



# Support Team Training

We will begin momentarily ...



# Agenda

- Rollout Timeline & Expectations
- Support Structure for UKG
- Our Org Structure in UKG
- Manager/Associate Logon and Navigation and Access Benefits
- People Assist Support Cases
- Wrap up
  - Open Q&A
  - Next Steps



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# Go-Live Rollout Timeline & Expectations

1. 11/1 - Benefits eligible associates login
2. 11/9 - Open enrollment is live
3. 11/15 - GM's login to validate Supervisor hierarchy
4. 11/29 - Supervisors login to validate their structure
5. 12/13 - All remaining associates login to validate password
6. 12/18 - Bi-weekly associates first punch, update tax forms, add emergency contacts, update phone, email info, etc.
7. 12/25 - Weekly associates first punch
8. 1/7/22 – First Pay Date in UKG

Additional activities could be added to this schedule...Stay connected to our website!





# Go-Live Support Structure

## Level 1 First Responders

Associates in the field (GM's, Supervisors, Managers = essentially all of our Change Champions (CC) and our Sponsor Network (SN)

Next week, we will be giving all of our CC & SN this presentation as well.

Ultimately, they need to do everything possible to solve issues for their associates

## Level 2 – HR and Payroll teams

If Level 1 can't solve the issue, then, the associate will be contacting this team.

## Level 3 - HRBP, Payroll Specialists, Benefits Specialists, Courtney G, Beth, Kathleen, Hans, Victor

If Level 2 can't solve the issue, then, it's escalated to this team.

## Level 4 – Business Process leaders (Cathy, Anna, Katherine, Gretchen, Renee, Anna)

If Level 3 can't solve the issue, then, it's escalated to this team.

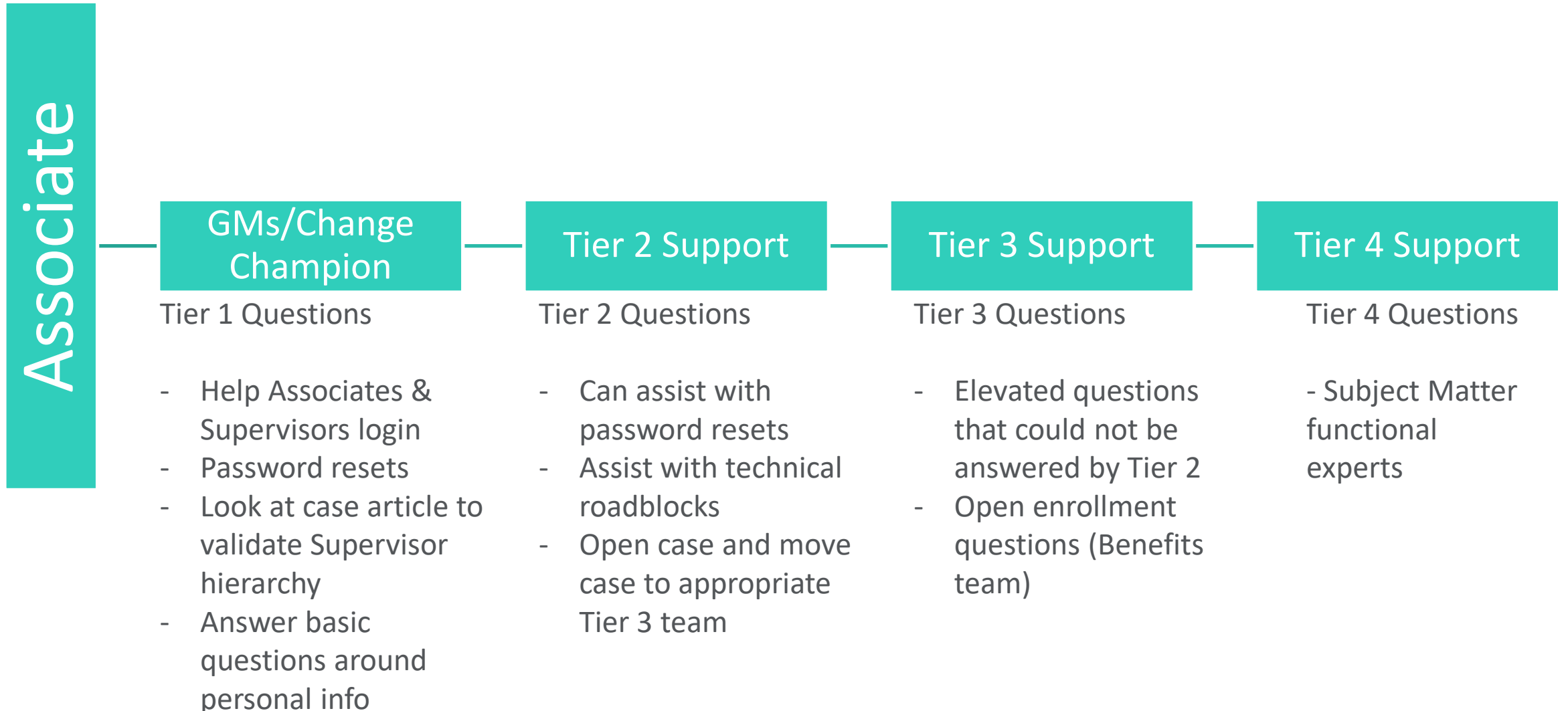
## Level 5 – UKG Core Team (Rob, Megan, Courteney, Tim, Simon)

