

# Accessing UKG Resources

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questions?

On any slide, click the arrow  to move to the next slide or the home button  to return to this title page

# Accessing UKG on a Computer

- Enter the URL: t11.ultipro.ca
- You will be asked to enter your username/password
  - Username is your personal email address provided
  - Default password is your birth date in the format MMDDYYYY
- Select how to receive the verification code
- If accessing your account for the first time, you will need to reset your password
  - Follow the guide on the screen for password requirements
  - 15 character minimum; upper/lower case; symbols; numbers
- You will be asked to set your security questions/answers
- Once your new password is set, log in with that moving forward

# Screenshots: Accessing UKG on a Computer



Shine On

Welcome,  
come on in!

Sign in

[Forgot your password?](#)



Shine On

## Select Delivery Method

For additional security, we need to send you a time sensitive access code. Choose how you would like to receive this access code and click Submit. On the next page you will enter the access code.

Text  
Text  
xxxxxx4567  
*Standard message and data rates may apply.*

Voice  
Voice  
xxxxxx4567  
*If your voice number requires an extension, we will not be able to reach you.*

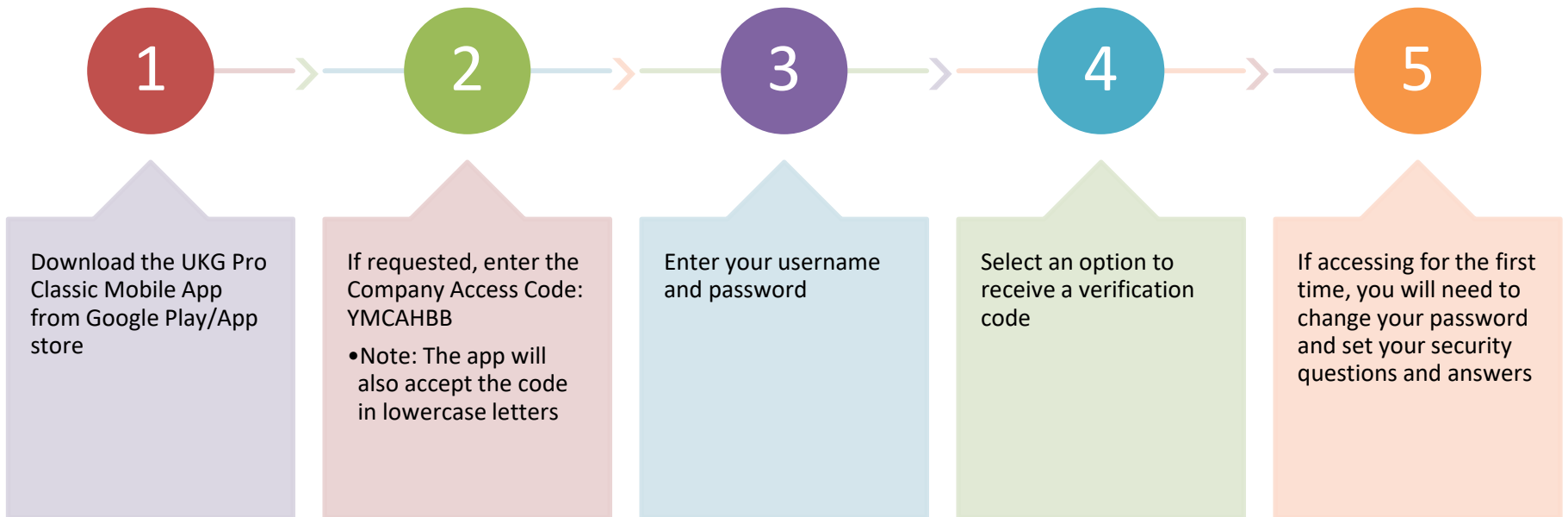
E-mail  
E-mail  
T.....t@ymcahbb.ca

Cancel

Submit

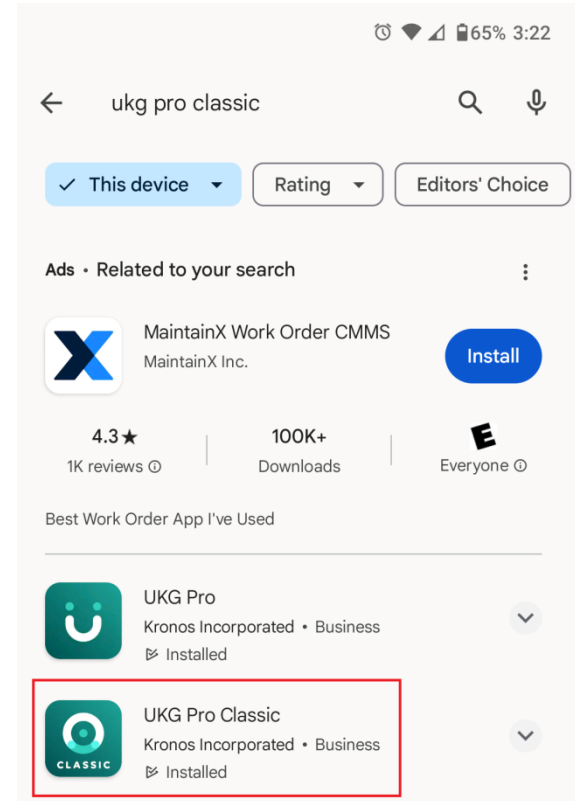


# Accessing UKG on a Mobile Device



# Screenshots – Accessing UKG on a Mobile Device

- Download the UKG Pro Classic app from Google Play or the App Store
- Please ensure to download the “Classic” app



# Screenshots – Accessing UKG on a Mobile Device

- Enter the Company Access Code, then click Continue:
  - The access code is YMCAHBB
  - Note: the app will also accept the code in lower case letters

UKG

Welcome to UKG Pro



Company Access Code \*  
YMCAHBB

Continue

[What is a Company Access Code?](#)

