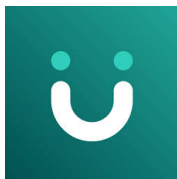**UKG Pro App**
Frequently Asked Questions

- **What is the UKG Pro mobile app?**
  The UKG Pro mobile app is a way for you to easily access all HR, pay, and work needs.

- **Is the UKG Pro mobile app free?**
  Yes! The UKG Pro mobile app is free to download.

- **Where can I download the UKG Pro mobile app?**
  The UKG Pro mobile app is available for download from the Apple App Store and the Google Play Store.

- **Is the UKG Pro mobile app the same for iOS and Android devices?**
  Yes! The UKG Pro mobile app is the same for iOS and Android devices.

- **What iOS and Android versions does the UKG Pro mobile app require?**
  The UKG Pro mobile app requires:
    - iOS 13 or higher for iOS devices
    - Android 8 or higher for Android devices

- **Is the UKG Pro mobile app available for tablets?**
  Yes! The UKG Pro mobile app is available for all mobile devices, including tablets.

- **What is an access code?**
  CBC has an access code that is unique for your company. COMMBASEDCARE is the access code you will need to log into the UKG Pro mobile app.

- **Is the access code case-sensitive?**
  No.

- **What happens if I have too many failed login attempts?**
  If you have too many failed login attempts, your account is set to inactive. You can use the Forgot my password process or contact ukgquestions@cbcare.com to reset your account.

- **How do I use Touch ID, Fingerprint, or Face ID functionality?**
  To configure Touch ID, Fingerprint, or Face ID, go to Menu > Settings. You can also enable Touch ID, Fingerprint, or Face ID functionality the first time you log in.

- **Why do I not have the Touch ID, Fingerprint, or Face ID prompts on my mobile device?**
  To use Touch ID, Fingerprint, or Face ID:
    - The settings must be enabled on your device
    - Your device must meet the security requirements
    - Your device must have the hardware to support biometric functionality.

- **When does Touch ID, Fingerprint, or Face ID access expire?**
  For many features, Touch ID, Fingerprint, or Face ID access expires after 180 days. For features that require changes to the system or display sensitive information, Touch ID, Fingerprint, or Face ID access expires after 30 days. When access expires, you must enter your login credentials again.

- **What happens if the Touch ID, Fingerprint, or Face ID authentication fails?**
  You have three chances to enter your Touch ID, Fingerprint, or Face ID. After the third attempt, you must enter your mobile device's passcode.

- **How do I enable notifications?**
  To enable notifications, go to Menu > Settings > Notifications and select the notifications you want to receive.

- **Are language preferences able to be updated?**
  Language is managed centrally in the mobile app, but separately on the web. If you change the language on the web, only specific pages are impacted in the mobile app.

- **Can I access all my pay statements?**
  Yes! To access all your pay statements, go to Menu > Pay > Pay Statements.

- **Can I print or export my pay statement?**
  Yes! From the pay statement, you can download a PDF of the pay statement or download a PDF of the year-to-date statement.

- **How do I enable cookies?**
  To enable cookies, go to your device settings and enable cookies for the UKG Pro mobile app.

- **What information is stored on my mobile device? Is my Personal Identifiable Information (PII) secure?**
  The only data persisted on the mobile device in the secure storage are security tokens and the Company Access Code. The tokens and code have the following functions:
    - Access Token: Validates all network requests made in the UKG Pro mobile app
    - Refresh Token: Allows reauthentication given successful biometric login with Fingerprint, Touch ID, or Face ID

- Company Access Code: Allows access to your company information using a unique company identifier

- **What should I do if I encounter an issue?**
  If you encounter an issue please capture a screenshot of the issue and report it to your system administrator at ukgquestions@cbcare.com.