If Level 4 can't solve the issue, then, it's escalated to this team.

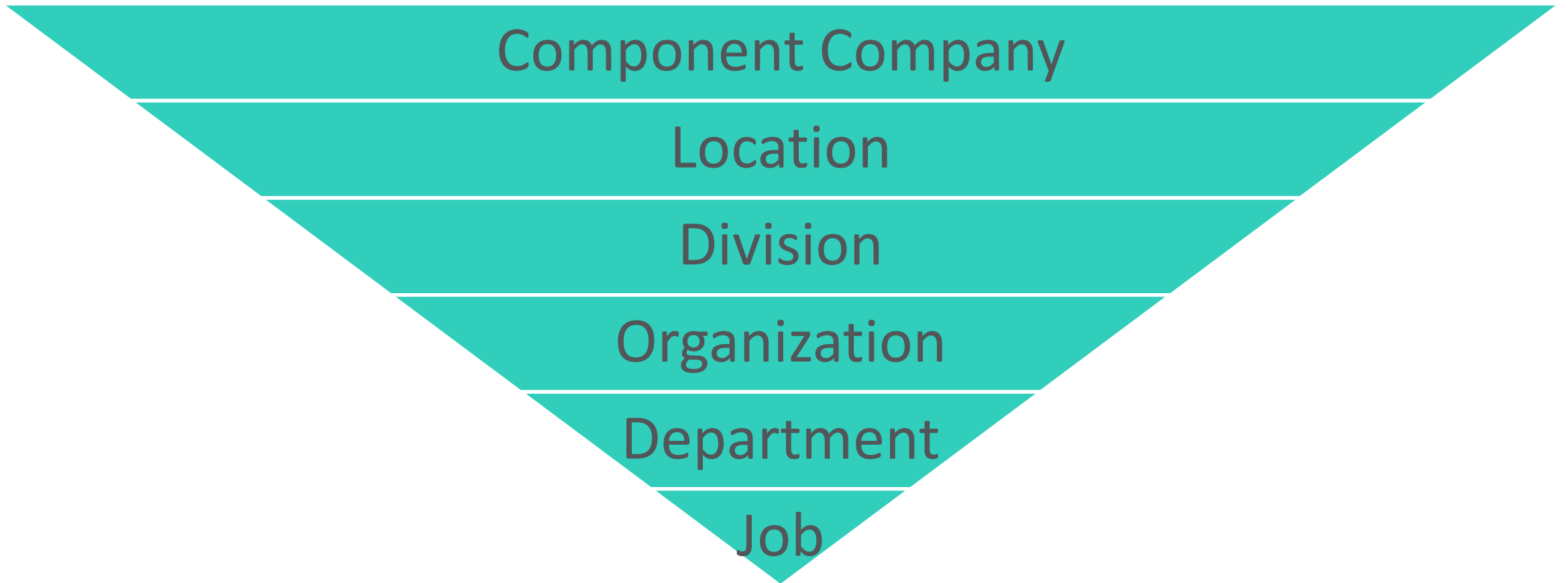
## Level 6 – UKG Consultants

If Level 5 can't solve the issue, then, it's escalated to this team.