# Screenshots – Accessing UKG on a Mobile Device

- Enter your Username and Password
  - Username is your personal email address
  - Your initial password will be your birth date in the format mmddyyyy
- Click Sign In



Shine On

Welcome!  
We're glad you're here.

[Sign in with your company \(SSO\)](#)

or

Username

Password

Sign in

[Forgot your password?](#)

Company Access Code: ymcahbb



# Screenshots – Accessing UKG on a Mobile Device

- Select an option to receive a verification code
  - Can be via email, text, or call
- Click ‘Get my code’



## A quick security check...

We'll send you a verification code to be sure this is really you. Where should we send it?

- Email me at @ymcahbb.ca
- Email me at @live.com
- Call me at \*\*\*\*\*4567
- Text me at \*\*\*\*\*4567
- Call me at \*\*\*\*\*4934
- Text me at \*\*\*\*\*4934

[What if I can't get a code?](#)

Get my code





# Screenshots – Accessing UKG on a Mobile Device

- In this example we've received the code via text
- Enter the code
- Choose to "Remember this device" if you would like
- Click Sign in



Check your phone

We sent a verification code to true. Enter this code to finish signing in.

8 7 6 8 8

Sign in

Remember this device (optional)

Cancel

# Screenshots – Accessing UKG on a Mobile Device

- If you are accessing your account for the first time, you will need to reset your password and set your security questions/answers



## Change password

Your new password cannot be the same as your previous one and must meet the minimum password requirements outlined below:

- Password length: **15-64**
- Letters: **2**
- Uppercase: **1**
- Lowercase: **1**
- Numbers: **1**
- Special characters: **1**

Examples: !@#5%^&\*()\_+={([])\;^" '<>./~-'

- No more than 4 consecutive repeating characters

Cancel

OK



## Challenge Questions

Please select and answer your challenge questions from the list below. The selected challenge questions will be used to verify your identity when you request to reset your password.



Shine On

You have successfully changed your password.

