

UKG PRO APP INSTALLATION AND PUNCH MANUAL (Android devices, e.g. Samsung, LG, Old Huawei, Oppo)

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

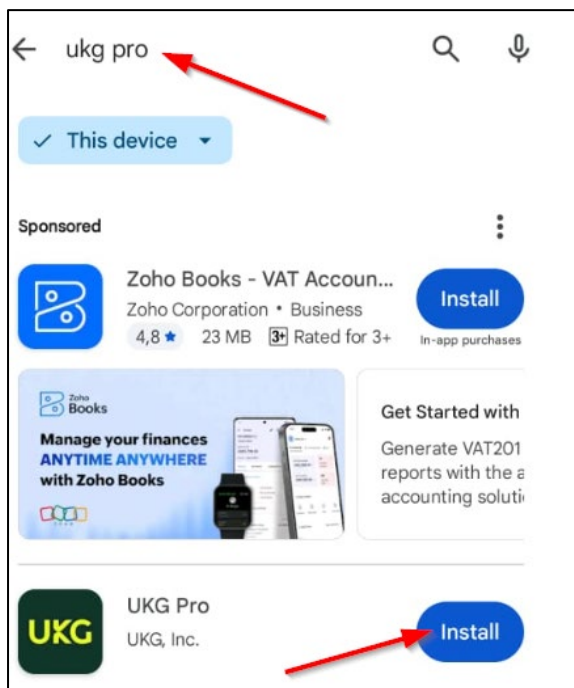
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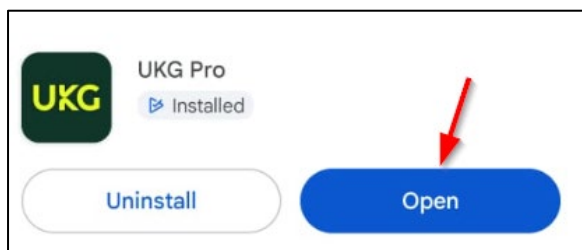
1. HOW TO DOWNLOAD AND INSTALL THE UKG PRO APP

Step 1: Open Play Store.

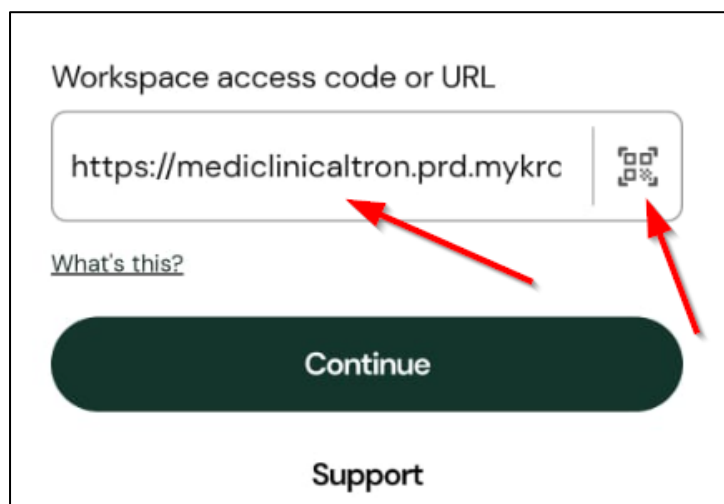
Step 2: In the search field, type "UKG PRO" and select "UKG PRO" from the search results when you find it and then click "Install".



Step 3: Select "Open".



Step 4: Enter the following URL: <https://medicinaltron.prd.mykronos.com> and select “Continue”.