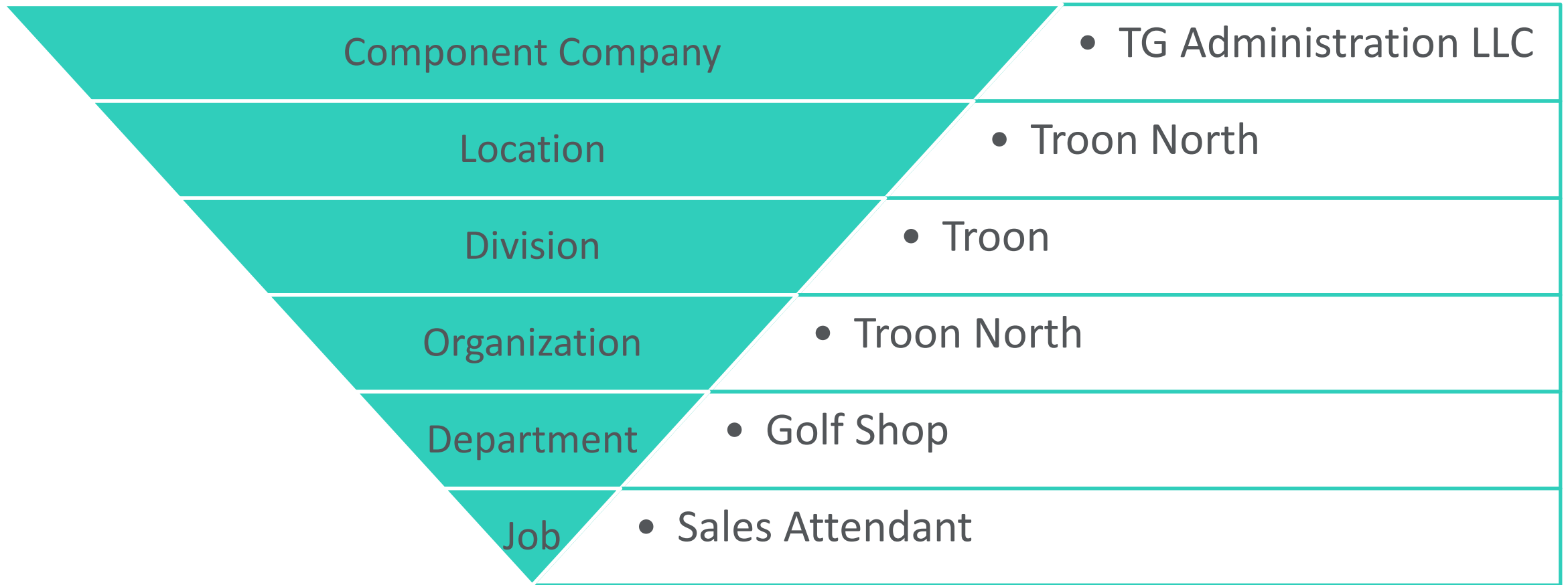
# Go Live Support Structure



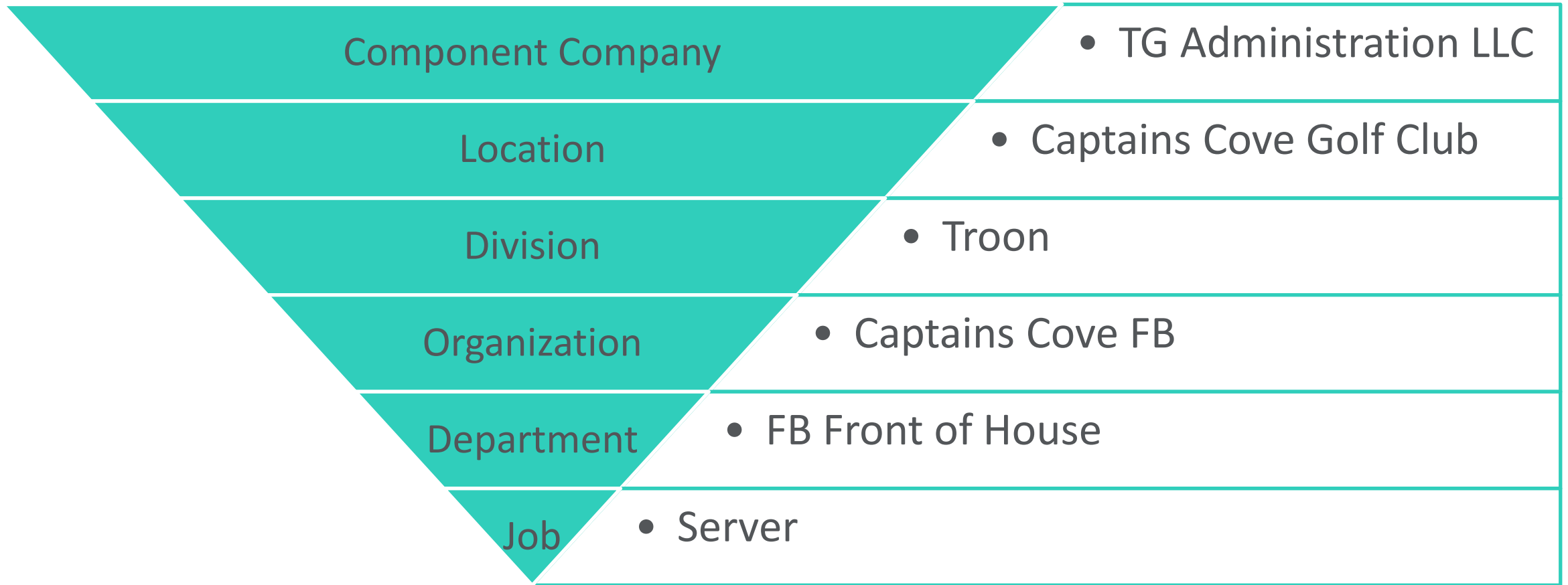
# Organization Structure - UKG



# Organization Structure – Golf Example

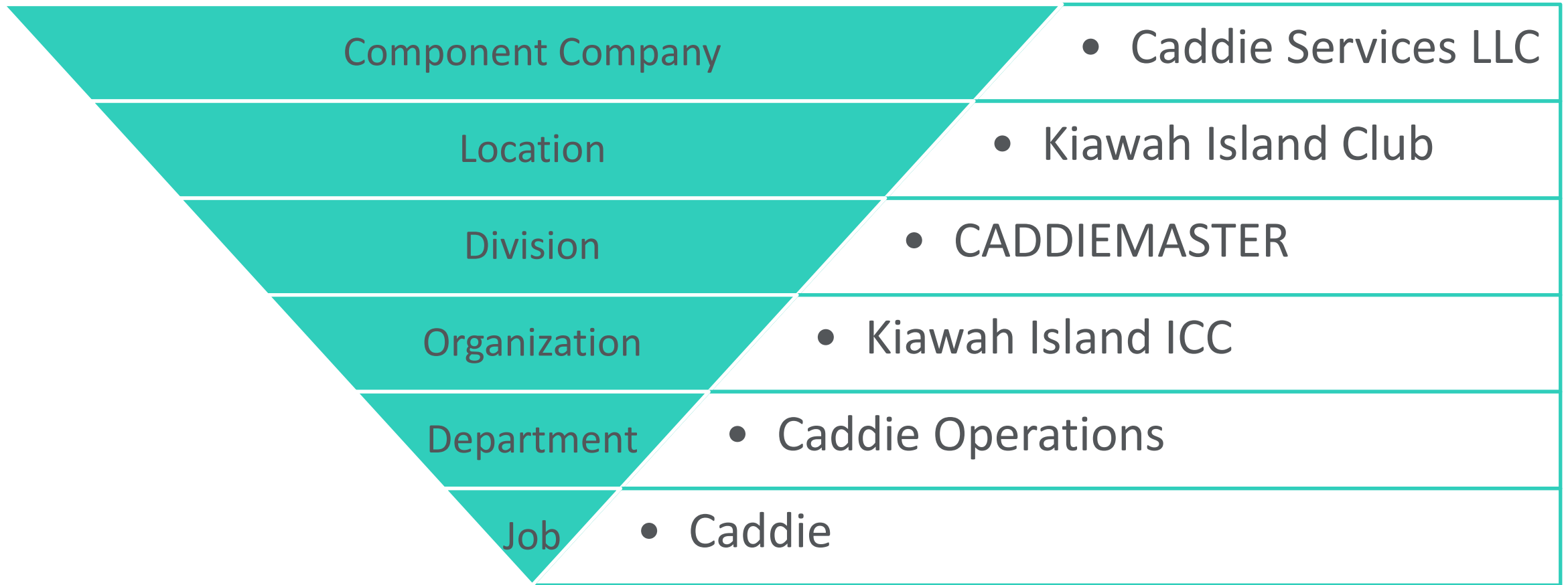


# Organization Structure – Golf Example





# Organization Structure – Independent Contractors Example



# Accessing the Application

# First Time Login

1



## Change password

Your new password cannot be the same as your previous one and must meet the minimum password requirements outlined below:

- Password length: 8-50
  - Letters: 2
  - Uppercase: 1
  - Lowercase: 1
  - Numbers: 1
  - Special characters: 1
- Example: B#M!a\*!c+@0112!""<7~

Current password  
.....

New password  
.....

Confirm password  
.....

Cancel

OK

2



Default Username: Emp ID Number + Entire Last Name  
Example: 1234567De la cruz

Password: Birthdate MMDDYYYY  
Example: 02051990

## Challenge Questions

Please select and answer your challenge questions from the list below. The selected challenge questions will be used to verify your identity when you request to reset your password.

