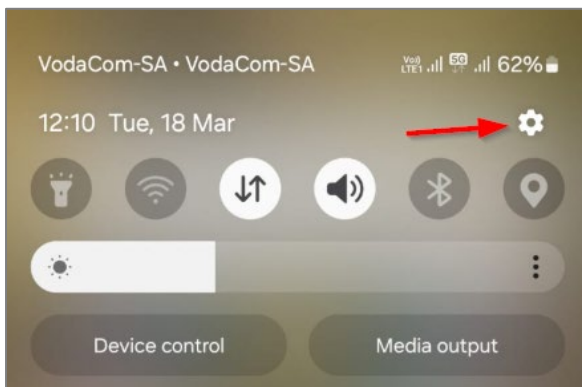


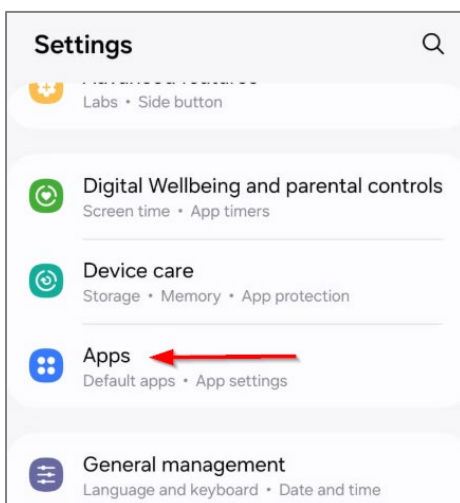
## UKG PRO MOBILE APP – CLEAR CACHE (ANDROID)

**Permanent ER24 employees who are working an MHR shift and need to clock on a mobile**

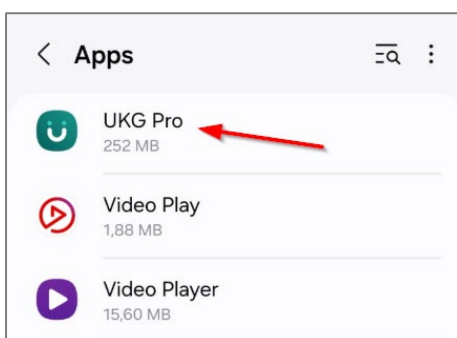
**Step 1:** Scroll down with your finger from top to bottom on your mobile screen to see the settings buttons. Select the settings button on the top right.



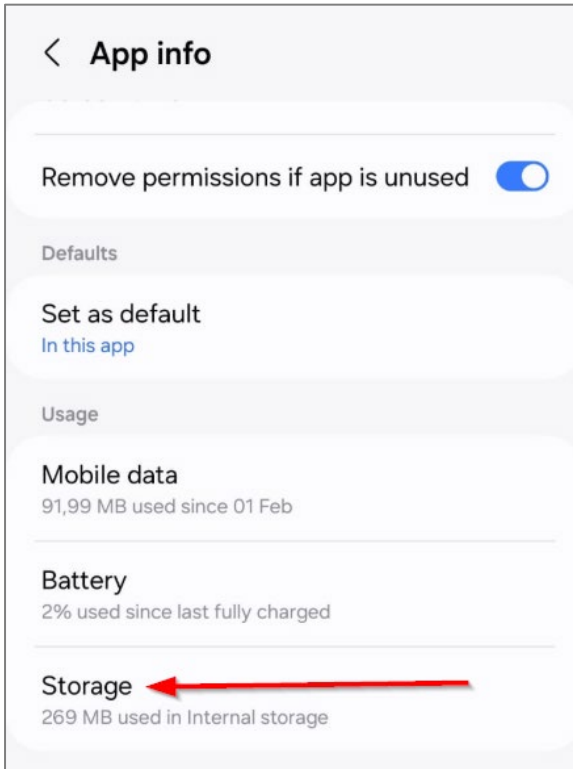
**Step 2:** Scroll down and select “Apps”.