Workspace access code or URL

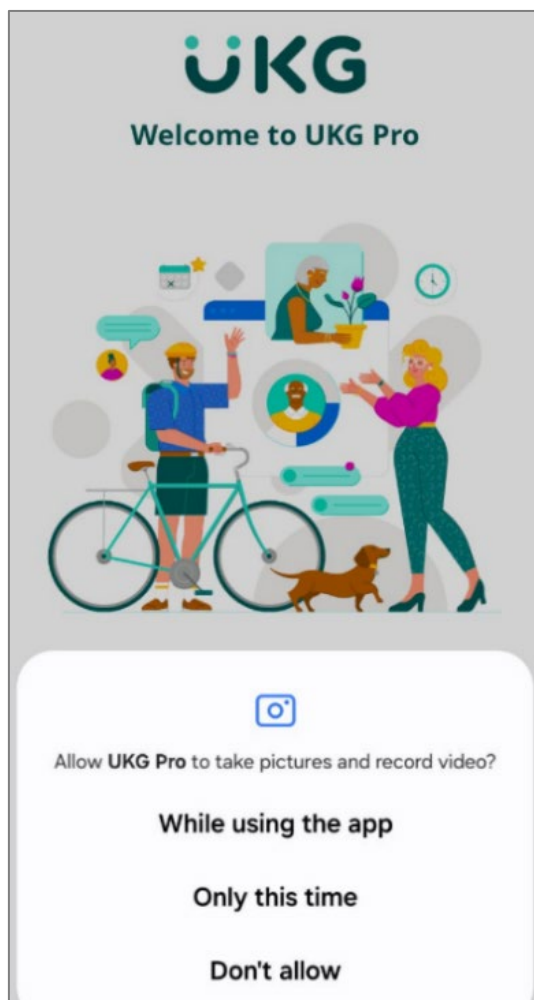
<https://medicinaltron.prd.mykrc>

[What's this?](#)

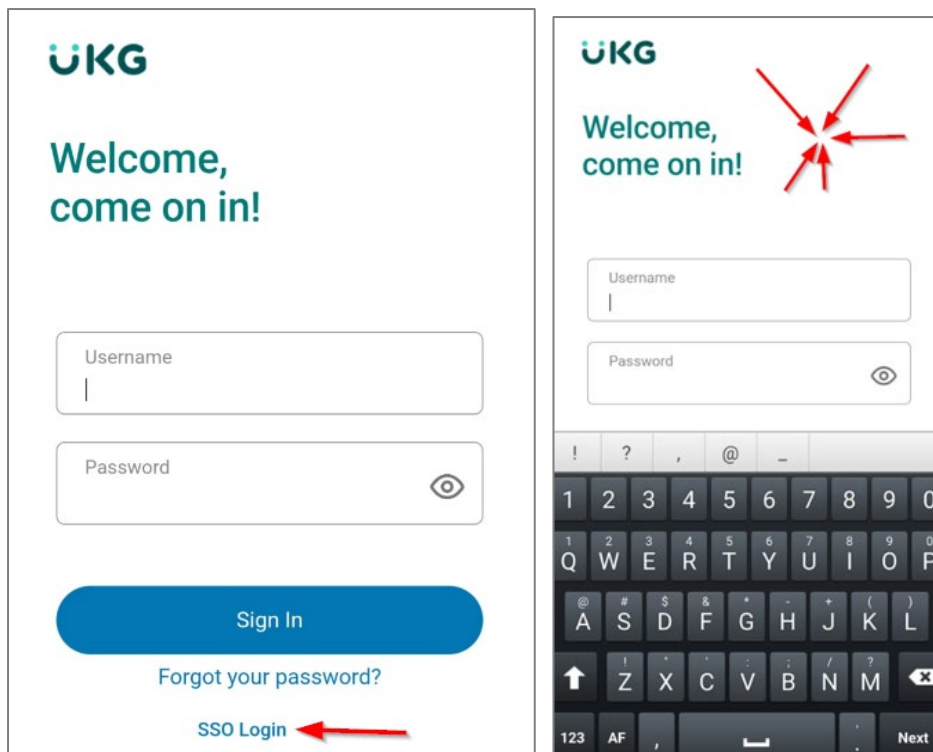
Continue

Support

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 5: Select “SSO Login”. Please note that if you can’t see the “SSO Login” button on your screen, it is most probably because the keyboard bar is in front of it so to take the keyboard bar away, click anywhere on the open screen (e.g. as arrows indicating)



UKG

Welcome,
come on in!

Username

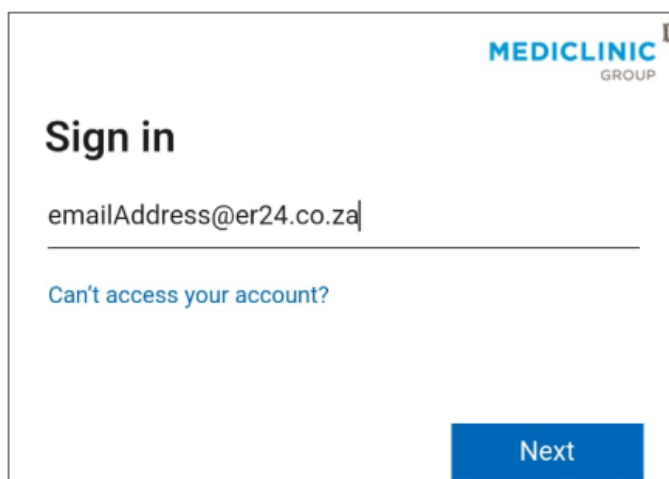
Password

Sign In

[Forgot your password?](#)

[SSO Login](#)

Step 6: Enter your ER24 or Mediclinic email address and select “Next”.