Question 1

Answer 1

Question 2

Answer 2

Question 3

Answer 3

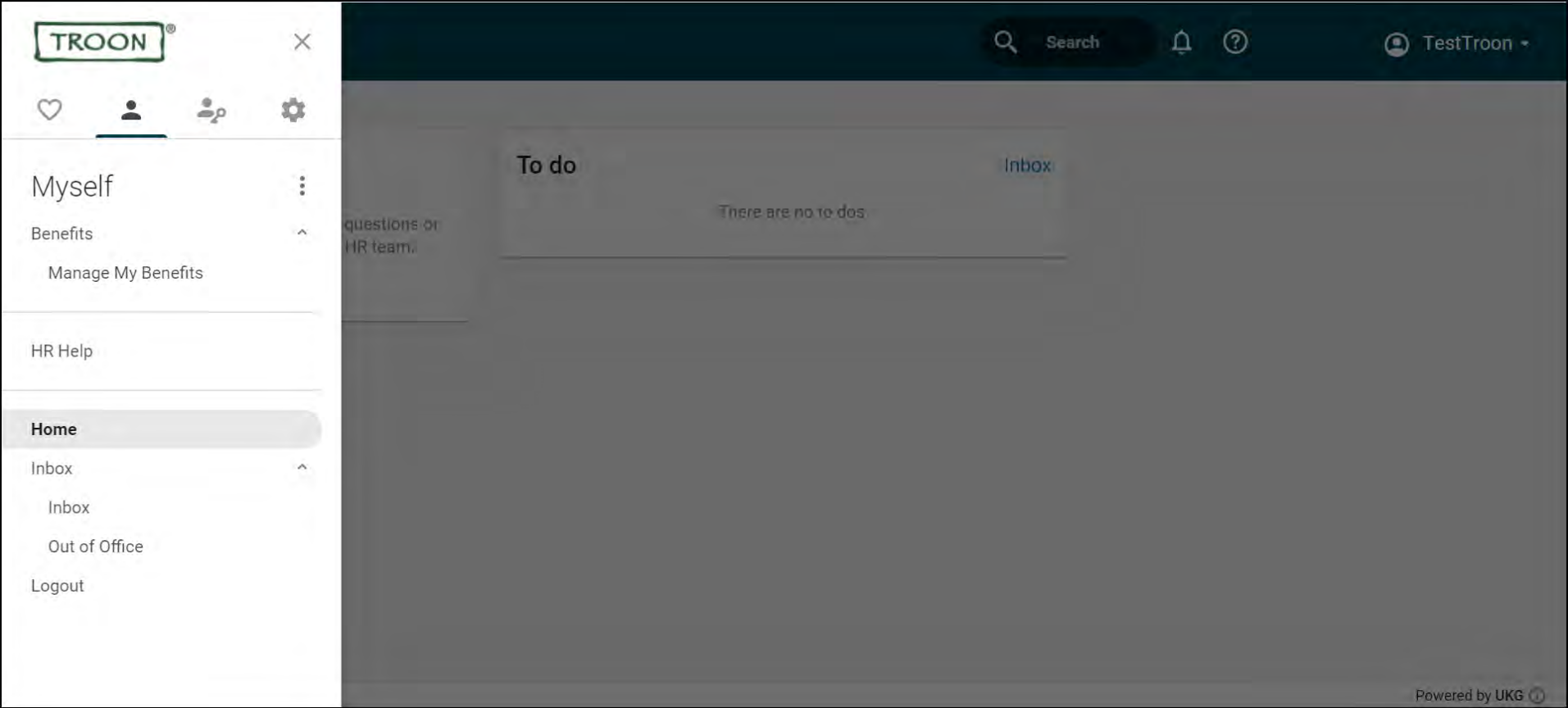
Cancel

Continue

# Associate Home Page (Nov 1<sup>st</sup>)

Login for you will be provided at a later time

Myself > Benefits >  
Manage My Benefits

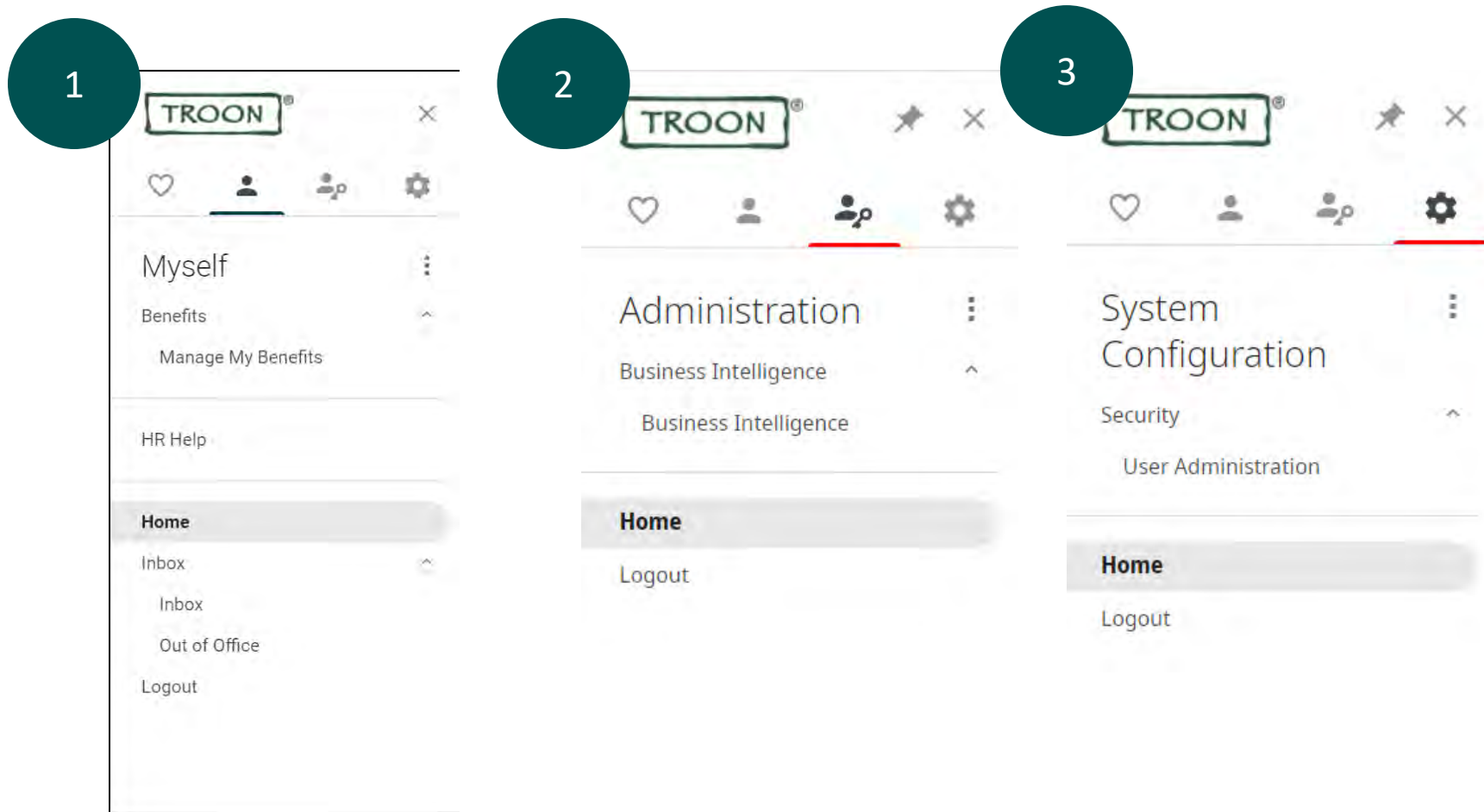


Demo

