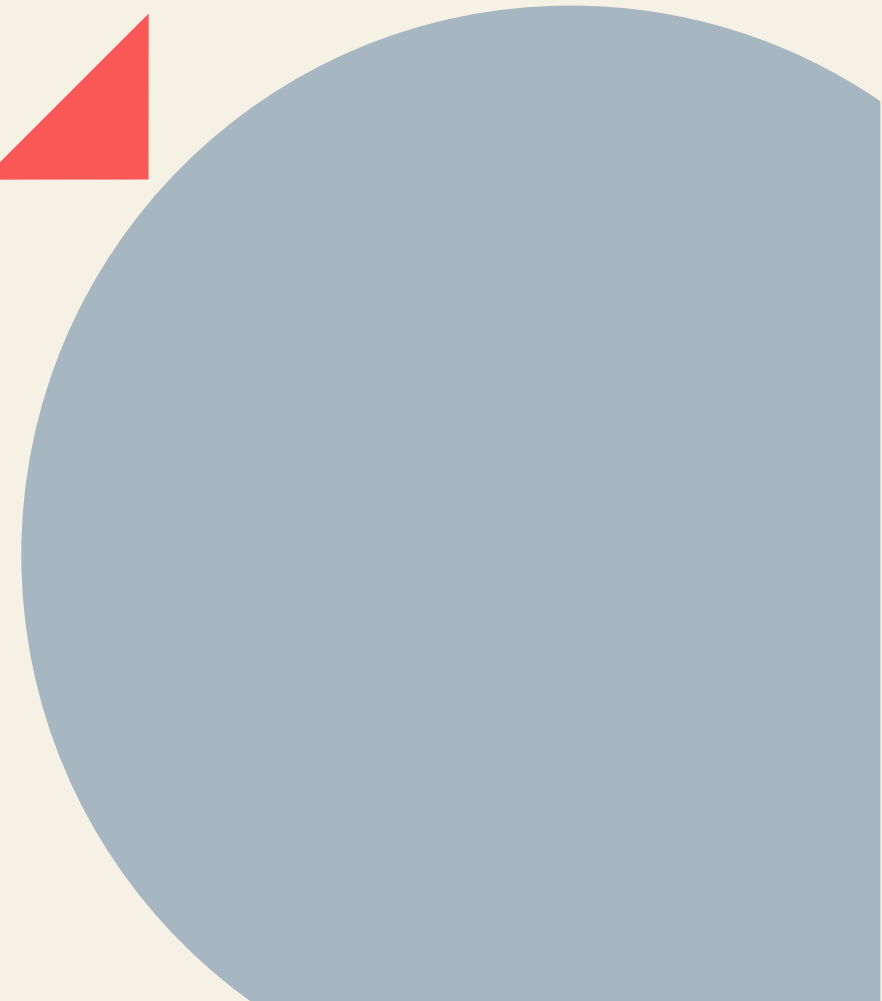


*JULY 2025 VERSION 5*

# UKG Pro Candidate User Guide – Mobile App Setup



## IMPORTANT NOTES

If you are scheduled for a shift, it will be automatically confirmed based on the availability you've set in the app. You do not need to accept or decline the assigned shift.

If you're unable to attend a scheduled shift, please follow the steps outlined in "How to Request Time Off or Cancel a Shift" on Page 8.

Make sure to enable *Push Notifications* when setting up your mobile app, as all shift-related communications will be sent through the app.

If you have any questions or encounter any issues, reach out to your Chandler Macleod consultant as soon as possible or email [wfp@chandlermacleod.com](mailto:wfp@chandlermacleod.com).