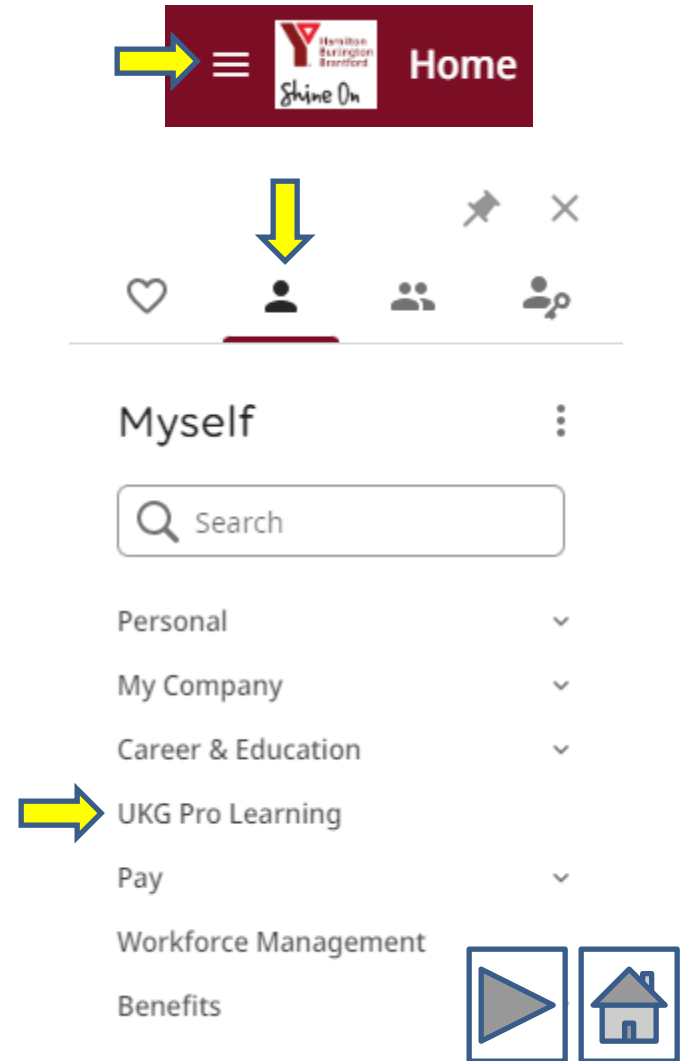
You may now close this window.

Powered by UKG



# Completing Training on a Computer

- Log in to UKG Pro, then:
  - Click the 3 horizontal lines to open the menu
  - Select single avatar icon to open 'Myself'
  - Click 'UKG Pro Learning'



# Completing Training on a Computer

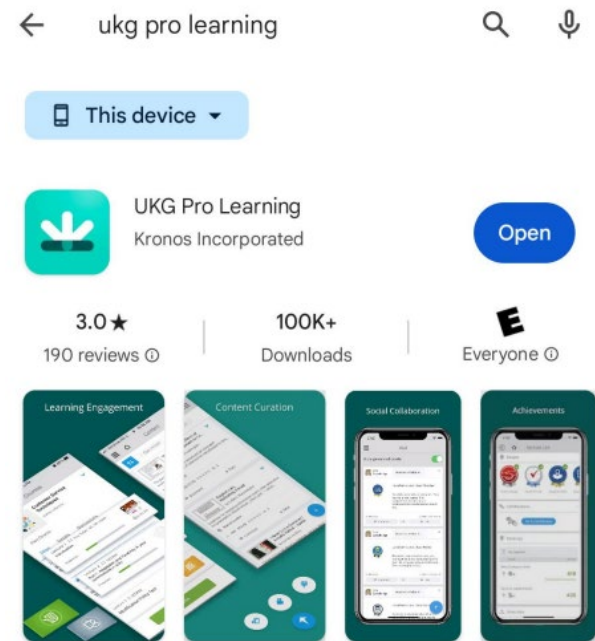
- If you need assistance with navigating UKG Pro Learning to complete your training, take a look at the guide on the help desk webpage titled “UKG Learning Navigation Guide”

