

Getting Started: Logging Into the Application

This section covers information about the login process for your users. The topics included are downloading and setting up the mobile app and logging into the desktop app.

Initial Log In Reminders: **You must use the link provided in the email to get started**

Getting Started FAQs

What if I didn't get an email with login instructions from UKG?

A: Reach out to the helpdesk to let them know you did not receive the log in email: servicedesk@eppahealth.com.

Do I have to log in using a desktop?

A: Yes, the first time you log into the UKG system must be on a desktop. This includes scribes.

What is our Company Shortname?

Our Company Shortname is: **6211748**

How do I authenticate? You must authenticate with EPPA's **OKTA Authenticator**. You will use your same user credentials to authenticate.

My phone number is already populated into the Text Message field, but it isn't my mobile number. Can I change it?

A: Yes. Just click in the field and type in the correct number.

I checked the box to not get prompted for a code and it worked for a while, but now I am getting prompted again. How can I fix this?

A: If any of the following are true, you will get prompted for a code:

- It has been 30 days since you last logged in
- You cleared your browser cache
- You are trying to log in with a different browser application
- You uninstalled and reinstalled your browser To resolve the issue, request and enter a new code and then check the box again.

What kinds of tasks can I do with the mobile app?

A: You can view and submit your timesheet, request time off, and view your schedule.

Can I use the app with my type of phone?

A: You can download the app from either the Apple or Google stores