MEDICLINIC GROUP

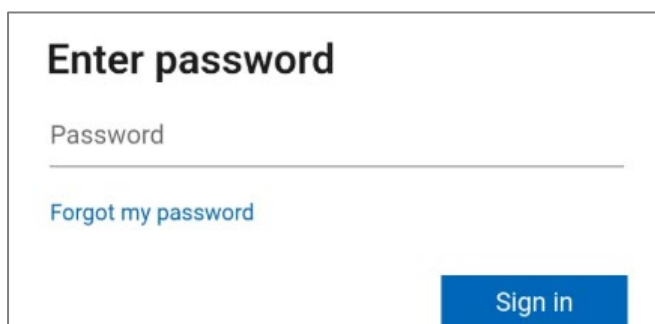
Sign in

emailAddress@er24.co.za

[Can't access your account?](#)

Next

Step 7: Enter your Network password and select “Sign In”.



Enter password

Password

[Forgot my password](#)

Sign in

Step 8: 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 requires your selection. You will then see an empty box where you need to enter the number you were given. After entering the number, select **"YES"**.

Approve sign in request

Open your Authenticator app, and enter the number shown to sign in.

29

No numbers in your app? Make sure to upgrade to the latest version.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

Are you trying to sign in?

Mediclinic Group Services

Enter the number shown to sign in.

Enter number here

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[YES](#)

[NO, IT'S NOT ME](#)

[I CAN'T SEE THE NUMBER](#)

Step 9: Stay Signed in? Select **"Yes"**.

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

☐ Don't show this again

[No](#) [Yes](#)

Step 10: You will now be logged in and see your UKG Pro home page.

Welcome back, PETRUS GIDEON

Punch

Agency Hours Step 5

WFM Pro MC Training Manual

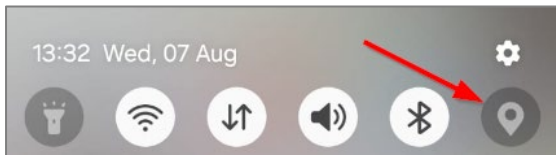
WFM Pro ER24 Training Manual

My time

[Home](#) [Inbox](#) [Menu](#)

2. HOW TO PUNCH IN AND OUT ON THE UKG PRO APP USING GEO CLOCKING

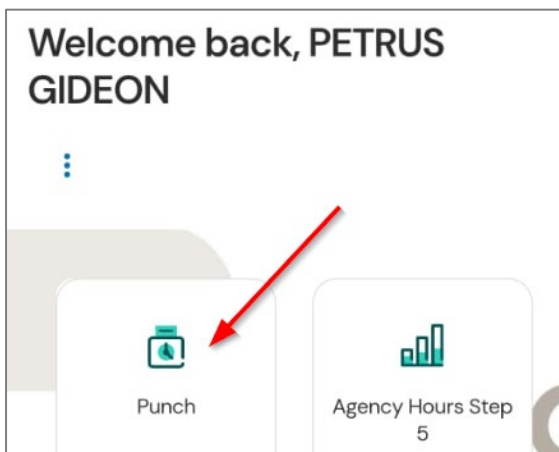
Step 1: Switch on your “Location”.