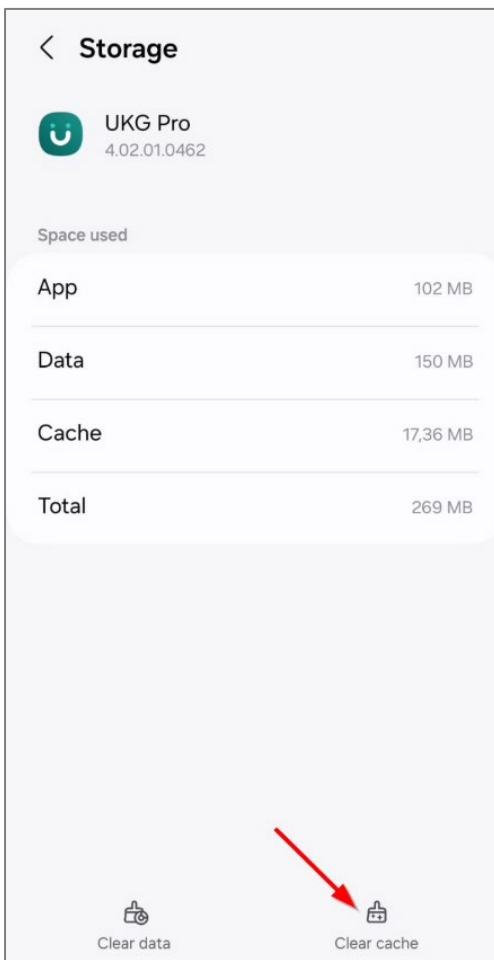
**Step 3:** Scroll down or search for the “UKG Pro” application and select “UKG Pro”.



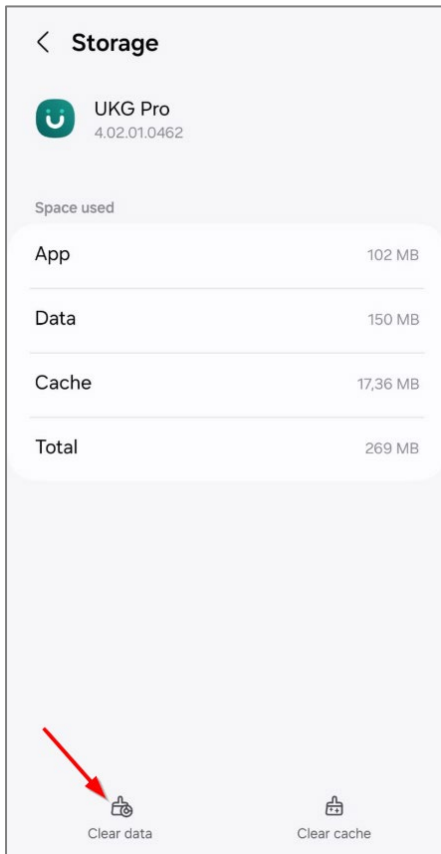
**Step 4:** Scroll down and select “Storage”.



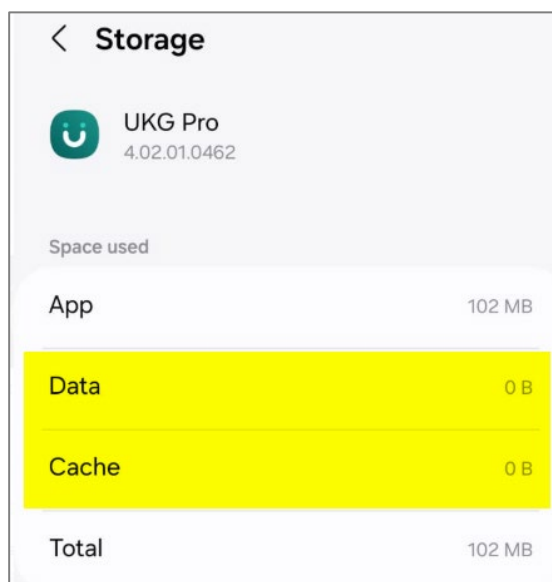
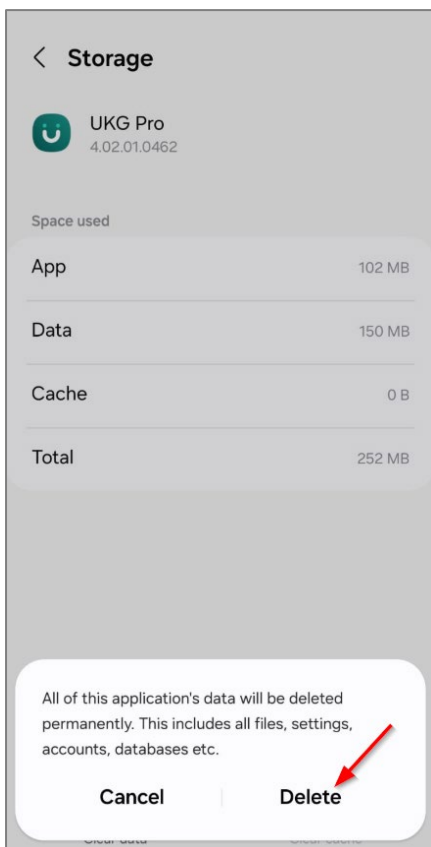
**Step 5:** Select “Clear cache”.



