

## **UKG Ready Frequently Asked Questions:**

1. When an employee takes a week off, for example, from Wednesday to Wednesday, does it count the weekend hours as vacation? It will show an error that you are requesting time off on a non-work day. **Select “Submit Anyway,” and UKG Ready will not calculate those days off in the total.**
2. If an hourly employee clocks in at 8 am and then clocks out for lunch, but accidentally selects “clock in,” does it show an error? **Yes, it will show an error message letting them know that they are already clocked in or clocked out.**
3. Will Hourly Employees be able to request personal leave or vacation in 15-minute increments? **Yes**
4. If someone only uses the time clock, can they review their vacation requests since they do not check emails or want to use the app? **Yes, in addition to clocking in and out, employees can: View their Timesheet, View Leave balances, and View their time off Requests.**
5. When a supervisor/approver is looking to approve a time off request, can they click View Accrual Balances to make sure they have available time off? **Yes**
6. How far out can someone request time off? **The system has been successfully tested to take time off through December 2026. That’s 15 months from now.**
7. Can supervisors edit their own timesheets? **No, in UKG Ready, supervisors cannot edit their own timesheets.**
8. Can you see your leave still in the employee dashboard in MyCentral or only in UKG now? **Yes.**

9. If you clock in at 7:57 a.m., will your time sheet show the rounding with 8:00 a.m. as clock-in time or the actual time? **Employees will see the RAW time of when they clocked in, but if they click on Calc Detail, they will see the time rounded.**
10. When nonexempt employees submit a Sick self-time off request for a doctor's appointment, asking for 3 hours, the supervisor approves it, which pulls the 3 hours sick to their timesheet. The employee clocks in at 8 a.m. and out at 9 a.m. for the doctor's appointment. The appointment only took 1.5 hours. They now clock back in at 10:30 am. How do we correct this discrepancy on their time sheet, as they requested 3 hours but only needed 1.5, and have now clocked in?
- Two options:**
- Approver/supervisor can change the request on their end
  - Employee can go to their dashboard and see the time off that was requested and click on it, select change request to modify the time off. This will go to the supervisor to update the time-off request due to a change.
11. If an employee submits a time off request that is wrong or has not been approved, can you cancel it as the employee? Or do you have to have the supervisor cancel/deny it to resubmit a new one? **Employees can modify or delete requests by clicking on the request on their calendar if it has not yet been approved by the supervisor.**
12. Hourly employee clocks in at 7:55 am to and clocks out at 5:03 pm, they only work 40 hours, not overtime, correct? **Correct, it will round up or down.**
13. Do temp employees have to clock in and out? **YES**
14. Can people use a combination of all 3 ways to log hours? **YES**
15. Who can see the comment box in an approval or rejection? **If comments are included in a time off approval or rejection, both the supervisor/approver and the employee**

16. Is there a place on the app or on the UKG website that will show them that it is an 80/88/96-hour pay period? There should be no need. Hourly employees will now be clocking in and out on the days they work, and therefore, the time will be recorded appropriately for the pay period, no matter the number of business days in the pay period.