# Completing Training on a Mobile Device

- Download the UKG Pro Learning app from Google Play or the App store
- Enter the company access code: YMCAHBB
  - Note: The app will also accept the code in lower case
- Click Continue
- Click Continue to Sign In
- Enter your username and password, then click Sign in

# Screenshots – Completing Training on a Mobile Device

- Download the UKG Pro Learning app from Google Play or the App store



Ultimate Kronos Group's UKG Pro Learning mobile application

# Screenshots – Completing Training on a Mobile Device

- Enter the company access code: YMCAHBB
  - Note: The app will also accept the code in lower case
- Click Continue

**UKG**  
Welcome to  
UKG Pro Learning



Company Access Code

ymcahbb

Continue

What is a Company Access Code?

# Screenshots – Completing Training on a Mobile Device

- Click Continue to Sign In

**UKG**  
Welcome to  
UKG Pro Learning



Continue to Sign In

What is a Company Access Code?

Company Access Code: ymcahbb



# Screenshots – Completing Training on a Mobile Device

- Enter your Username and Password
- Click Sign In



Shine On

Welcome!  
We're glad you're here.

[Sign in with your company \(SSO\)](#)

or

Username

Password

Sign In

[Forgot your password?](#)

Company Access Code: ymcahbb



# Screenshots – Completing Training on a Mobile Device

- Select an option to receive a verification code
  - Can be via email, text, or call
- Click ‘Get my code’



## A quick security check...

We'll send you a verification code to be sure this is really you. Where should we send it?

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What if I can't get a code?

Get my code



# Screenshots – Accessing UKG on a Mobile Device

- In this example we've received the code via text
- Enter the code
- Choose to "Remember this device" if you would like
- Click Sign in



Check your phone

We sent a verification code to true. Enter this code to finish signing in.

8 7 6 8 8

Sign in

Remember this device (optional)

Cancel

# How Do I View My Timecard?

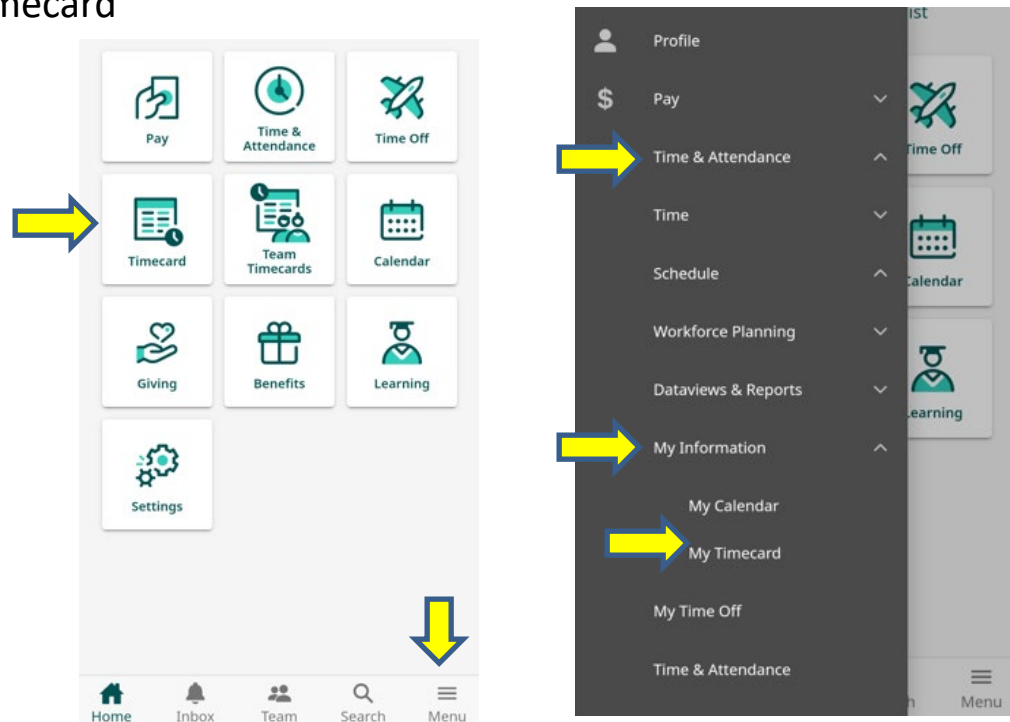
- Computer:
  - Log in to UKG Pro
  - From the side menu, select 'Myself' then 'Workforce Management' to bring you to the Time and Attendance system
  - From the home page, click the arrow on the 'My Timecard' tile or
  - Open the side menu, click 'My Information' then 'My Timecard'