# Let's review your Troon Associate Experience

# UKG Manager Screens on Nov 1<sup>st</sup>

In the Main Menu, the Favorites, Myself, Administration, and System Configuration tabs display.

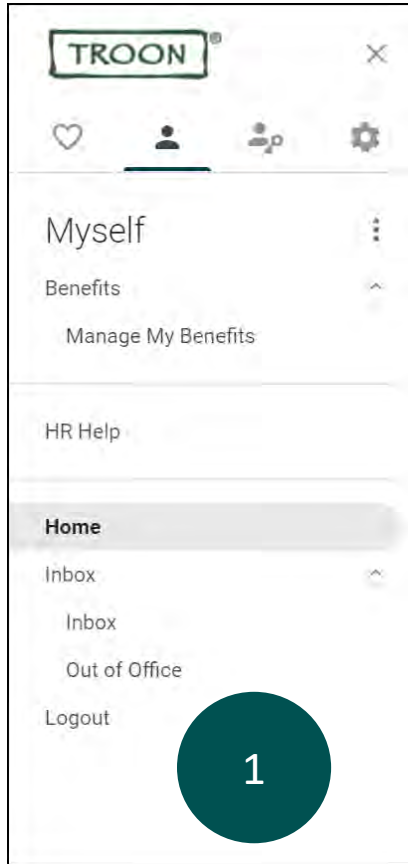


- My Information
  - To enroll in benefits
- Administration
  - BI Reporting: to find associate's usernames
- System Configuration
  - To Reset someone's password