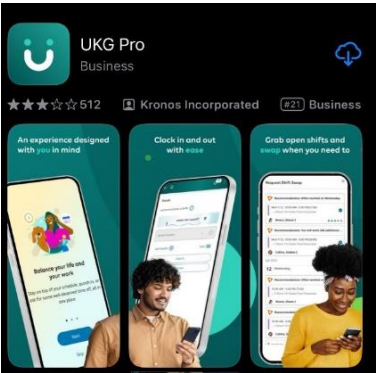
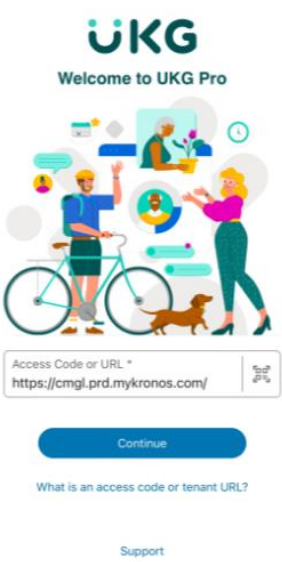
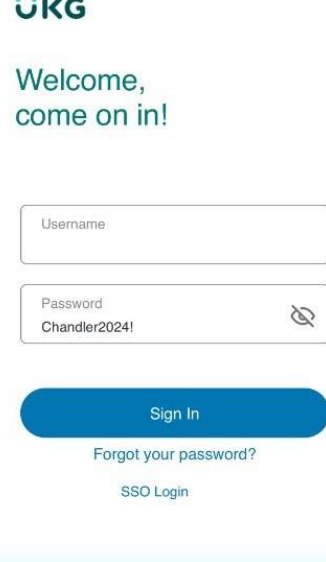

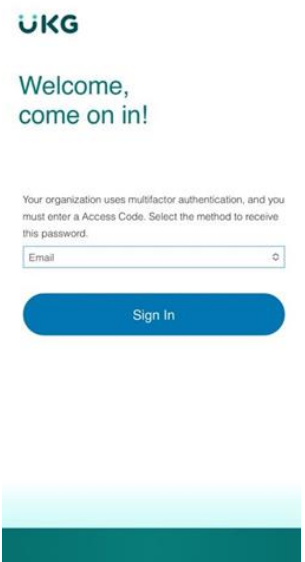
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# How to set up your UKG Pro app – Part 1



1. Go to your app store and download the UKG Pro app to your device,
2. When asked for the Access Code or URL, *type* in the following link - <https://cmgl.prd.mykronos.com> and click continue
3. Enter your specific login credentials:
  - Username: Your Payroll Number (9-digit number located on your payslip)
  - Default Password: Chandler2024!
4. Update your password to your chosen password (you will only need to update your password upon first use),
5. Select email as your multifactor authentication and click sign in to receive the Access Code.

Step 1	Step 2	Step 3	Step 4	Step 5
 <p>The screenshot shows the UKG Pro Business app listing on an app store. It features the app icon, a 5-star rating, and three promotional cards: 'An experience designed with you in mind', 'Clock in and out with ease', and 'Grab open shifts and sleep when you need to'. Below the cards are images of two people using the app.</p>	 <p>The screenshot shows the 'Welcome to UKG Pro' screen. It features the UKG logo, a colorful illustration of people and a dog, and a text input field for 'Access Code or URL *' containing the link 'https://cmgl.prd.mykronos.com/'. Below the field is a 'Continue' button and a 'Support' link.</p>	 <p>The screenshot shows the 'Welcome, come on in!' screen. It features the UKG logo and two text input fields: 'Username' and 'Password' (containing 'Chandler2024!'). Below the fields are 'Sign In', 'Forgot your password?', and 'SSO Login' buttons.</p>	 <p>The screenshot shows the 'Welcome, come on in!' screen with a 'PASSWORD MUST BE RESET.' warning. It features three password input fields: 'Old Password', 'New Password', and 'Confirm Password'. Below the fields is a list of password requirements and a 'SUBMIT' button.</p>	 <p>The screenshot shows the 'Welcome, come on in!' screen with a message about multifactor authentication. It features an 'Email' input field and a 'Sign In' button.</p>

# How to set up your UKG Pro app – Part 2

6. Go to your emails, copy the Access Code and enter the 6-digit number in the app then click sign in.
7. Ensure **Push Notifications** are enabled as all communication regarding your shifts will be issued via this app only.
8. Ensure **Location** is enabled by selecting 'Allow While Using App' to receive accurate shift details.
  - If you need to update this, go to your mobile settings → Location Services → UKG → then select *Allow Location Access – While Using the App*

(Optional) Enable Face ID for easier access to the app moving forward.