The image shows a sequence of three screenshots illustrating the navigation process:

- Home Page:** A dark red header bar contains the Hamilton Sturgeon Stranford logo with the slogan "Shine On" and the word "Home". A yellow arrow points to a hamburger menu icon on the left.
- Side Menu:** A vertical menu is shown with a yellow arrow pointing to the "Myself" option. Below "Myself" is a search bar and a list of categories: Personal, My Company, Career & Education, UKG Pro Learning, Pay, Workforce Management, and Benefits. A yellow arrow points to "Workforce Management".
- My Timecard Page:** The "My Timecard" tile is highlighted with a yellow arrow. Below it, the "Exceptions" section shows a large "0" and a message "No data to display." with an icon of a person sitting on a box.

# How Do I View My Timecard?

- Mobile app:
  - Log in to the UKG Pro Classic mobile app
  - Click the 'Timecard' tile or
  - In the bottom right corner click 'Menu', 'Time & Attendance', 'My Information', then 'My Timecard'



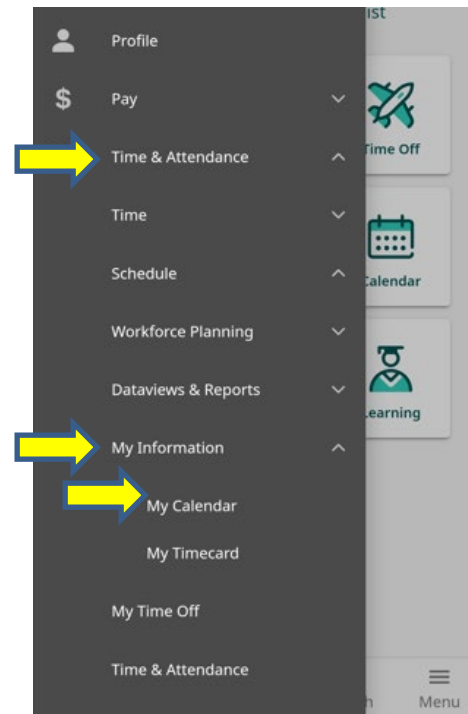
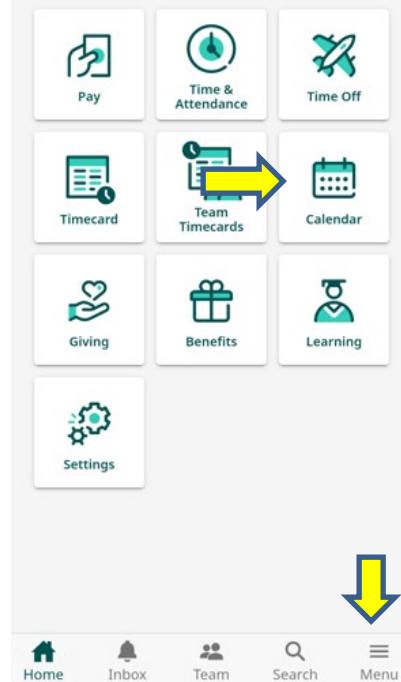
# How Do I View My Calendar?

