

ACCESSING HR HELP ON UKG DESKTOP VERSION

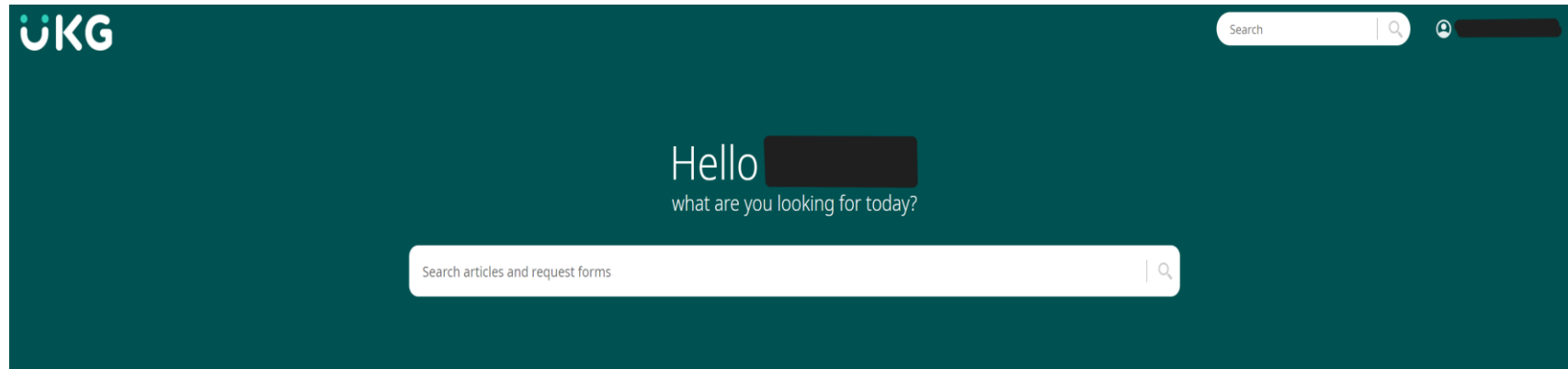
Go to e11.ultipro.com on your desktop or laptop.

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 navigation menu includes a search bar and various categories such as Personal, My Company, Jobs, My Onboarding, Career Development, UKG Pro Learning, Employee Voice, Pay, Workforce Management, Benefits, Documents, and Document Manager. Below these is a 'Communication Broadcast' section and a highlighted 'HR Help' option. At the bottom of the menu, there is a 'Home' section with 'Inbox' and 'My Inbox' options. On the right, the main content area shows a 'For me' section with a 'My pay' card indicating the last pay date as Friday, March 8, with a link to 'View detailed paystub'. Below this is a 'Coming Up' section with a 'You're all set!' message and a 'Need help?' section. The 'Need help?' section includes a question mark icon, the text 'Need help?', and a description: 'Find answers to common HR questions or request something from your HR team.' A yellow button labeled 'Get HR assistance' is visible. Below this is a 'Get the mobile app' section with a cloud icon, the text 'Get the mobile app', and instructions to download the app from the Apple or Google Play app stores, with a link to 'View instructions'. A partially visible 'HR requests' section is at the bottom.

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

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](#)

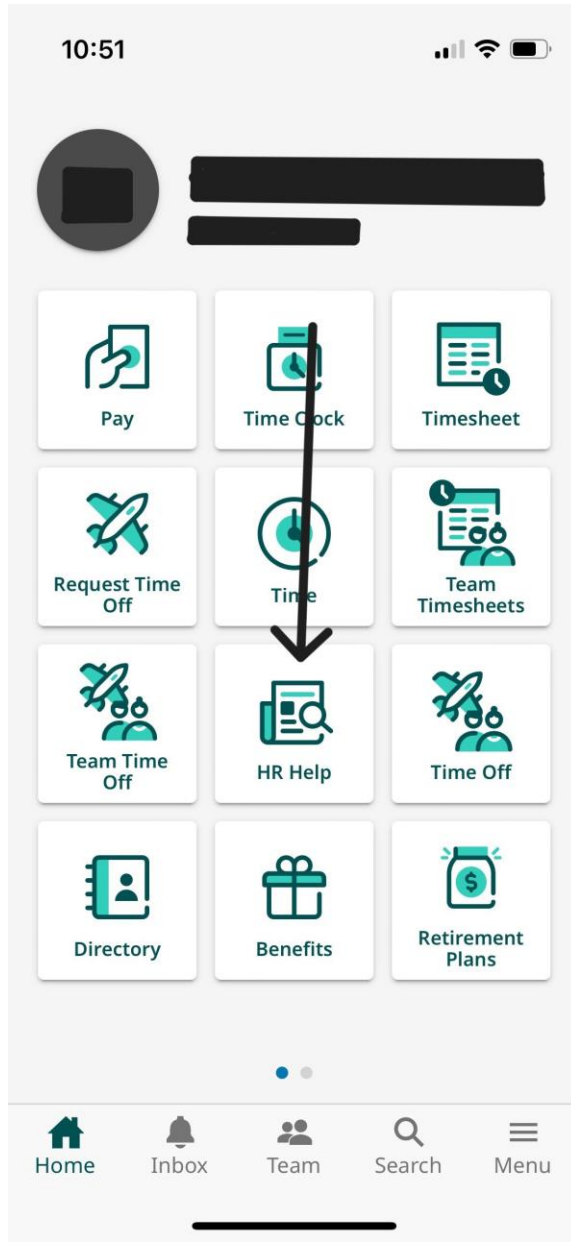
Categories

-  **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.

