UKG

New Administrator Training Overview

Did you know 20% of new hires leave their jobs within the first 45 days?[1]

Turnover, especially administrator turnover, can negatively impact your customer journey. We understand that onboarding new administrators can be challenging, and we're here to support you throughout the process with our New Administrator Training Program. The program is designed to help guide new administrators, who are already live on the UKG Ready™ solution, through any potential challenges they might face. Our ultimate goal is to establish a connection early on and be a go-to resource for new administrators throughout their onboarding journey.

Detecting new administrators

Since we're on this journey with you, it's important for us to know when certain milestones are coming. Through the UKG Ready solution, we can detect when a new administrator is added — and that's when we kick off this self-paced training program for them. No need to notify us that you've hired a new administrator or manually sign them up for training.

Offering a personalized experience

Our New Administrator Training Program offers a personalized experience. New admins can sign up for training resources that best fit their schedules; however, we strongly encourage them to complete the full training program. This ensures your new admin is fully educated on how to work the UKG Ready solution. Check out the program below!

Welcome to the UKG team

Upon automatic enrollment, every new admin is welcomed into the program with an email that contains a roadmap for success. Through the email, new admins can view an introductory video from UKG Ready General Manager Bob Delponte and download the New Administrator Survival Guide Checklist.

1. Arlene S. Hirsch, "Reducing New Employee Turnover Among Emerging Adults," SHRM (June 2, 2016) found at https://www.shrm.org/resourcesandtools/
hr-topics/employee-relations/pages/reducing-new-employee-turnover-among-emerging-adults.aspx.

Best practice tip

Many new admins take advantage of our drop-in Q&A sessions, which offer guidance whenever it's needed. Whether they've been in their role for a few weeks, a few months, or even a few years, admins can take advantage of these informative sessions that allow admins to connect directly with the UKG Ready team. Remember, we are committed to your success. If something comes up down the line that you're unsure about, we're here for you.
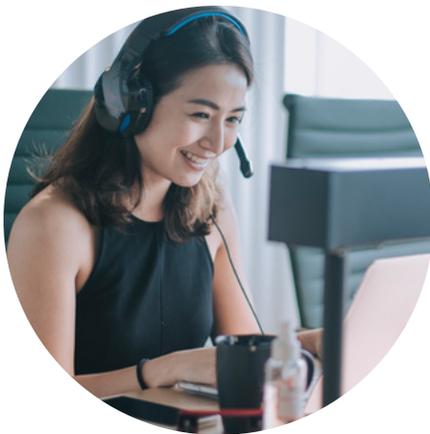
Orientation

The on-demand orientation webinar is the second step to success. The goal of the orientation is to familiarize new admins with their system by providing an overview of the UKG Ready suite. We designed the orientation to be on demand because we understand that life gets busy and learning a new role with a new solution is a recipe for scheduling headaches. With our on-demand option, new admins can complete the orientation at a time that works best for them.

One-on-one time with UKG expert

We think it's essential to give new admins the opportunity to speak to a UKG™ (Ultimate Kronos Group) expert in order to further their success. In this unique one-on-one session, new admins should come prepared with questions! This is not a service session. Instead, our UKG experts will walk new admins through their system, give them best-practice advice, and recommend any additional trainings they think your new admins might benefit from. New admins can choose when to schedule their one-on-one time. Make sure they don't miss out on this amazing resource!

Discover My Learning

As part of your UKG Ready subscription, admins have access to My Learning, which helps them become familiar with and develop confidence in the solution. From within My Learning, we serve up a prescriptive learning experience that matches admins' roles and their way of working in UKG Ready. The goal of each path is to ensure admins get up to speed quickly with UKG Ready and have the resources needed to support the solution. To achieve this, each learning path offers an array of training resources that might include self-paced simulation courses, change-management training, administrator trainings, live group Q&A sessions, helpful job aids, detailed user guides, informative "how to" videos, user-adoption tools, and more.

Committed to your ongoing success

As you've probably gathered by now, we're all in this together. UKG is committed to your success and strives to be an ally every step of the way. The resources provided below ensure that even after your new admin has completed the training program, UKG will remain a committed partner and be there whenever needed. Check out how we continue supporting your admins, even after they've become acclimated to the UKG Ready system.

UKG Kronos Community

The UKG Kronos® Community contains all the resources new admins need after they're onboarded. Through the Community, admins can connect with one another as well as ask and answer questions. Confused about something? Ask a question! Through the Community, admins can see whether others were also confused and learn what actions they took to figure out the solution. Another must-see tool in the Community is the UKG Ready product resource page. The product resource page contains information about UKG Ready, Release Readiness, Release Notes, and other trainings available.

The answers you need, when you need them

UKG Support Services provides the answers and assistance you need, complementing your existing resources and continually expanding the value you receive from your UKG system. UKG Support Services is available to help every area of your organization achieve optimal software and hardware productivity and peak performance for improved bottom-line results.

Ways to engage with support

Live chat

We know sometimes you may stray away from the chat box on any website, anxious that you'll receive an automated response. Here at UKG, we have product experts manning our chat boxes. Our product experts have response rates of ten seconds or less and 73% of issues are resolved during the chat. Live Chat is available to all during standard service hours and is accessible right through your UKG Ready solution.

Submit a support ticket

Creating a support case in the UKG Kronos Community is easy when you use the Cases menu button. Just provide a case title and description, search your account name or solution ID in the field, and submit. Once you create a case, you can add attachments. If you have multiple cases open at once, managing them is simple when you filter by case owner, case status, or date range. And if you're a customer or a partner with multiple solution IDs, simply filter by your solution ID for quick access to the case you want.

UKG Support Services hours of operations are Monday through Friday 8:00 a.m. – 5:00 p.m. local time, excluding UKG holidays, with access to UKG technical support staff.

Feedback shapes our future

We're always trying to make our customers' onboarding journey as successful as possible, which is why we check in with a survey. This quick, three-question survey lets your new admins tell us what they think of our training program. We believe the training program gives new admins a great start, but we want to hear what they think. If there's a way we can improve our program, we want to know. We encourage all new admins who have completed the program to take the survey.

Conclusion/questions

Our goal with the New Administrator Training Program is to get you up and running quickly. Visit the UKG Kronos Community to learn more about how the new admin program can support your success.

To learn more about how the New Administrator Training Program can help maximize the return on your UKG Ready investment, visit kronos.com/kronos-services/workforce-ready-services.

Connect with us online @UKG.com