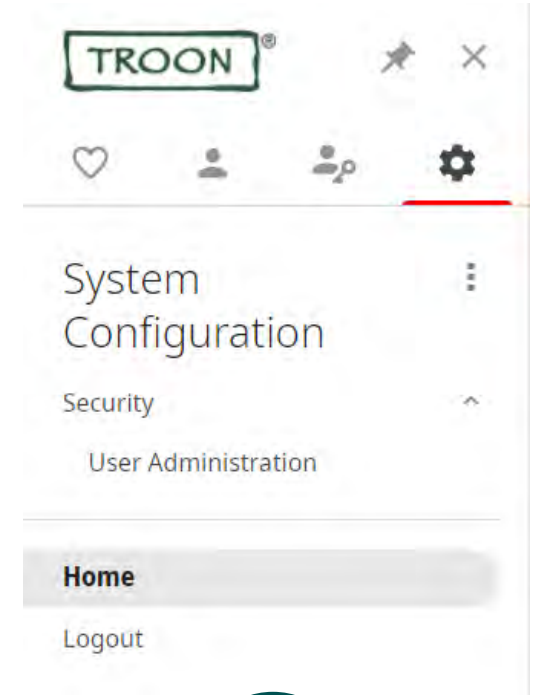
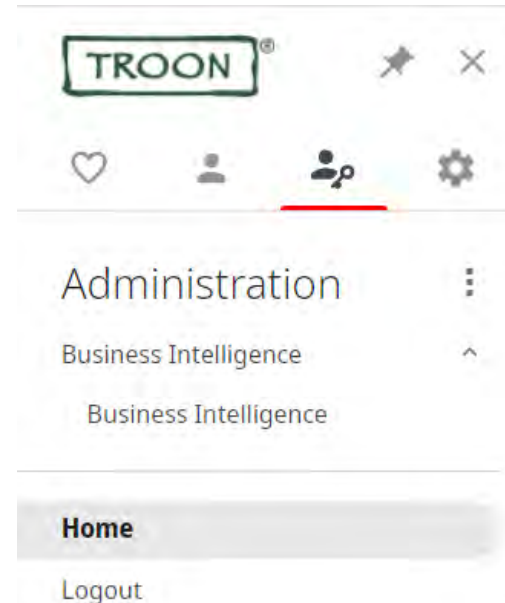
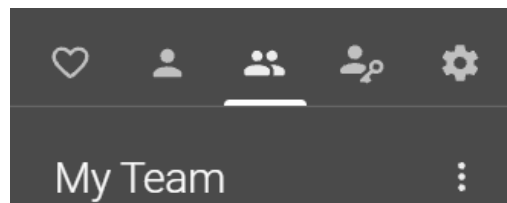
# UKG Manager Screens on Nov 29<sup>th</sup>

In the Main Menu, the Favorites, Myself, My Team, Administration, and System Configuration tabs display.



**NEW** options in the My Team tab including:

- My Organization
  - To verify that the correct associates are listed under my access.



Demo

# Let's review your Troon Manager Experience

# Access Help Articles

Hello Simon

Search articles and forms (enter at least 3 characters)



## Categories



### General

Browse general references and guides for how to access and navigate throughout the system.



### Payroll

Information for access pay information within the system including direct deposit, pay statements, and tax information.