The image displays four sequential screenshots of a mobile phone interface, each labeled with a step number in a red header bar.

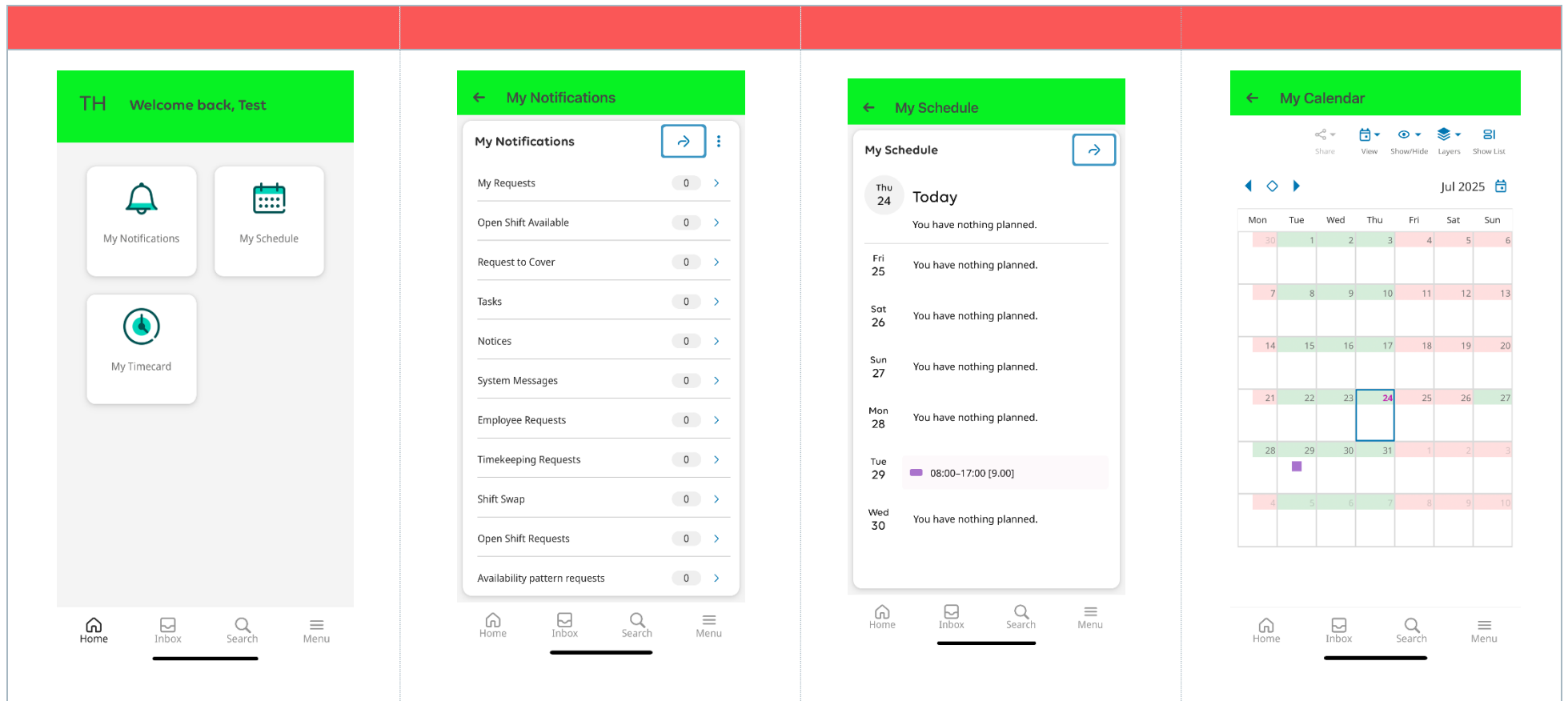
- Step 6:** An email inbox showing an email from 'no-reply' with the subject 'Access Code for UKG Pro Workforce Management'. The email body contains the text: 'Your Access Code for UKG Pro Workforce Management: 196088'.
- Step 7:** The UKG Pro app's sign-in screen. It features the UKG logo, a 'Welcome, come on in!' message, and a text input field containing the access code '196088'. A blue 'Sign In' button is at the bottom.
- Step 8:** A notification permission dialog box. The title is '"UKG Pro" Would Like to Send You Notifications'. It includes a description of notifications and two buttons: 'Don't Allow' and 'Allow'. Below this is a location permission dialog box titled 'Allow "UKG Pro" to use your location?'. It includes a description of location usage, a map showing the current location, and three options: 'Allow Once', 'Allow While Using App' (which is selected), and 'Don't Allow'.

