

UKG Enrollment General FAQs

General UKG FAQs

What is UKG?

A: UKG is our new workforce management system that will streamline timekeeping, payroll, benefits, schedule viewing and more—all in one user-friendly platform.

How do I access UKG for the first time?

A: You will receive an email from **noreply@saashr.com** with a unique login link. You must use that email to begin the enrollment process.

What should I do if I didn't receive the email?

A: Check your **spam or junk folder** for a message from **noreply@saashr.com**. If you still can't locate it, contact servicedesk@eppahealth.com for assistance.

What credentials do I use to log in?

A: You will log in using your **EPPA OKTA credentials**. If you're unsure of your login or have issues with OKTA, reach out to servicedesk@eppahealth.com

If I don't typically utilize a desktop in my role, do I still have to login via desktop?

A: Yes, all users, regardless of role need to log in to the UKG system via desktop for their very first login. You can download the app (if applicable) after your first initial login via desktop.

Is there a guide to help with login?

A: Yes! A [Quick Start Guide](#) is attached here to walk you through the steps.

Why is there an exclamation point on my time entry?

A: That indicates that the entry has an exception flag. Exception flags indicate if you punched earlier or later than your scheduled time or were absent for the day.

Can I view my timesheet from the mobile app?

A: Yes, you can. Click **View Timesheet**

What kind of changes can I request?

A: You can request to change the cost center, in time, out time or hours of time entry. You can also request to add a time entry to your timesheet

My total hours on my timesheet currently shows in quarter hours. UKG shows the actual hours I was clocked in for. Is that changing what I get paid for?

A: Although the system is showing the total time you are clocked in for, payroll will still round your hours to the nearest to the nearest quarter hour. For example, if you are an hourly employee, and clocked in at 9:07am, you would be paid starting at 9:00am. If you clock in at 9:08am, you will be paid starting at 9:15am. If you punched out at 4:07 pm, you would be paid until 4 pm. If you punched out at 4:08 pm, you would be paid to 4:15 pm.

Can I cancel a time off request after it has been approved?

A: You cannot affect the request you sent, but you can submit a timesheet change request to modify or remove the time off from your timesheet.