

ACCESSING HR HELP ON UKG DESKTOP VERSION

Go to e11.ultipro.com on your desktop or laptop.

On the home page, you can access HR Help: menu on the left and in the center of the page.

Click on either and you'll be taken to that page.

The screenshot displays the UKG desktop interface. On the left, a vertical navigation menu lists various options: Current Pay Statement, Pay History, YTD Summary, Total Compensation, Direct Deposit, Income Tax, W-2, Workforce Management, Benefits (with a caret), 1095-C, Documents (with a caret), Employee Documents, Document Acknowledgment, Document Manager, Communication Broadcast, HR Help (highlighted in yellow), Home (highlighted in grey), and Inbox (with a caret). On the right, the main content area features a 'For me' section with 'My pay' information (Last pay Thursday, February 22) and a 'Coming Up' section with a 'You're all set!' message. Below the 'Coming Up' section, there is a 'Need help?' notification with a question mark icon, a description, and a 'Get HR assistance' link. At the bottom of the 'Coming Up' section, there is a 'Get the mobile app' notification with a download icon, a description, and a 'View instructions' link. A blue arrow points from the 'HR Help' menu item to the 'Need help?' notification.

ACCESSING HR HELP ON UKG DESKTOP VERSION

Enhance Therapies ×

My tasks

My requests

My folder

Categories

Log out

UKG

Search

Search articles and request forms

Featured articles

- Ask HR
IRS Form 1095-C available
[IRS Form 1095-C](#)
- Ask HR
How to Download Your 2023 W2 in UKG (Desktop)
[Download W2 in UKG](#)
- Ask HR
How to Download Your 2023 W2 in UKG (Mobile App)

Categories

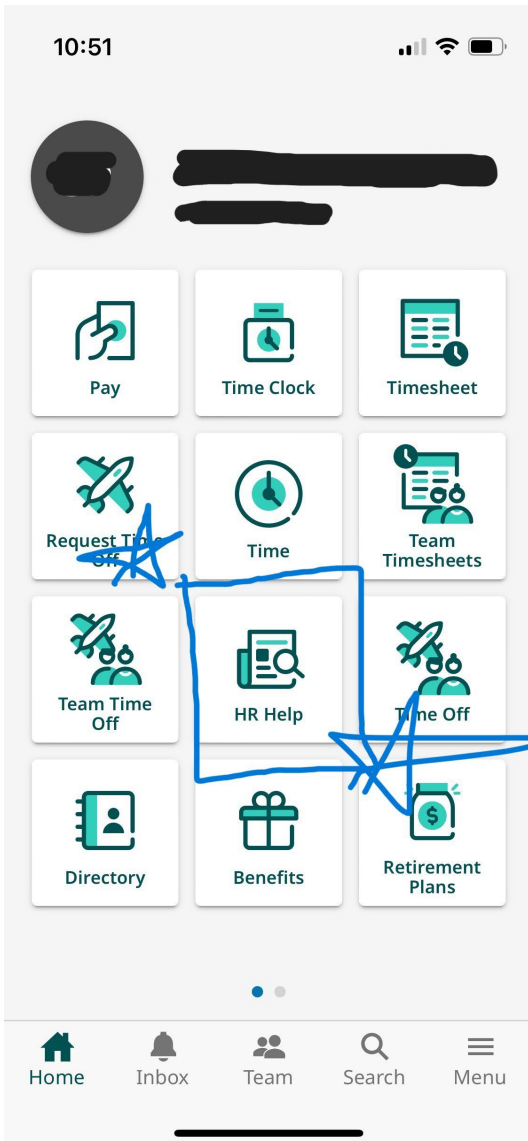
- Payroll Questions**
Submit questions about your paycheck, paycheck errors, paid time off (PTO), etc.
- Employee Benefit Questions**
Submit questions about employee benefits including medical, dental, vision, life, disability, FSA, HSA, etc.
- NetHealth**
Submit requests for NetHealth login assistance or password resets here.
- MedBridge**
Submit requests for MedBridge access here.
- Ask HR**
Submit general requests or questions to Human Resources.
- Policies**
Find information relative to company policies, employee handbook, and more.

Once on the HR Help site, you will see options for the different categories of questions you may have.

We are building a library of FAQs to help you as well.

A member of the Human Resources team will respond to your question.