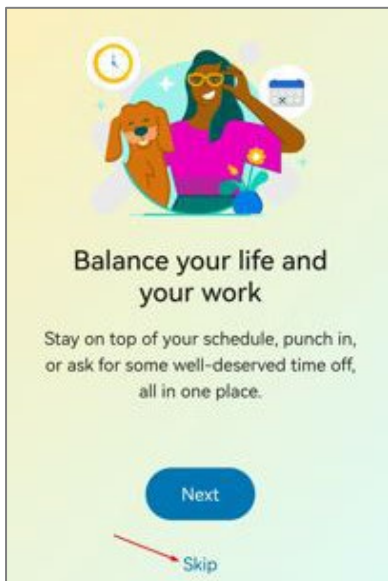
**Step 6:** Select **“Clear Data”**.



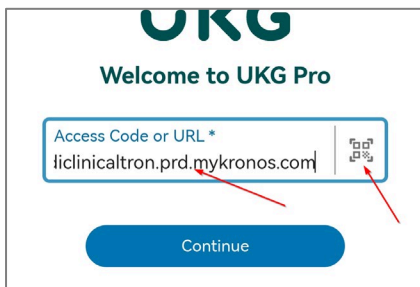
**Step 7:** Select **“Delete”**. Make sure the Data and Cache fields are showing **“0 B”** after you have selected **“Delete”**.



**Step 8:** Log into the UKG Pro App and click “Skip” when you see the screen below:

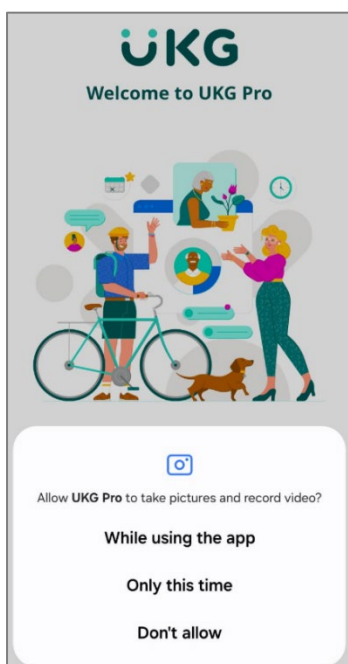


**Step 9:** Enter the following URL: <https://mediclinicaltron.prd.mykronos.com> and select “Continue”.

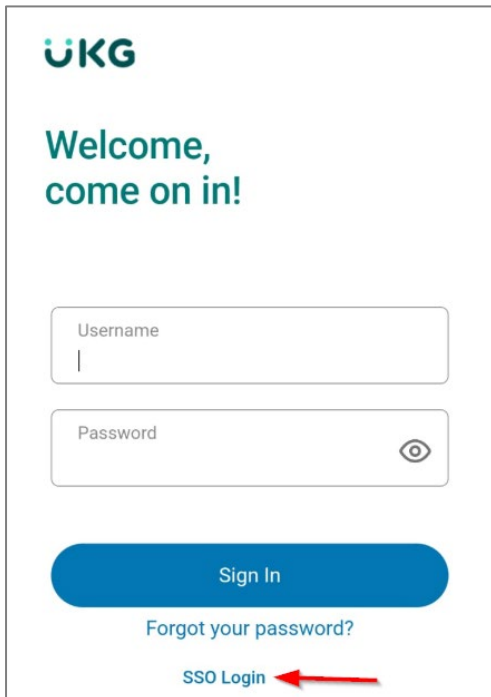


**OR**

Select the “Scan QR Code” button on the right. If you get asked to “Allow UKG Pro to take pictures...”, select “While using the app”. When the block comes up on your screen, scan the following QR code:



