

The Center for Discovery UKG Ready, Go Live 12/18/22

Frequently Asked Questions (FAQ)

Last Updated December 6, 2022

Q 1. When will I have to start entering my time into UKG?

Beginning Sunday December 18, 2022 all-time worked will be required to be entered into UKG.

Q 2. How do I access my account?

Please see resources on the *Dnet* for further instructions: <https://www.tcfdstaff.org/ukg.html>. If you encounter difficulties accessing your account please reach out to your manager or email ukgtraining@tcfcd.org.

Q 3. How often do I have to enter my time?

Time should be entered and saved on a daily basis. Time should be formally submitted for approval at the close of each pay period.

Q 4. How often does time need to be approved?

All time entered should be reviewed and edited as needed on a daily basis. Formal approval and submission of time happens at the end of the pay period.

Q 5. How am I punching in every day?

UKG is compatible with all popular Apple and Android mobile phones. Please see our *Dnet* database for information on downloading the app and accessing your account: <https://www.tcfdstaff.org/ukg.html>

Additionally, the Center will provide a TCFD computer at all major locations that will serve as a backup to mobile device clock-ins.

Q 6. I have an old phone. Can I do this via internet?

Yes, time can be entered using any internet browser. Our goal is to have a designated sign-in spot at every location, but in the meantime any computer would suffice. You would just need to login to the UKG site with your unique UKG log-in credentials after logging into the TCFD computer with your TCFD account.

Q 7. What should I do if we do not have a log-in station at our location?

If you believe that you do not have a computer or other device at your location that can be utilized for logging and punching in please contact the IT Help Desk at 845-707-8990.

Q 8. What happens if I forget to punch out/in?

If you forget to punch in/out, please alert your manager in a timely manner. This will need to be corrected.

Q 9. Will my paycheck be the same once we transition to UKG?

Your pay rate is not changing and your earnings before taxes, benefits, and other payroll deductions will remain the same. Since your first check in UKG will be in 2023 you may notice

minor changes to your amount of federal and state taxes withheld. These changes are the result of annual changes to federal and state withholding tables.

Q 10. Can I still get manual checks cut?

With the switch to UKG, there will no longer be the option of receiving a paper pay check. If you are currently receiving a paper pay check please reach out to People Operations to update your direct deposit information with your bank account, Venmo account, etc. As an alternative People Operations can also assist you with obtaining an electronic pay card.

Q 11. When will my accrued time balances appear within UKG?

Please note that all of your sick, vacation, etc. balances will be imported the week of 12/18 after the go-live date. If by 12/23 you do not see your balances accurately reflected please reach out to your manager or email ukgtraining@tcfcd.org.

Q 12. Will I have access to my pay statements?

All pay statements are available within UKG – employees should opt in for electronic statements which can be viewed online or printed on demand 24/7 by all employees. Payroll will no longer print copies of statements as a default.

Q 13. How do I request time off in UKG?

All sick and vacation requests are submitted through UKG and approved by respective managers. Once approved, the time off will show up in your UKG calendar. Walkthroughs of this process can be found on the *Dnet* UKG site: <https://www.tcfdstaff.org/ukg.html>.

Q 14. How do I request a vacation payout?

Similar to time off requests, the submission and approval is done within UKG. We will provide additional guidance and walkthroughs of this process on the *Dnet* UKG site: <https://www.tcfdstaff.org/ukg.html>.

Q 15. Can I do my expense reimbursements through UKG?

At this time, UKG will not be doing expense reimbursements. Please continue to coordinate with Accounts Payable ap@tcfcd.org.

Q 16. My timesheet was incorrect, what do I do?

If you are aware of any errors on your timesheet, please alert your manager. All timesheet edits that happen after payroll closes will be corrected and remediated on the following pay period pay date by direct deposit.

Q 17. What do Education Staff do when they go work hours in Residential?

As detailed in our trainings, Education Staff will have to clock in to the Residential program and select the proper cost center, location, and activity.

Q 18. Does the system automatically flow sick time and time off requests to my timesheet?

Yes, vacation time that is approved in advance will flow automatically to your timesheet on the applicable days. One-off sick and vacation time without prior approval may need to be entered by your manager depending on your role.

Q 19. I am a manager, where can I see a calendar of who will be out?

You can view the time off calendar by following these steps within UKG:

- My Team -> Time -> Time Off -> Time off Calendar

Q 20. I am a manager, is there a way we can ensure that multiple people are not taking the same day off?

As of this time, this feature will be available in conjunction with the Scheduling Module which is part of Phase II of the UKG Implementation coming Early 2023.

Q 21. Who will be submitting time off requests through UKG?

All employees accruing time off are required to put in their time off requests through UKG.

Q 22. What about scheduling, recruiting, onboarding, etc.? I heard UKG has more to offer?

Scheduling, onboarding, etc. will be implemented during Phase II in early 2023.

Q 23. Where can I access more information and trainings?

<https://www.tcfdstaff.org/ukg.html>

Q 24. I have other questions not addressed here, what do I do?

Please direct all inquiries to ukgtraining@tcf.org.