UKG Ready Non-Exempt Employee FAQs

Q: If I have a doctor's appointment over lunch and use my lunch break, how does that work?
A: Clock out when you leave for lunch or your appointment. When you return, clock back in. If your lunch exceeds the allotted time, please discuss it with your supervisor so they can adjust your timesheet accordingly.

Q: If I clock in at 8 a.m. and accidentally select "Clock In" again instead of "Clock Out" for lunch, will it show an error?
A: Yes. The system will display an error message indicating you are already clocked in or out.

Q: If I forget to clock in because it's busy when I arrive, what should I do?
A: Clock in as soon as possible, notify your supervisor, and submit a **Timesheet Change Request** for approval.

Q: If I clock in at 7:57 a.m., will my timesheet round to 8:00 a.m.?
A: UKG Ready shows both your actual times and rounded totals on your timesheet. The "Raw Total" displays your exact time entries, while the "Calc Total" shows the rounded total.

Q: If I start my day off campus, how do I clock in?
A: You can log in through the **UKG Ready web interface** and report your time remotely.

Q: What if I'm sent home due to an office issue (like the AC being broken) but am able to work from home?
A: You can continue to report your time using the **web interface**.

Q: If I have online training or work from home, can I clock in from home?
A: Yes. You can clock in and out from home through the web interface.

Q: If I miss the exact clock-in time, should I wait until the next quarter-hour (like 8:15)?
A: No. Clock in and out when you actually start and finish work. All time worked should be accurately reported.

Using Time Clocks & Reporting Methods

Q: When using badges, will it automatically clock me in or out?
A: No. You will select "Clock In" or "Clock Out" on the clock, then swipe your badge.

Q: Can I use more than one method to clock in and out?
A: Yes. Hourly employees can clock in or out using either the **web interface** or a **time clock**.

Q: If I only use the time clock, can I still see my vacation or time-off requests?
A: Yes. You can view your timesheet, leave balances, and time-off requests directly on the time clock.

Q: Are new time clocks being added?
A: No. There are no plans to add new time clocks at this time.

Q: Can student employees clock in using their personal computers?
A: Yes. They can clock in and out using a personal computer through the UKG Ready web interface.

Q: How do Missouri Safety Center temporary employees log hours?
A: They can use the **web browser** or the **mobile app** if they have an approved exception on file with Payroll.

Q: How do Greenwood Apartments and Central Village employees report time?
A: They will continue to work with their supervisors to report time.

Q: What about the Farm and South Rec employees?
A: They can report time using the **web interface**.

Time-Off & Scheduling

Q: Can I request personal leave, sick, or vacation in 15-minute increments?
A: Yes. Hourly employees can request time off in 15-minute increments.

Q: How far out can I request time off?
A: The system has been successfully tested for requests up to 15 months in advance.

Q: If I have a doctor's appointment and originally requested 3 hours off, but it only took 1.5 hours, how do I correct it?
A: You can open the approved request from your Time-Off Dashboard, click **"Modify,"** and submit the change for your supervisor's approval. Alternatively, you can wait and submit the time-off request after returning.

Q: Can I enter sick leave after returning from a doctor's appointment?
A: Yes.

Q: Can I choose to go unpaid if I don't have available leave time?
A: Yes, if you're a part-time employee. All full-time employees must use available time off before going unpaid.

Q: Can employees be overseas and still enter time?
A: Yes. You can enter time from anywhere with internet access, from a web browser. They will also be able to use the mobile app if they already have an approved exception request on file with Payroll

Q: Can employees report time if they are at a conference?
A: Yes. You can enter time from anywhere with internet access, from a web browser. They will also be able to use the mobile app if they already have an approved exception request on file with Payroll

Timesheet Corrections & Approvals

Q: Can employees fix their own timesheet errors?
A: Employees must submit a Timesheet Change Request for any clocking errors. You can also modify or delete time-off requests yourself

Q: Can employees edit a time off request after it's been approved?
A: Employees can submit a change request in the system for your supervisor to approve. You can also delete the time-off request and start over.

Q: If a supervisor edits my timesheet, will I know?
A: Yes. Both you and your supervisor will see a red "e" next to any edited entries.

Q: Does the system track how long a supervisor takes to make corrections?
A: No. You may wish to follow up with your supervisor if you're waiting on an update.

Q: Who can see comments made during approvals or rejections?
A: Supervisors, Employees, HR, and Payroll.

Q: If my supervisor hasn't approved my timesheet or corrected hours, what should I do?
A: Contact your supervisor. If the issue isn't resolved, your supervisor should email Payroll and HR to report the discrepancy.

Other Questions

Q: Are temporary employees required to clock in and out?
A: Yes.

Q: Can supervisors view student workers' timesheets in other departments?
A: Yes, but they can only approve or edit time for their own department.

Q: Are Graduate Assistants (GAs) included in UKG Ready?
A: No. GAs are paid through a stipend, not through UKG Ready.

Q: What if a supervisor isn't approving timesheets promptly?
A: Payroll will follow up directly with supervisors who have pending approvals.

Q: In UKG, what does "Change Position" mean?
A: This option allows employees with multiple campus jobs to select which position they are clocking into.

Q: Does UKG Ready track holidays and snow days?
A: Yes. Holidays are automatically loaded, and snow/inclement weather days are added manually.