**Step 10:** Select “SSO Login”.



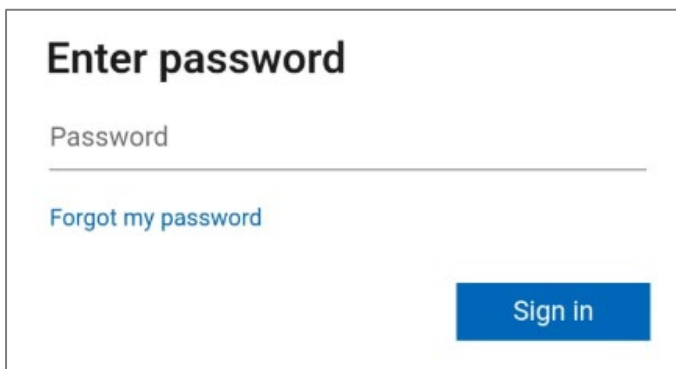
The image shows the UKG login interface. At the top left is the UKG logo. Below it, the text "Welcome, come on in!" is displayed. There are two input fields: "Username" and "Password". The "Password" field has an eye icon to its right. Below the input fields is a blue "Sign In" button. Underneath the button is the text "Forgot your password?". At the bottom of the form, there is a link for "SSO Login" with a red arrow pointing to it from the right.

**Step 11:** Enter your ER24 or Mediclinic email address and select “Next”.



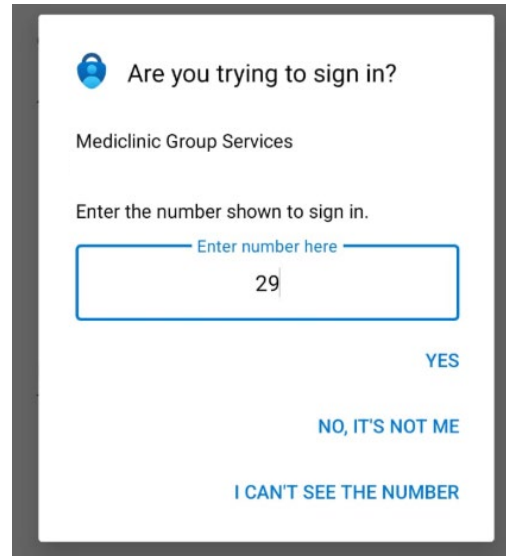
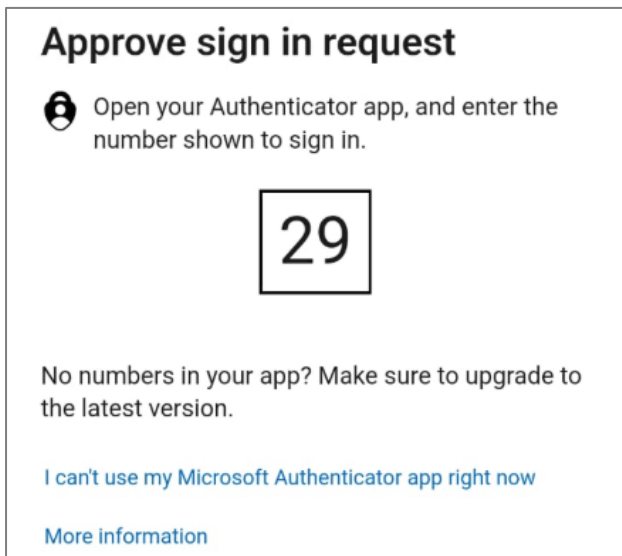
The image shows the Mediclinic Group sign-in screen. At the top right is the Mediclinic Group logo. The main heading is "Sign in". Below it is an email input field containing "emailAddress@er24.co.za". Underneath the input field is the text "Can't access your account?". At the bottom right is a blue "Next" button.

**Step 12:** Enter your Network password and select “Sign In”.



The image shows the "Enter password" screen. The heading is "Enter password". Below it is a password input field. Underneath the input field is the text "Forgot my password?". At the bottom right is a blue "Sign in" button.

**Step 13:** You will see a screen displaying a number in a box. After a few seconds, you will receive a notification on your mobile device that you need to select. You will then see an empty box where you need to enter the number you were given. After entering the number, select **"YES"**.



**Step 14:** Stay Signed in? Select **"Yes"**.



**Step 15:** You will now be logged in and see your UKG Pro home page.

