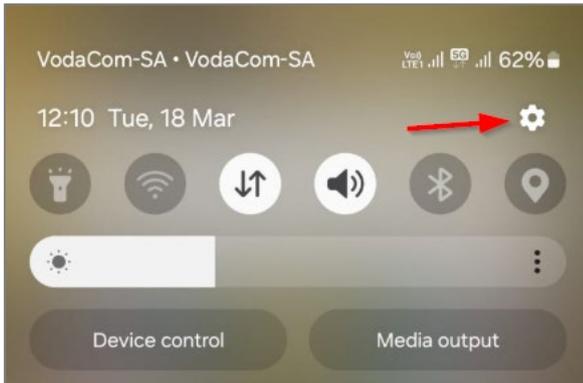


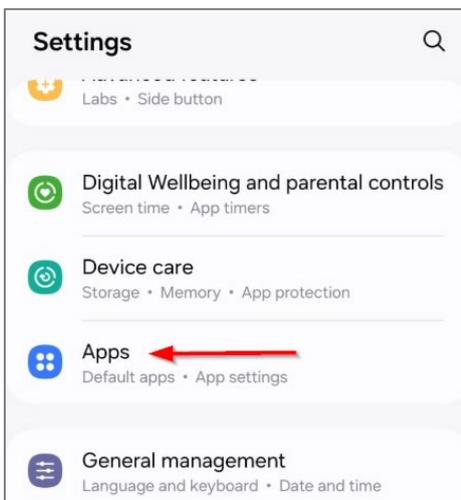
## UKG PRO MOBILE APP – CLEAR CACHE (ANDROID)

**Temporary MHR ER24 employees who do not have a Mediclinic, MHR, or ER24 email address.**

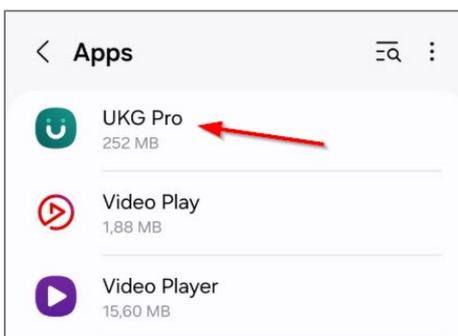
**Step 1:** Scroll down with your finger from top to bottom on your mobile screen to see the settings buttons. Select the settings button on the top right.



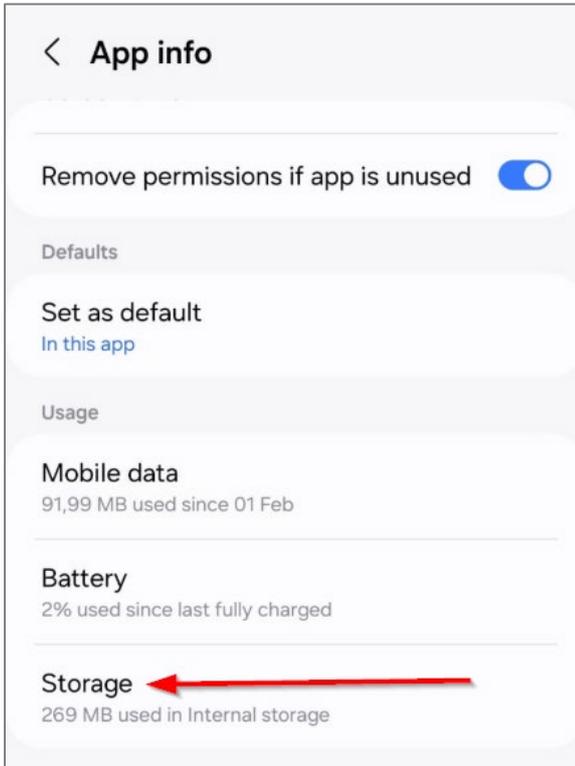
**Step 2:** Scroll down and select “Apps”.



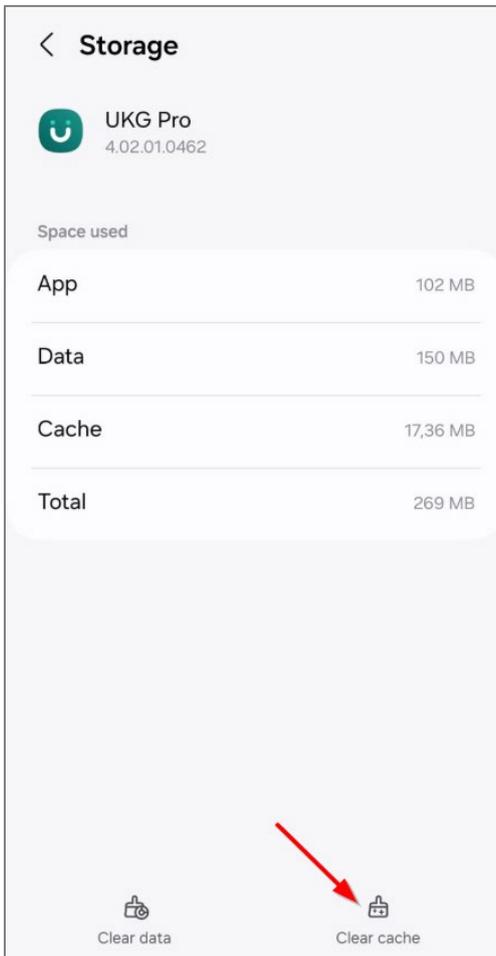
**Step 3:** Scroll down or search for the “UKG Pro” application and select “UKG Pro”.