# How to navigate the UKG Pro App



Once you have logged into the UKG Pro app, you will be able to review the following options:

- Home Page
- My Notifications
- My Schedule → My Calendar
- My Timecard



# How to enter or change your availability for shifts



You can easily view any shift updates from the Home Page under My Notifications. To add or change your availability:

1. From the Home Page, go to My Schedule → My Calendar, then tap New Request
2. Click Availability Change, select the relevant date(s) and tap Next,
3. Update your availability, tap Review to confirm your changes, then click submit to complete the request.

**Step 1**

**Step 2 & 3**

# How to Request Time Off or Cancel a Shift



1. From the Home Page, go to My Schedule → My Calendar,
2. Click New Request and then Time-Off,
3. Select the date(s) you want to request time off for and then tap Review,
4. Enter the reason and comment then click Submit to complete the request.

The image displays four sequential screenshots of a mobile application interface for requesting time off or canceling a shift. The interface is divided into two main sections: 'Step 1 & 2' and 'Step 3 & 4'.

**Step 1 & 2:**

- Panel 1 (Left):** Shows the 'My Calendar' screen. A red arrow points to the 'New Request' button in the top navigation bar.
- Panel 2 (Right):** Shows the 'New Request' modal. A red arrow points to the 'Time-off' option.

**Step 3 & 4:**

- Panel 3 (Left):** Shows the 'Request Time Off' modal. A red arrow points to the 'Review' button at the bottom.
- Panel 4 (Right):** Shows the 'Request Time Off' modal with a 'CANCELLED SHIFT - CANDIDATE (Full)' request. A red arrow points to the 'Submit' button at the bottom.

