



Frequently Asked Questions

UKG Pro Mobile App

Getting Started

Q. What is the UKG Pro® mobile app? I thought the system was called MyCOH Time?

A. UKG is the vendor's name and the UKG Pro mobile app is your mobile access for MyCOH Time, even if the name is different. To easily access your time, schedule and other functions from your mobile device.

Q. Do I use the UKG Pro mobile app if I have a City of Houston mobile device?

A. Yes, but you do not need to download the application. It should already be installed on your device. If your COH device has the "Kronos" app, it will update to the UKG Pro app automatically. When asked for a 'Company access code or URL*', please enter this URL: <https://cityofhouston-ss0.prd.mykronos.com>

Q. Where can I download the UKG Pro mobile app?

A. The UKG Pro mobile app is available for download from the Apple App Store and the Google Play Store. However, you may only use the mobile app if your department has authorized use of mobile.

Q. What iOS and Android versions does the UKG Pro mobile app require?

A. The UKG Pro mobile app requires:

- iOS 13.0 or higher for iOS devices
- Android 6 or higher for Android devices

Q. Is the UKG Pro mobile app available for tablets?

A. Yes! The UKG Pro mobile app is available for all mobile devices, including tablets.

Q. How often is the UKG Pro mobile app updated?

A. It is recommended to set the app for automatic updates, in settings. The app may update monthly. Staying current will ensure security. Separately, new functionality may be enabled periodically by the system administrator.

Company Access Code or Tenant URL

Q. What is the Company Access Code?

A. City of Houston app users do not need the Access Code. You will enter the "tenant url" as below.

Q. What is a Tenant URL?

A. The Tenant URL is a website address or link that is unique to your organization. Enter it by typing it in the following: <https://cityofhouston-ss0.prd.mykronos.com/>

Login

Q. Why did I receive an error when trying to use SSO?

A. You may need to connect to your company's virtual private network (VPN) on your device to log in using SSO. Please reach out to your manager if that does not resolve your issue.

Q. Why is the SSO page not optimized for mobile devices?

A. The SSO page is not part of the UKG Pro mobile app. Please reach out to your manager for any login issues.

Q. How do I use MFA (Multi-Factor Authentication)?

A. To use MFA, log in using your secure information just as you log in to other systems at the City of Houston. Select DUO and then follow the instructions.

Q. How long will I stay logged in?

A. You are automatically logged out after 20 minutes of inactivity.

Q. Why was I logged out?

A. The automatic logout is a security feature designed to protect your data. If you enable fingerprint login, you will not be logged out after 20 minutes.

Q. What happens if I have too many failed login attempts?

A. If you have too many failed login attempts, your account is set to inactive. Please contact your manager for assistance.

Touch ID, Fingerprint, and Face ID

Q. How do I use Touch ID, Fingerprint, or Face ID functionality?

A. To enable Touch ID, Fingerprint, or Face ID, go to **Menu > Settings**. You can also enable Touch ID, Fingerprint, or Face ID functionality the first time you log in.

Q. Why do I not have the Touch ID, Fingerprint, or Face ID prompts on my mobile device?

A. To use Touch ID, Fingerprint, or Face ID:

- The device includes one of these access options,
- The settings must be enabled on your device,

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- Your device must meet the security requirements

Q. When does Touch ID, Fingerprint, or Face ID access expire?

- A.** For many features, Touch ID, Fingerprint, or Face ID access expires after 180 days. For features that require changes to the system or display sensitive information, Touch ID, Fingerprint, or Face ID access expires after 30 days. When access expires, you must enter your login credentials again.

Q. My spouse has their Touch ID, Fingerprint, or Face ID saved on my mobile device. Can they access my account?

- A.** Anyone with Touch ID, Fingerprint, or Face ID stored on your device can sign into your account.

Q. What happens if the Touch ID, Fingerprint, or Face ID authentication fails?

- A.** You have three chances to enter your Touch ID, Fingerprint, or Face ID. After the third attempt, you must enter your mobile device's passcode.

Notifications

Q. How do I enable notifications?

- A.** To enable notifications, go to your **Profile** from the **Main Menu**, and select the notifications you want to receive. Your system administrator could also enable push notifications for specific Workforce Management functionality.

Q. What notifications can I receive?

- A.** Employees can receive push notifications for approved or rejected time off requests, timecard exceptions like missed punches, company announcements, and pay-related information.

General

Q. How do I enable cookies?

- A.** To enable cookies, go to your device settings and enable cookies for the UKG Pro mobile app.

Q. What information is stored on my mobile device? Is my Personal Identifiable Information (PII) secure?

- A.** The only data persisted on the mobile device in the secure storage are security tokens and the Company Access Code. The tokens and code have the following functions:
- Access Token: Validates all network requests made in the UKG Pro mobile app

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- Refresh Token: Allows reauthentication given successful biometric login with Fingerprint, Touch ID, or Face ID
 - Company Access Code: Allows access to your company information using a unique company identifier
 - Company Tenant URL: Allows access to your company environment
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Q. What should I do if I encounter an issue?

- A. If you encounter an issue, you can report it to your manager. First, capture a screenshot of the issue. Then, select **Menu > Support** and copy the support code. Share the screenshot and the support code with your manager.
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