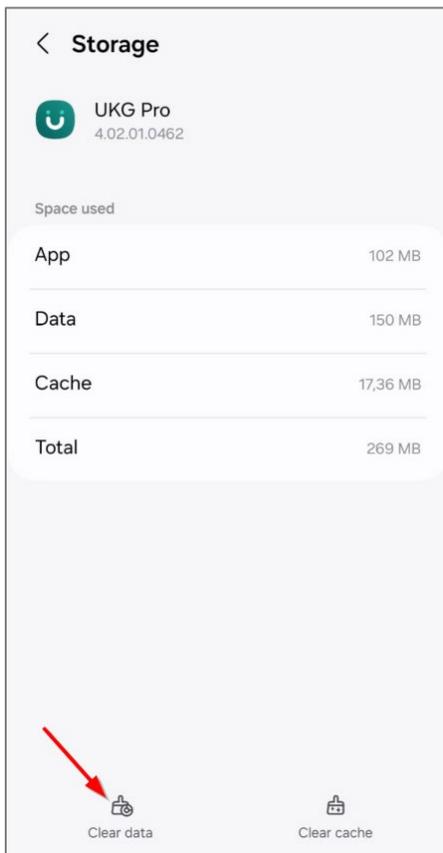
**Step 4:** Scroll down and select “Storage”.



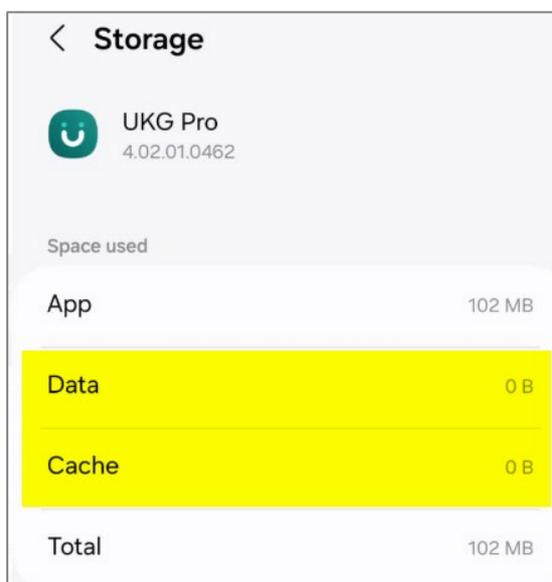
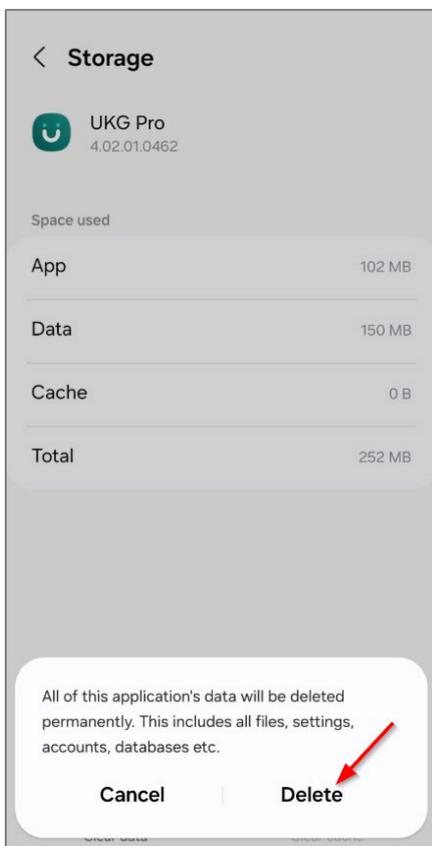
**Step 5:** Select “Clear cache”.