### Timekeeping & Scheduling

Review resources for timekeeping and scheduling



### Benefits

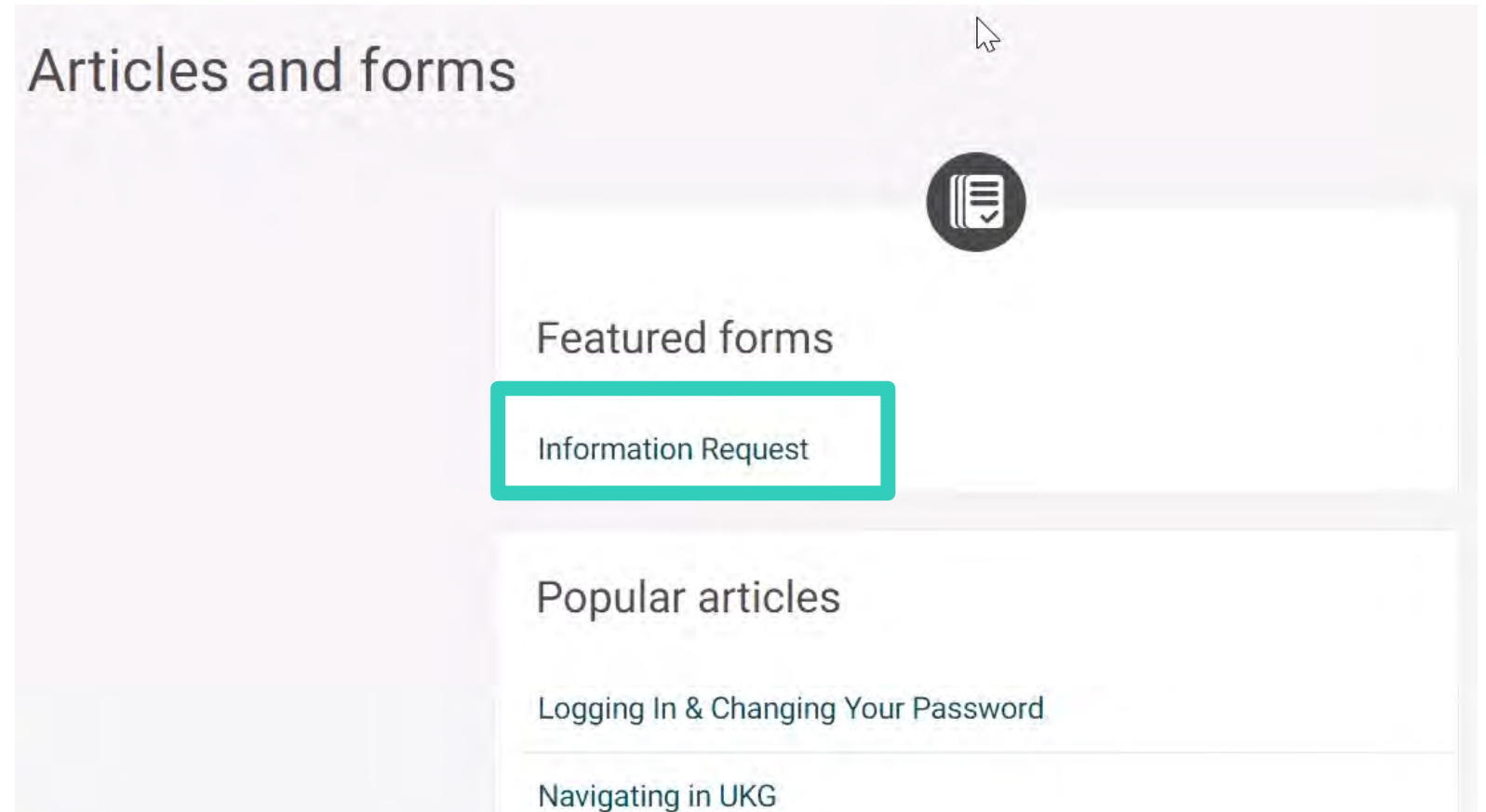
Benefit information and guides including plan options, enrollment, and beneficiary designation



### Manage

Browse resources for managing employees and completing their annual review cycle.

# Submitting Requests



# Accessing and Responding to Requests

The screenshot displays the UKG Request Manager interface. On the left is a dark sidebar with the UKG logo and navigation options: SIMON KRAUSS, REQUEST MANAGER (highlighted), DIGITAL PROCESS MANAGER, KNOWLEDGE BASE, STATISTICS, and ADMIN. The main header shows 'Requests > All requests' and a 'CREATE A REQUEST' button. Below the header are tabs for 'Assigned to me', 'All requests' (selected), and 'Created by me'. A table lists requests with columns for Status, Subject, Assigned users, Employee, Creation date, Priority, and Request ID. Three requests are visible, all 'Information Request' type. A 'Sort by' dropdown is located above the table. On the right, there are search filters for SEARCH, EMPLOYEE, ASSIGNED (with checkboxes for 'Assigned to me' and 'Unassigned'), CREATOR, and ORGANIZATION.

Status	Subject	Assigned users	Employee	Creation date	Priority	Request ID
	Information Request	Test USER	Simon KRAUSS	5 minutes ago	Normal	#16
	Information Request	2	Simon KRAUSS	6 days ago	Urgent	#12
	Information Request	Test USER	Simon KRAUSS	5 days ago	Normal	#14

Demo

# Let's review your Troon People Assist Experience



# Course Summary

You should now be able to:

- Awareness of mobile and desktop interface
- Self-service employee overview in UKG
- Describe the types of tasks you can perform in November

Questions?

# Login Instructions

# Next Steps

1

Review the follow up email and receive your login information

If you need to watch this training again, scan this QR code and save this page:



2

Confirm that your login is working

3

Explore People Assist and read through the available knowledge articles

4

Attend one of the meetings next week

# Congratulations!

**You have completed the  
UKG First Support  
Training!!**

üKG

Our purpose is people