

Support Quick Reference Guide

The UKG Community is your gateway to support resources and services!

The UKG Community™ helps you successfully navigate your UKG solution by putting tools and resources at your fingertips. This collaborative, intuitive online space connects you to extensive self-service support resources and helps you find answers quickly. When needed, opening a case is just a few clicks away.

First things first: Get access

Not a member? Here's how to get access to the UKG Community:

Go to community.ukg.com

- Click the **Login** icon at the top right of the page
- Click **Register**
- Enter your Solution ID* and click **Validate**
- Fill out your profile and click **Save**

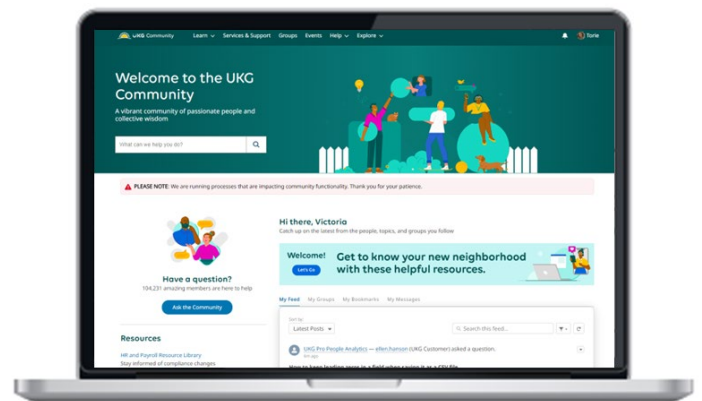
Check out the [Community Customer Self-Registration and Access Process](#) for step-by-step instructions on registering for the UKG Community, creating a contact, and requesting additional access.

**If you don't know your Solution ID, email us at community@ukg.com, and we'll look it up for you.*

Take a spin through the Community

Once you register, you'll be able to find the answers and assistance you need — when you need them. You can:

- Access Knowledgebase Articles and product documentation
- Ask questions and get answers from peers and subject matter experts
- Sign up for alerts and notifications
- Open support cases and request billable consulting services
- And more!



Get to know your Community

Tour and explore your new neighborhood to get a quick overview of how it works and where you can find things. If you'd like a deeper dive, [check out the UKG Community Resources page](#) to see all the resources available in the UKG Community.

Getting started with the [UKG Community Member Guide](#) is a great place to get comfortable navigating all the resources and functionality offered to find what you need when you need it.

Visit the Learn Product pages to get resources for your UKG Solution

Looking for a resource to help you quickly finish a task? Learn Product pages bring together all relevant resources organized by product solutions. Learn Product Pages direct you to Library documentation, release information, training, help articles, groups, and more.

To access product learning pages, from the top navigation bar, select Learn.

Get to know your support resources

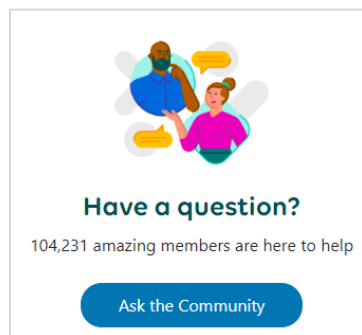
Find what you need with powerful search capabilities

The UKG Community is fully searchable, with a search bar that will make appropriate suggestions to help you optimize your search term and access the best possible answer. Results include resources such as knowledge articles, product documentation, cases, discussions, groups, ideas, and people.

[Review best practices for searching on Community.](#)

Have a question? Ask the Community.

Over 100,000 active members enable you to connect with like-minded peers, ask questions, get tips and tricks from our experts, and more – it's your one-stop shop for everything you need to succeed.



Submit a question to your UKG Community peers by selecting “Ask the Community” on the home page.

Find common solutions in Knowledgebase Articles

Looking for advice on how to use and troubleshoot your solution? UKG experts routinely publish Knowledge Articles that provide solutions to the most common questions asked. Articles are searchable in the search bar, providing simple-to-follow tutorials to help you navigate and troubleshoot your solution.

Locate product documentation

Want access to product documentation and how-to guides for your product? No problem. Head to your solution's Learn page and click on the Library tile to review your solution's product documentation for more in-depth information about a product or feature.

Our support team is here for you when you need us

Looked for the answer but still need help?

If you find that you still have questions after you've explored the Community self-service options, reach out to your support team. Our support model consists of success groups organized into small teams called Success Krews. You will work with the same familiar team of experts and get access to expertise across the suite. This means fewer pass-offs of cases and quicker resolution for you.

The fastest way to reach your Success Krew is by opening a case in the UKG Community and our Rapid Response Contact Center, a live support channel for critical and deadline-sensitive situations.

[How to contact UKG Support](#)

Need to contact your support team?

Opening a case with your Success Krew is easy:

- [Log in](#) to the UKG Community
- Click on the **Services & Support** navigational tab from the Home page
- Select **Create Case**
- Enter all required case details in the form
- Review recommended solutions
- Upload attachments if needed
- Click **Submit**

Referencing the product name and version in the case title will help speed up the processing of your case.

[Review step-by-step instructions for creating and managing cases.](#)

Case Creation How It Works



Support case management tips

- When opening a case, your account will be automatically selected. For multiple accounts, select the desired account from the drop-down list.
- You may be asked if your case is related to UKG Pro Pay or UKG Pro Tax and Payment Services. If the case regards these services select yes and continue entering case details; otherwise, select no.
- Enter the job category, product solution, and primary area that best describes the item you are creating a case for.
- If you receive an error message, include the error text in the case issue description, add an attachment if needed, and submit.
- If multiple cases are open simultaneously, managing them is simple when you filter by case owner, case status, or date range.
- If you're a customer or a partner with multiple Solution IDs, filter by your Solution ID for quick access to the case you want.



Mission-critical support — 24/7

If you require urgent assistance and experiencing major system degradation with your UKG solution, please call us immediately via the appropriate support number for your location below.

Phone: +1 (800) 394-4357 (U.S. and Canada)

UKG Pro suite urgent payroll critical assistance
+1 (888) 874-6086

After-hours, weekend, and holiday support is available for critical payroll questions.

Get Global Support phone numbers for other countries.

[Learn more about UKG support policies and services.](#)

Service Requests

Are you looking for additional services? You can easily create and manage customer service requests based on your UKG solutions directly from the Community.

[Here is an overview of the steps to create and manage service requests.](#)