the punch is successful, the indicator light flashes green, and you hear a tone, and the success message displays.
  - a. The system will attach the applicable work rule and punch time on your timecard.



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