UKG Pro Mobile App FAQ's

What is the UKG Pro mobile app?

The mobile app gives you easy access to important Human Resources, Pay, and Company information.

How much does it cost to use the mobile app?

The mobile app is free. You can download the mobile app from the Apple App Store or the Google Play Store.

How often will I receive mobile app updates?

Updates are released monthly. The mobile app updates automatically, but the administrator must turn on new functionality in Role Administration.

Does the mobile app respect language preferences?

Yes, language preferences configured in UKG Pro web work in the mobile app.

What is the difference between the mobile website and the mobile app?

The mobile website is accessible through a browser on a mobile device. The mobile app is accessible through the Apple App Store or the Google Play Store and requires a download to a mobile device. Currently, both the mobile website and mobile app are supported. Once the mobile website has parity with the mobile app, the mobile website will be retired.

I am being prompted to enable cookies. How do I enable cookies?

Go to your device settings and enable cookies for the UKG Pro mobile app.

Is the mobile app available for tablets?

Yes, the mobile app is available for tablets.

What should I do if I encounter an issue while using the mobile app?

First, capture a screenshot of the issue. Then, in the mobile app, select Menu > Support and copy the support code. Send both the screenshot and the support code to your system administrator.

Where can I download the mobile app?

The mobile app is available on the Apple App Store and the Google Play Store. The mobile app is available for both Apple and Android devices.

What versions of iOS and Android are supported?

The mobile app requires iOS 11 or higher for iOS devices and Android 6 or higher for Android devices. If your device has an older operating system, you cannot use new mobile app features or install the mobile app.

Are there differences between the iOS and Android versions of the mobile app?

No.

Why was I logged out of my session? How long does a session last?

For security reasons, the mobile app logs you out after 20 minutes of inactivity.

Why was I logged out while I was using the mobile app?

The automatic logout is a security feature designed to protect your data. If you enable fingerprint on your device, the mobile app will not log you out after 20 minutes.

Will I be locked out of my account after too many failed login attempts?

Yes, if you have too many failed login attempts, your account is set to inactive. You can use the Forgot my password process or contact your administrator to reset your account.