Mobile Checklist
Creating a better experience for your employees

A successful rollout of the mobile app creates a better experience for your organization's employees.

Follow these steps to get started!

✓ Step 1: Provide the URL to your employees

- **Access URL:** A critical first step ensures that your employees have easy and quick access

- **Employee questions:** Inform your employees of where to go for help — for example, your IT department

> **Best practice tip:** Create a mobile-specific internal email — for example, mobileapphelp@yourcompany.com — that employees can contact for help.

- **Get answers:** Remind employees to visit FAQs in the mobile app

✓ Step 2: Access and share key resources

Get users up and running quickly with these helpful guides, tutorials, and job aids for downloading, setting up, logging in to, and signing out of the mobile app:

- Share Mobile Minutes — Quick how-to videos on punching, requesting time off, swapping shifts, managing timecards, and more!

Getting Started Guides

- Employee Guide for iPhone
- Employee Guide for Android
- Manager Guide for iPhone
- Manager Guide for Android

> Enter your unique URL on these forms before providing them to employees.
>
> **Quick Tip**

✓ Step 3: Increase adoption with the right tools

Leverage the tools available to communicate how to use the mobile app and spread the word about new features:

- **User Adoption Toolkit:** Visit the User Adoption Toolkit (found under Quick Links in KnowledgePass) for tutorials, worksheets, and communication templates.

- **Customer Engagement Toolkit:** Download the Customer Engagement Toolkit for customizable email templates, posters, banners, and more promotional materials to help ease you into the mobile journey and beyond.

- **UKG KnowledgePass:** Dive into KnowledgePass courses that get you up to speed on all things mobile. Start with Workforce Tablet and Workforce Mobile Implementation Essentials, Performing Employee Tasks, and Performing Manager Tasks.

✓ Step 4: Review documentation

Review documentation for installing, configuring, and using your UKG Workforce Central server environment and devices:

- [Documentation for Workforce Mobile](#)
- [Documentation for Workforce Tablet](#)
- [Workforce Mobile Apps Devices Operation System Compatibility Matrix](#)

Additional Resources

- [Release Notes](#)
- [Service Packs](#)
- [Discussion Group](#)
- [Workforce Mobile Support](#)

∪KG

Our purpose is people

Building on 70 years of experience from two leaders in HR solutions, UKG™ combines the strength and innovation of Ultimate Software and Kronos®. Individually, we've always put people at the center of everything we do. Together, we're committed to inspiring workforces and businesses around the world, helping to pave the way forward for our people, customers, and industry.