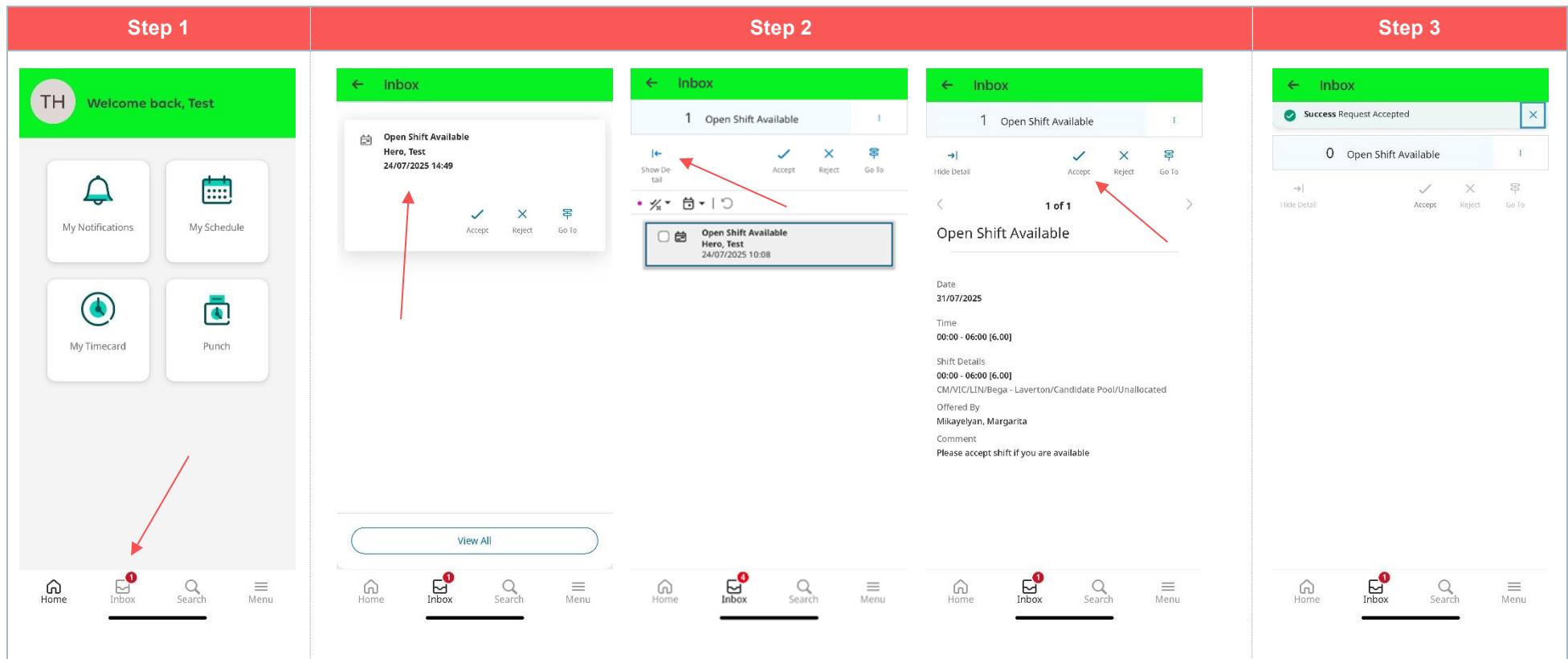
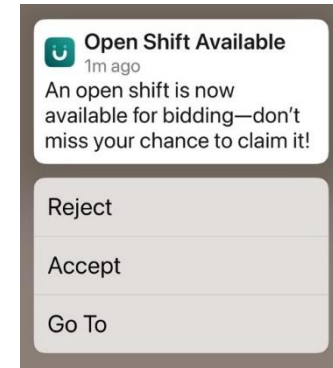
The interface includes a calendar view for July 2025, a bottom navigation bar with 'Home', 'Inbox', 'Search', and 'Menu' icons, and various interactive elements like 'Share', 'View', 'Show/Hide', 'Layers', and 'Show List'.

# How to Accept an Available Shift



If there is an open shift available, you will receive a notification like the one shown on the right. You can accept the shift directly from the notification by holding it and tapping Accept, or you can follow the steps below:

1. Open the UKG app and tap on Inbox.
2. Click on the Open Shift Available message, and then tap Show Details to view the full shift information. If you're available, tap Accept.
3. A confirmation pop-up will appear letting you know the request has been accepted. The shift will then be automatically added to your Schedule.



# How to Punch In and Out for Shifts (If Applicable)



Use the following steps to punch in at the start of your shift and punch out at the end of your shift:

1. From the Home Page, click the Punch tile
2. Click Punch
3. Click Close

The image illustrates the three steps of the mobile app interface for punching in and out, presented in three panels under a red header.

- Step 1:** The Home Page shows a green header with 'TH Welcome back, Test'. Below are four tiles: 'My Notifications', 'My Schedule', 'My Timecard', and 'Punch'. A red arrow points to the 'Punch' tile.
- Step 2:** The 'Punch' screen shows a green header with a back arrow and 'Punch'. Below is a white card with 'Punch' and 'Last punch: 15/07/2025 16:29'. A 'Scan' button with a barcode icon is on the right. A 'Punch' button is at the bottom. A red arrow points to the 'Punch' button.
- Step 3:** The 'Punch' screen shows a green header with a back arrow and 'Punch'. Below is a white card with a green checkmark icon and 'Your clock entry was successful.'. Below that is '15:04 Punch Time' and a 'Close' button. A red arrow points to the 'Close' button.

Each panel has a bottom navigation bar with icons for Home, Inbox, Search, and Menu.