

UKG Pro Workforce Management Trust Site Communications

Sign up to receive critical communications about your UKG Pro Workforce Management solution

Welcome to UKG Pro Workforce Management!

One of the most exciting and informative resources is your UKG Pro Workforce Management™ Trust Site, which provides a transparent view of solution status through the online UKG Community whenever you need it. We encourage you to become acquainted with your Trust Site and sign up to start receiving email notifications right away. This will ensure that you're always informed about the status of your solution.

The Trust Site features information that's unique to your organization and specific to your solution's status details. That's why communications coming from this tool are so valuable — they proactively deliver critical information about *your* UKG Pro Workforce Management solutions right to your inbox.

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The Trust Site is the source of all communications about your UKG Pro Workforce Management **tenants**. After you register for UKG Community™, we highly recommend that you, the project team, and administrators visit the [Trust Site](#) and opt in to receive these important email notifications. You can also subscribe to receive SMS notifications too (*message and data rates may apply*).

The three types of communications sent from the Trust Site are:



Incident Notifications

Be alerted to any unplanned or emergency alerts, outages, performance degradation, etc.

Opting in for incident notifications means you will receive an email each time UKG identified an issue impacting the availability or performance of your solution.



Maintenance Updates

Receive updates for planned and scheduled maintenance events as well as which tenants are impacted.

You will receive reminders in advance of the scheduled event, followed by email notifications when the event is in progress, and when the event has completed.



Announcements

Stay informed about upcoming releases, product, and roadmap changes.

Learn more about supporting resources that will ensure you, your team, and your organization are prepared, trained, and ready to embrace new features with confidence.



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Let's review what to expect from each category of communications, how often recipients will see messages in their inboxes, and who at your organization should receive which types of communication.

What to expect from incident notifications

Incidents are unplanned or emergency events, outages, performance degradations, etc. These communications are critical and timely and are sent only as needed. Opting in for incident notifications means you will receive an email each time UKG identifies an issue impacting the availability of your solution — and information on its impact. Any Trust Site user who opts into incident notifications will receive updates hourly or at regular intervals until resolution.

Anyone who is responsible for managing the operations and maintenance of your organization's UKG Pro Workforce Management solution — including administrators, IT staff, and operations employees — will find value in subscribing to this communication type for timely incident notifications and alerts. The project team responsible for managing the deployment of UKG Pro Workforce Management also should sign up to receive incident notifications and alerts.

What to expect from maintenance updates

Maintenance updates are based on planned events. Opting into this communication type will trigger emails when maintenance events are scheduled. These communications will tell you which tenants are impacted and how the scheduled maintenance event will impact your access to the solution. Any Trust Site user who opts into receive maintenance updates will receive an email that notifies you about the scheduled event, then a reminder 48 hours in advance of the scheduled event, followed by an email that the event is in progress. Finally, you will be notified after the maintenance activity is complete. However, for maintenance events with less than 48 hours of notice (e.g. emergency maintenance), a reminder notification will not be sent — all other communications will remain the same.

We recommend that any person in an administrator, IT, or operations role should opt into receive maintenance updates. The project team responsible for managing the deployment of UKG Pro Workforce Management should also sign up to receive maintenance updates.




What to expect from announcements

Announcement communications are intended to inform you about upcoming releases including new features, enhancements, and additional product updates. These emails also emphasize and highlight helpful resources — such as release notes, documentation, training, and more — that will ensure you, your team, and your organization are prepared, trained, and ready to embrace the new release with confidence.

Announcements are for any UKG Pro Workforce Management user or team who should be kept in the loop about upcoming enhancements in new releases.

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Trust Site Communications Overview

Type	Frequency	Audience
 Incidents	Every hour or at regular intervals until resolution	Any person who serves in the following roles should opt into Incidents: <ul style="list-style-type: none"> Administrators (IT, HR, Payroll) Operations Project team
 Maintenance	4 emails sent per maintenance event* *3 emails are sent when the event is scheduled within 48 hours	Any person who serves in the following roles should opt into Maintenance: <ul style="list-style-type: none"> Administrators (IT, HR, Payroll) Operations Project team
 Announcements	Workforce Management: 3-5 emails per release cycle	Any person who needs to know about the following items should opt into Announcements: <ul style="list-style-type: none"> New and upcoming releases Enhancements and new features Additional features that may or may not be enabled Improved functionality Training and resources to prepare for new features in an upcoming release
	Human Capital Management: 2 emails per release cycle	

Preparing for the next release

The more you know, the better prepared you can be for an upcoming release. Choosing to receive Announcements provides you with timely and relevant information about the upcoming release — including new features, enhancements, integrations, APIs, patches, and more. You can always find the most updated release content and information by visiting Release Readiness on the UKG Community: [Workforce Management \(WFM\)](#) or [Human Capital Management \(HCM\)](#).

Additionally, we **highly recommend** that you join the [UKG Pro Workforce Management groups](#) that matter most to you — also in the UKG Community — to learn about upcoming releases, relevant content, and conversations that support user adoption, provide common practices, offer tips and tricks, and promote opportunities to network with your peers and product experts.



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How to Subscribe to Trust Site Communications

Log in to your Trust Site.

1. Navigate to community.ukg.com/s/dimensions-trust-site and log in directly with your UKG Community credentials.
2. Click the where it says, “Click here to subscribe to emails.”
3. Select the boxes to opt-in to receive emails about incidents, maintenance, and announcements.

The screenshot shows the UKG Dimensions Trust Site interface. At the top, there is a navigation bar with 'UKG Community', 'Home', 'Learn', 'Services & Support', 'Groups', 'Events', and 'More'. A search bar and user profile 'Nancy Neighbor' are also present. The main content area is titled 'UKG Dimensions | Trust Site' and provides information about service status. It includes a 'BROWSE MAINTENANCE BY DATE' calendar for June 2023, with the 12th highlighted. Below the calendar are links to 'CLICK HERE TO SUBSCRIBE TO EMAILS >>' and 'CREATE A SUPPORT CASE >>'. The service status section shows two main categories: 'Kronos-PROD' and 'Kronos-uat', both marked as 'Available'. Under 'Kronos-PROD', a table lists affected services: 'Gaming', 'Outlook Integration', and 'HCM Services', all with an 'Available' status.

SERVICES AFFECTED	
SERVICE NAME	SERVICE STATUS
Gaming	Available
Outlook Integration	Available
HCM Services	Available

The screenshot shows the 'Trust Site Subscriptions' page. It features a navigation bar similar to the previous screenshot. The main content area is titled 'Trust Site Subscriptions' and includes links for 'Return to Status Page' and 'Manage Email Addresses'. The 'Email Subscription Opt-In' section has three checkboxes: 'Incidents' (checked), 'Maintenance' (checked), and 'Announcements' (checked). The 'Email to SMS Subscription Opt-In' section has three checkboxes: 'Subscribe to Incidents', 'Subscribe to Maintenance', and 'Subscribe to Announcements', all of which are currently unchecked. A disclaimer at the bottom states: 'Disclaimer: Message and data rates may apply. Check with your mobile service provider for details.'