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

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

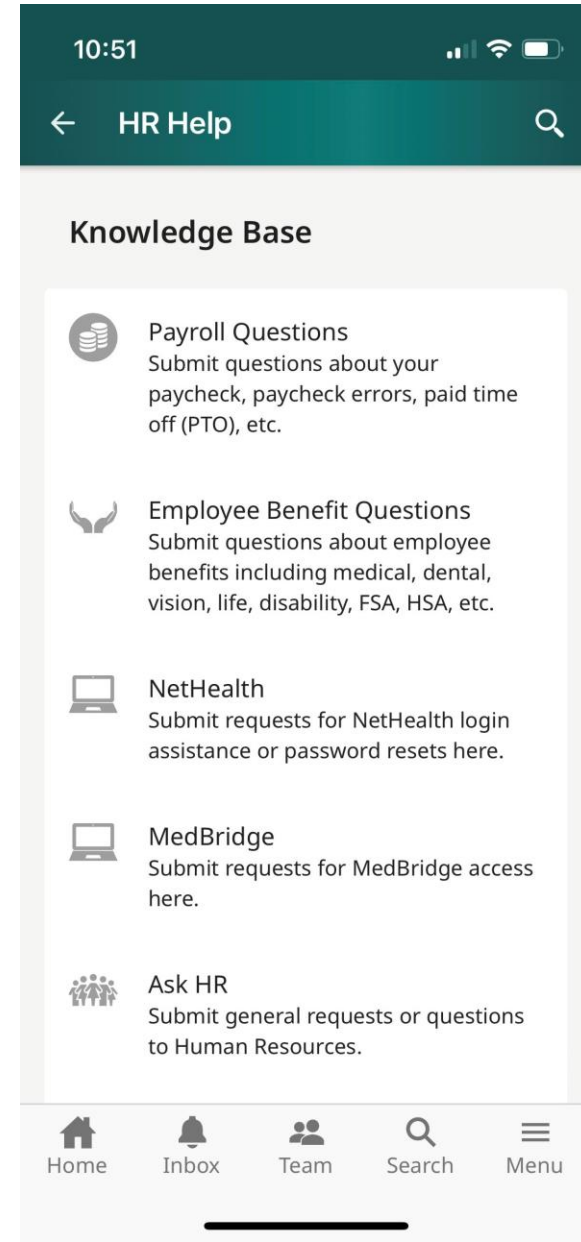
ACCESSING HR HELP ON UKG APP



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

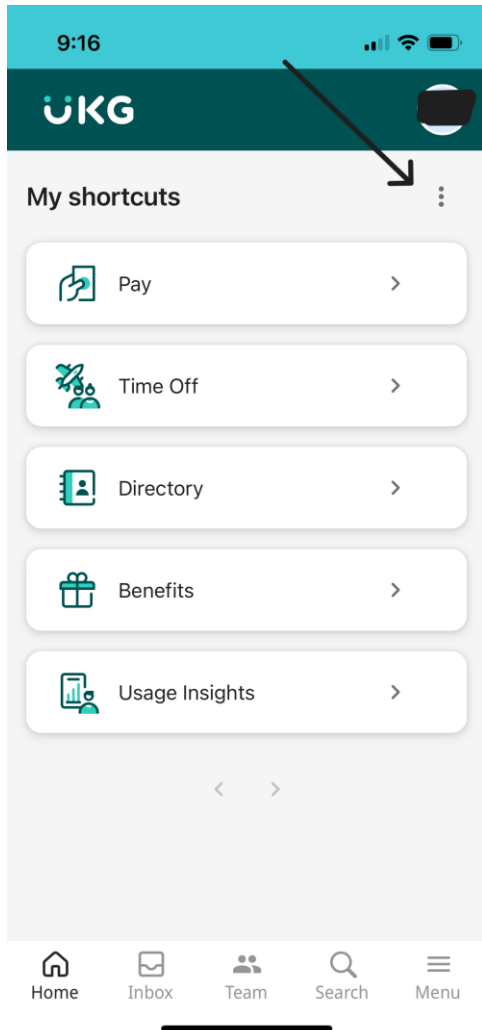
A mobile version of the HR Help page from the desktop opens up.
You can click on the category in which your question falls into.

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

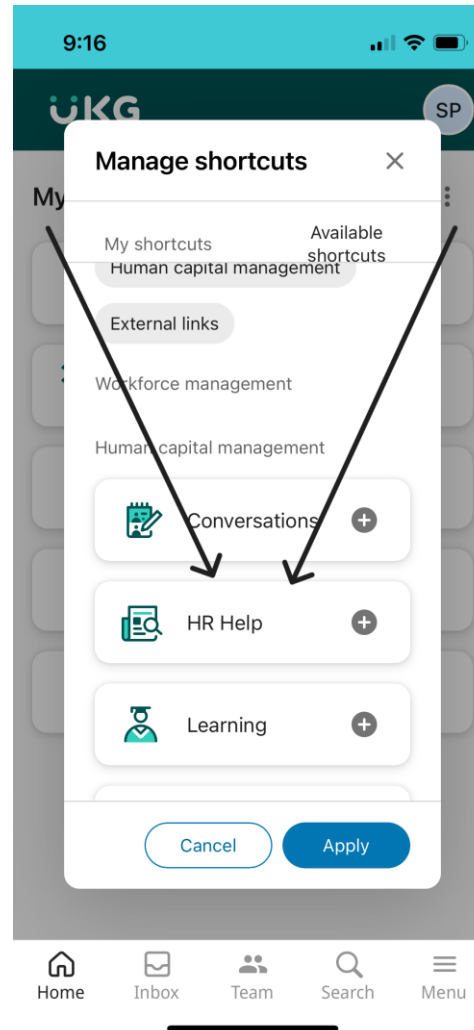


ACCESSING HR HELP ON UKG APP

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.