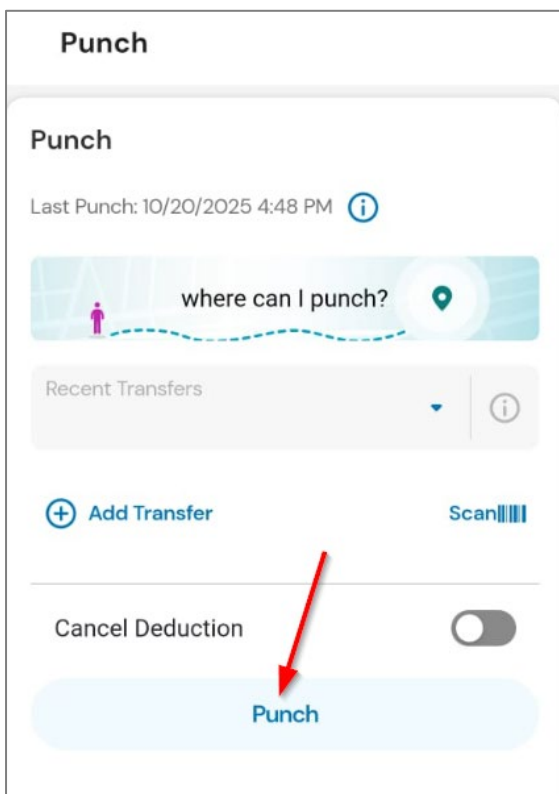
Step 2: To log in to the UKG Pro mobile application, simply click on “**Sign In**” and then select “**SSO Login**” without entering a username or password.

Note: If you are prompted for a username and password after clicking “**SSO Login**”, please enter your **ER24 or Mediclinic email address** (not your personal email address) as the username and your **network password** that you use to log into your Mediclinic/ER24 account.

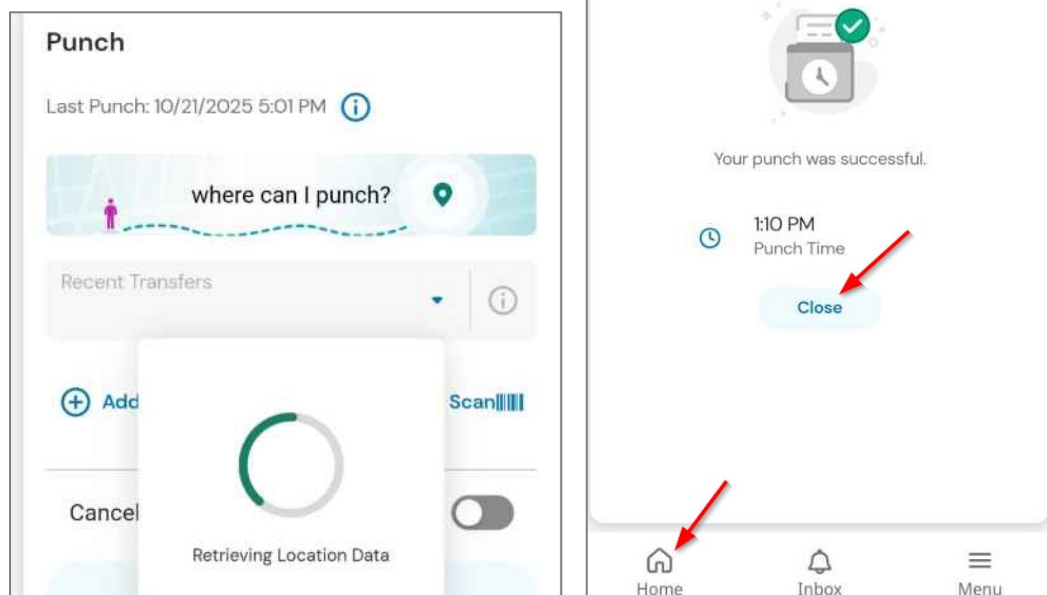
Step 3: Click on the “**Punch**” tile on the **Home page**.



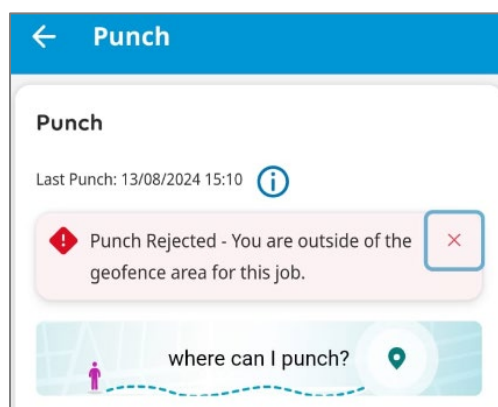
Step 4: Click on the “**Punch**” button.