- Computer:
  - Log in to UKG Pro
  - From the side menu, select 'Myself' then 'Workforce Management' to bring you to the Time and Attendance system
  - From the home page, click the arrow on the 'My Schedule' tile or
  - Open the side menu, click 'My Information' then 'My Calendar'

The screenshot illustrates the navigation process within the UKG Pro system. On the left, a red navigation bar contains the 'Home' button and a hamburger menu icon, with a yellow arrow pointing to the menu. The main content area shows a user profile card for 'Myself' with a search bar and a list of menu items: Personal, My Company, Career & Education, UKG Pro Learning, Pay, Workforce Management, and Benefits. A yellow arrow points to the 'Workforce Management' item. On the right, the 'My Schedule' section displays the current date as 'Thu 11 Today' and lists a shift: 'D8A-430P' from 8:00 AM to 4:30 PM [8.50] at the 'YMCA of Hamilton Burlington Brantford/Hamilton/Association Services/People Leadership Culture/HamiltonDowntownFamilyYMC/01-1-017-0100/Workforce Management & HRIS Specialist'. A yellow arrow points to the right arrow icon next to the 'My Schedule' title. At the bottom left is the 'Shine On' logo, and at the bottom right are icons for a play button and a home button.

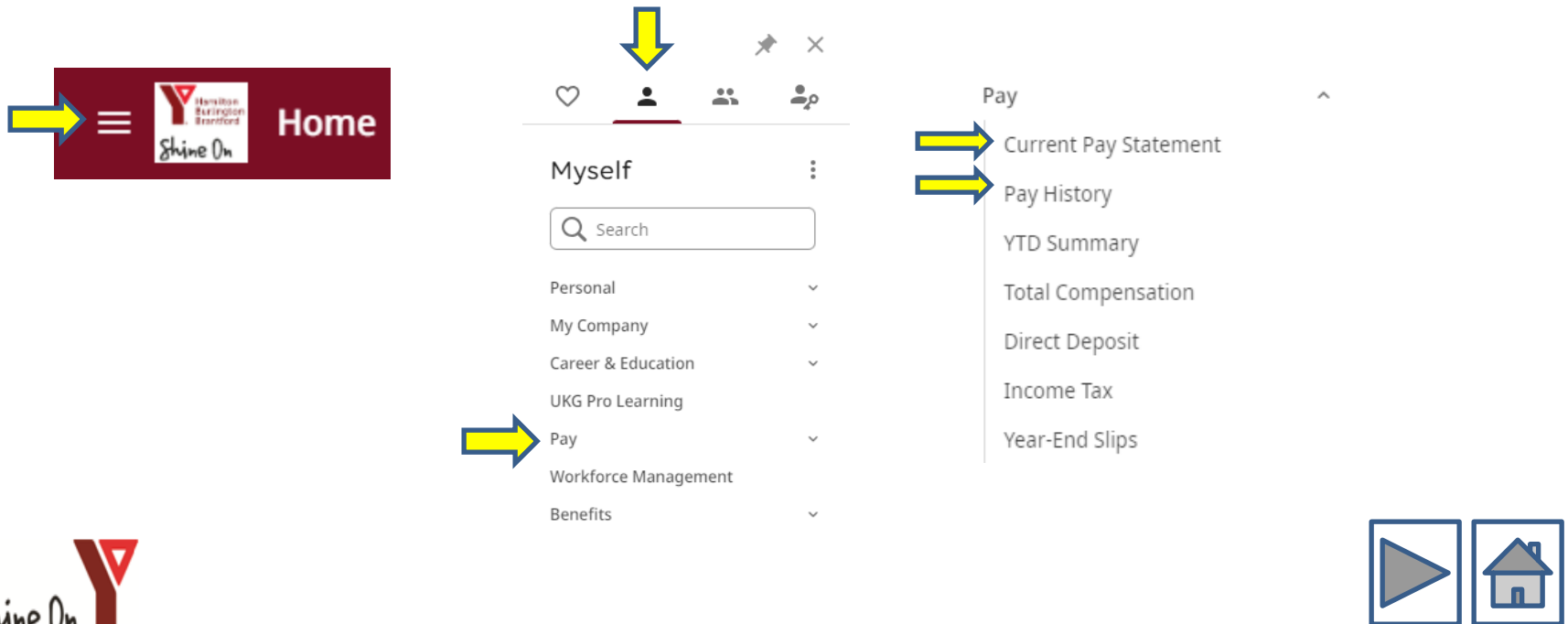
# How Do I View My Calendar?