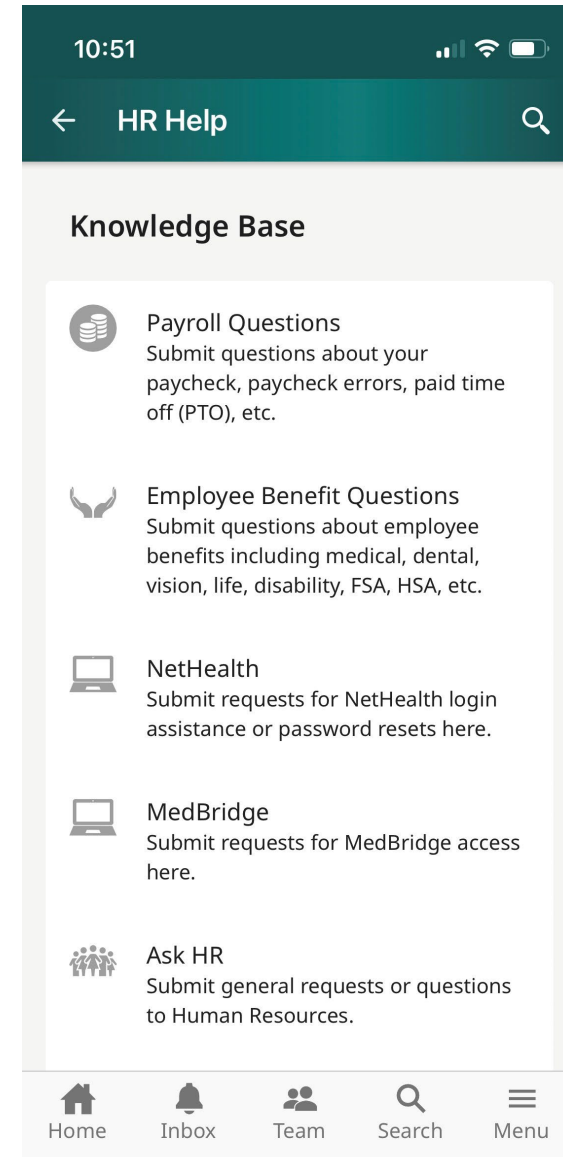
ACCESSING HR HELP ON UKG APP



Download the UKG Pro app.
Company code is Enhance.
Once logged in, you'll see HR Help on the main page.

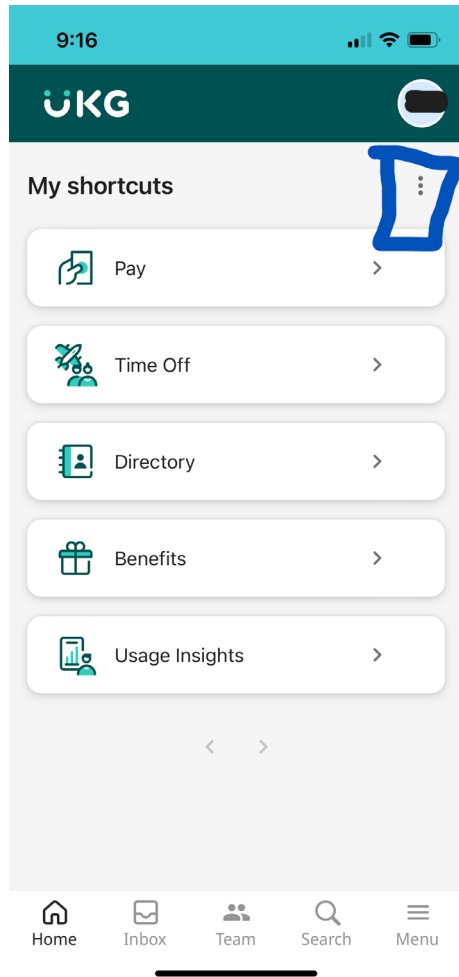
A mobile version of the HR Help page from the desktop opens up.
You can click on the category in which your question falls into.

As before, someone for the Human Resources team will respond.

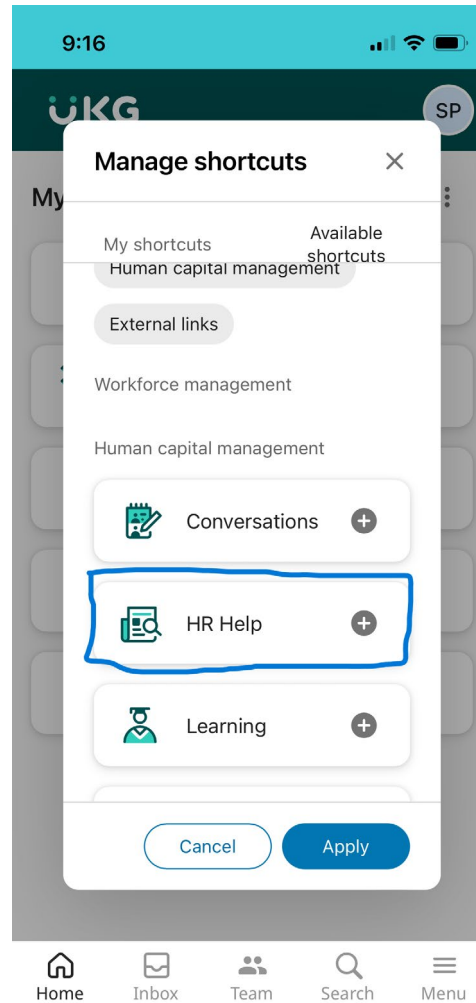


ACCESSING HR HELP ON UKG APP

If you're using the UKG Pro app (not UKG Classic), please see below on how to access HR Help.



1. Click on the three dots on the right side of the screen.



2. Add HR Help (and Learning!) by clicking the + button.