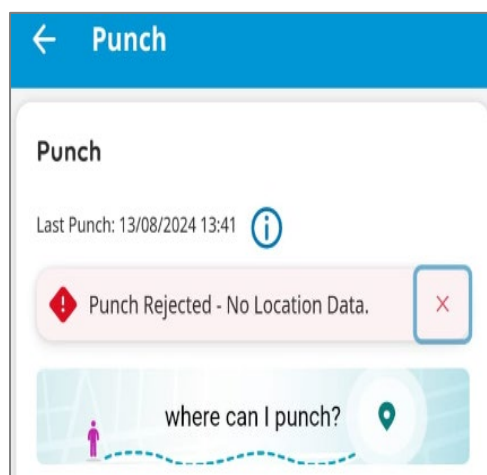
Step 5: It will display the message “Retrieving Location Data” and then indicate “*Your Punch was successfully submitted*”. You can then click on “**Close**” or click on “**Home**” to go back to the home page.



Please note: If you don't clock within your Geo location, you will get the following message: '*Punch Rejected – You are outside of the geofence area for this job*'. **Please note that you must be within your geolocation to clock.**



If you see the message, “*Punch rejected – No Location Data,*” log out of UKG Pro and ensure that your mobile **location** is enabled (**See Step 1**) before logging in again.



Step 6: To punch out at the end of your shift, follow **steps 1 to 5**.

3. HOW TO PUNCH IN AND OUT ON THE UKG PRO APP WHEN YOU HAVE NO SIGNAL

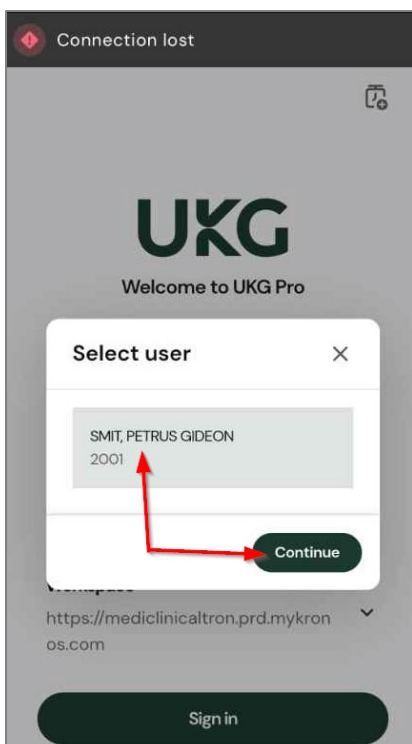
If you are in an area with no signal (e.g. no 3G or no Wi-Fi), please follow these steps:

Step 1: Click on the UKG icon on your mobile device.

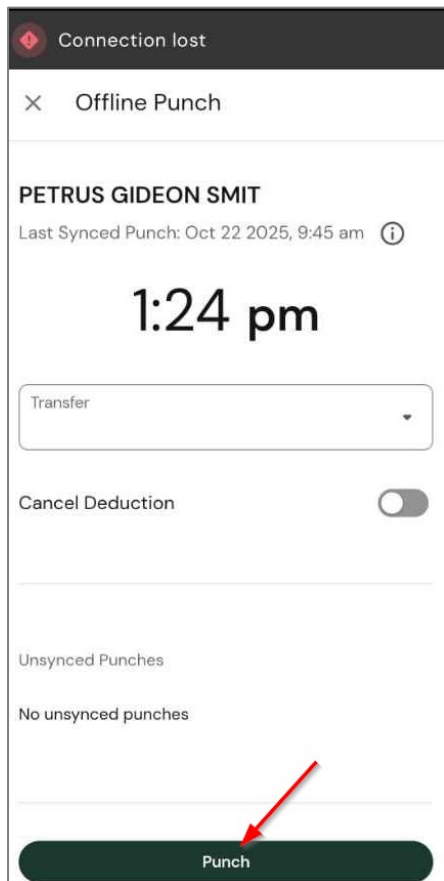
Step 2: Click on the **offline punch button** located in the top right corner of the app, as shown below:



Step 3: Select the user from the list of logged-in users. Ideally, only one specific user should be selected. Click on Continue.



Step 4: If you want to clock in for your shift, click the **“Punch”** button. Do the same when you want to clock out at the end of your shift.



Step 5: You will now see a message at the bottom of your screen: “Your punch has been saved. We’ll upload it when your device has a connection”.



Step 6: To punch out at the end of your shift, you will always follow **steps 1 to 4**.

Step 7: The punch will be stored on your mobile phone. It is important that you log in to the UKG application when you have signal again, because only then will the punch import into UKG. You will get the following message when you log in where there is signal.