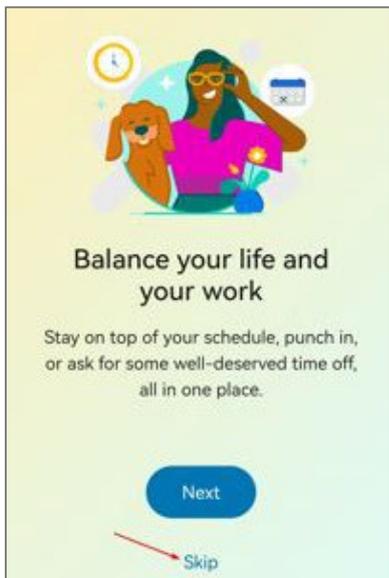
**Step 6:** Select **“Clear Data”**.



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



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

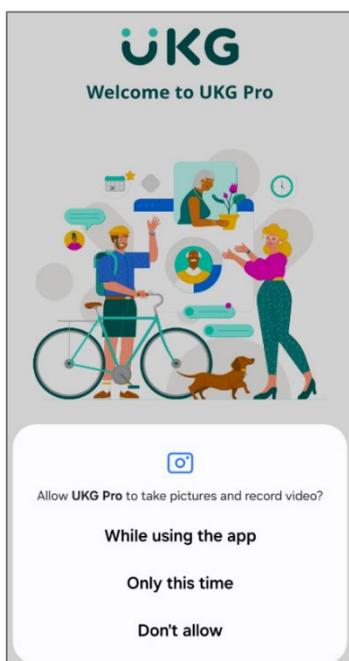


**Step 9:** Enter the following URL: <https://mediclinicaltron.prd.mykronos.com> and select “Continue”.



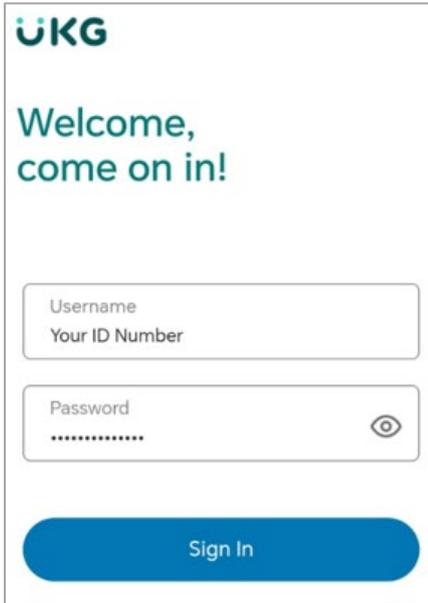
**OR**

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:



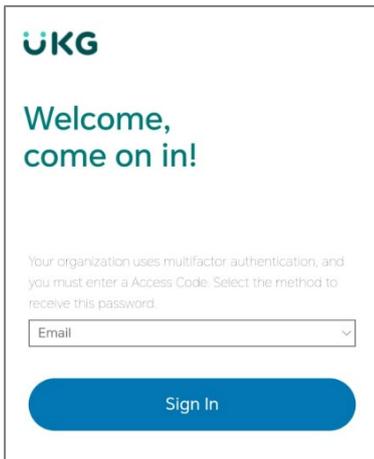
**Step 10:**

- Enter your **ID or Passport Number** in the “**Username**” field.
- Enter the following password **MHR employee number@ER24mobile**, e.g. **1234@ER24mobile** (Note that you will be prompted to change your password with your first 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: the first is labeled "Username" with the placeholder text "Your ID Number"; the second is labeled "Password" with a series of dots and an eye icon to toggle visibility. A blue "Sign In" button is positioned at the bottom of the form.

**Step 11:** Select “**Email**” and click on “**Sign In**”. An Access Code will be emailed to your email address.

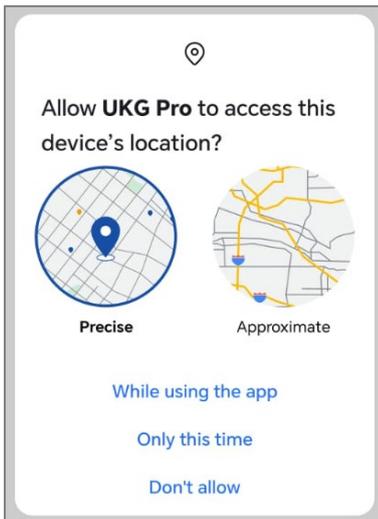


This image shows the UKG login screen after the user has clicked "Sign In". It features the UKG logo and the "Welcome, come on in!" message. Below the message, a text block states: "Your organization uses multifactor authentication, and you must enter a Access Code. Select the method to receive this password." Below this text is a dropdown menu currently set to "Email". A blue "Sign In" button is at the bottom.

**Step 12:** Check your email inbox for the access code that has been sent to you. See the example below of the email. Enter the **Access Code** on the UKG app and click on “**Sign In**”.



**Step 13:** If you get this message, “Allow UKG Pro to access this device’s Location?”, click on “While using the app”.



**Step 14:** Stay Signed in? Select “Yes”.



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

