

## FAQs for UKG Users

### How do I find the training website?

A: Click to access the UKG Training website: <https://www.eppahealth.com/office-urgency-room/>

### What is the notification bell?

A: Your notification is located in the top right-hand corner of your dashboard. The system will alert you with important information for necessary for your review. It is strongly recommended that you review your notifications timely. In the notification page you will have three tabs, My To Do Items, My Notifications and My Checklists.

### How do I clock in?

A: How you clock in will vary. Office staff will clock in via a desktop computer. Urgency Room staff will clock in using the UKG timeclocks. Scribes will clock in via the UKG mobile app.

### Are there changes in some of the terminology between ADP and UKG?

A: Yes, there are a few changes in terminology between the two systems to be aware of.

UKG references **timesheets** while the ADP language references timecards. UKG asks employees to **submit** their timesheets for vs. approve them.

### How do I request time off?

A: How you request time off will vary. Office staff will utilize UKG to submit time requests. You will allocate the type of request (PTO/Floating Holiday/ ESST) in UKG at the time of the request. Urgency Room and scribe staff will initiate your initial request in QGenda first. Once approved you will utilize UKG to allocate how you would like those hours to be paid (PTO/Floating Holiday/ESST). Options for pay may vary based on employee.

**How do I view my current timesheet?**

A: To view your timesheet navigate to: Menu> My Info> My Time> Timesheet > Current Timesheet. Timesheet fields and functionality vary based on company configuration and security permissions

**How do I edit or add a missing punch?**

A: If you need to edit or add a missing punch you will make the edits in UKG. Log in and navigate to My Info> My Time> Timesheet > Current Timesheet

From the Timesheet Edit page, select Change Request.

At the Change Type drop down list, select Modify Punch In or Modify Punch Out. Click Submit Change.

**How do I submit my timesheet?**

A: Access Your Timesheet: Navigate: My Time > Timesheet > Current Timesheet Review and Verify

- Check Hours: Review all punches for accuracy, including in/out times and daily totals.

Make Corrections (If Necessary)

- Fix Errors: If there are missing punches or incorrect times, click the Change Request button (often under the [...] icon on the top right) to submit a correction request.
- Add Comments: You may be required to add a comment explaining any changes made to your timecard.

Submit and Approve

- Finalize: Once the timecard is accurate, click the **Submit** button

Important Tips

- Deadline: Ensure this is completed before the payroll deadline to avoid compensation delays.
- Locked Timesheet: If your manager has already approved the timecard, it may be locked. You will need to ask them to "Remove Approval" if you need to make further edits.

**How do I view company documents including the employee handbook and policies?**

A: To view company documents navigate to My Info > My Company > Documents.

Documents are grouped by category to make finding information easier. If you click the down arrow to the **LEFT** of the title Group By you can see all of the available groups to make your search easier.

**How do I view my accrual balances?**

A: Access the Time Off Balances page from the My Info tab of the menu. The Time Off Balances page is also accessible from the My Accruals Balances widget on the dashboard. Menu> My Info> My Time> Time Off> Balances>

As an office employee, you can also request time off via this page.

**I need to reset or unlock my password.**

A: If you need to reset or unlock your password contact your manager or supervisor or you can send an email to Megan Blazevic: [mblazevic@eppahealth.com](mailto:mblazevic@eppahealth.com) for assistance.

**What is an HR Action?**

A: HR actions are digital request forms used to formally initiate official changes with HR.

**Menu> My Info > My HR > HR Actions**

You will find three tabs in this section: **Available**, **Open**, and **Submitted**. Click on any available HR action to start completing your task. Be sure to click **SUBMIT** to ensure your HR action is sent to the appropriate team for processing.

**How do I update my tax withholdings?**

A: You can add/update your direct deposit information from a few different locations.

Menu > My Info > My Pay > Direct Deposits

OR

Navigation: Menu > My Info > My Favorites > My HR > HR Actions > Direct Deposits

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