- Mobile app:
  - Log in to the UKG Pro Classic mobile app
  - Click the 'Calendar' tile or
  - In the bottom right corner click 'Menu', 'Time & Attendance', 'My Information', then 'My Calendar'



# How Do I View My Pay Statement?

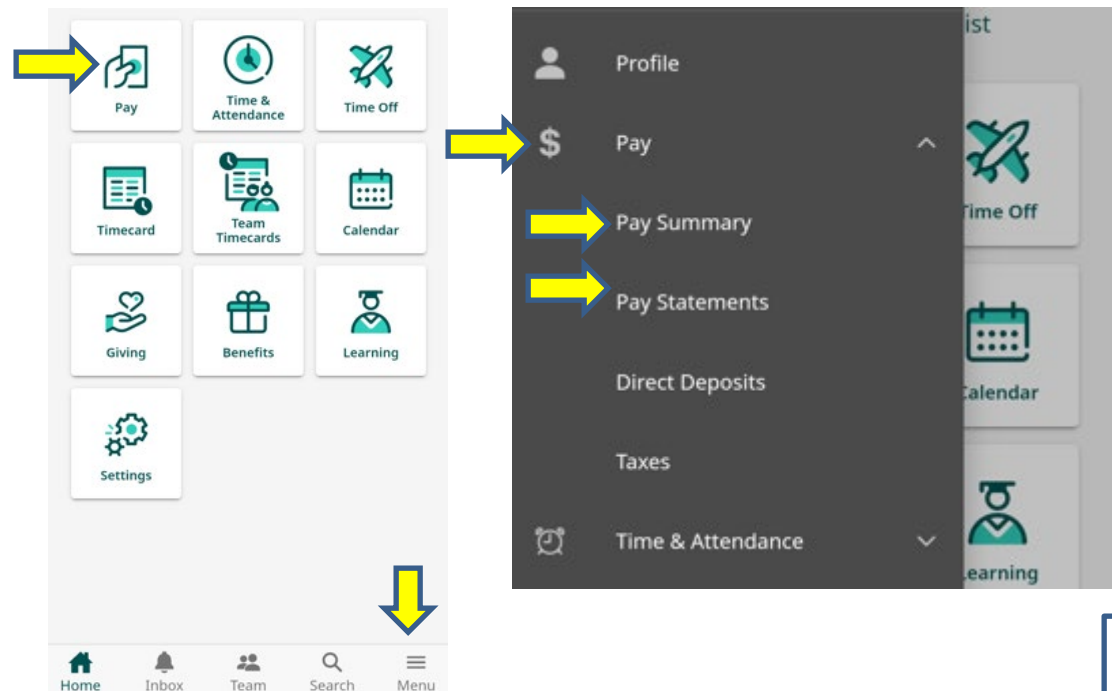
- Computer:
  - Log in to UKG Pro
  - From the side menu, select 'Myself' then 'Pay'
  - Click 'Current Pay Statement' for the most recent statement, or click 'Pay History' to see previous statements





# How Do I View My Pay Statement?

- Mobile app:
  - Log in to the UKG Pro Classic mobile app
  - Click the 'Pay' tile or
  - In the bottom right corner click 'Menu', 'Pay', then 'Pay Summary' or 'Pay Statements'



# What If I Forget My Password?

- Upon first accessing UKG, you will be asked to set a new password and set your 3 security questions/answers
- If you forget your password, use the “Forgot your password?” link either on the mobile app or a computer
- You will be asked to provide the answers to your security questions to then change your password
- Note: passwords cannot be reused

# Who Do I Contact If I Have Questions?

- If you have any questions after reviewing this guide, please email [plc@ymcahbb.ca](mailto:plc@ymcahbb.ca)
- Please include as much detail as possible so that we may look into your question and include screenshots wherever possible.