UKG Pro Mobile App

Guide for Clock Users

October 2026

Maryland-National Capital Park and Planning Commission

Table of Contents

Section 1. Mastering the Basics 2
What do I need to know before downloading the UKG Pro Mobile App? 2
How do I download the UKG Pro Mobile App? 2
How do I sign in? 3
How do I sign out? 6

Section 2. Taking Action on Your Timecard 7
How do I view my Timecard? 7
How do I review my Timecard? 9
How do I submit my Timecard? 11
Oops! I need to add or update a Comment after I approved my Timecard. 11
Oops! I was out on leave and could not submit my Timecard on time. 12
How do I print my Timecard? 13
How do I use Mobile Punching? 14
How do I Punch in When I Have Multiple Assignments or Positions? ... 16

Section 3. Viewing Your Schedule 18
How do I see my Schedule? 18

Section 4. Requesting Time Off 20
How do I see my Leave Plan balances? 20
How do I request Time Off (or leave) and review its approval status? .. 20
Oops! I need to Cancel my Time-Off Request. 24
Oops! I need to Change my Time-Off Request. 26

How do I use the Bryte A.I. Search and Navigation Feature? 27

How can I get help? 28

Glossary 32

Section 1. Mastering the Basics

What do I need to know before downloading the UKG Pro Mobile App?

UKG Pro Mobile App requires devices to be running on at least Android version 8 or iOS version 13.

Turn on **Wi-Fi** or ensure you always have a strong **cellular signal**.

Turn on **Location Services**. This is required for Clock Users who will submit punch transactions.

If you want notifications from UKG Pro, turn on **Notifications** for the app.

How do I download the UKG Pro Mobile App?

Visit the Apple App Store (iOS) or Google Play store (Android).

Search for “UKG Pro” to download and install the app.



UKG Pro

After the app is downloaded, open the app.

Enter **https://mncppc.prd.mykronos.com** in the text box that says “Company access code or URL” then tap **Continue**.

How do I sign in?

Open the UKG Pro mobile app.

On the **Welcome** screen, enter the **Workspace URL** https://mncppc.prd.mykronos.com before selecting the **Continue** button.

Once the **Workspace** is set to https://mncppc.prd.mykronos.com select the **Sign in** button.

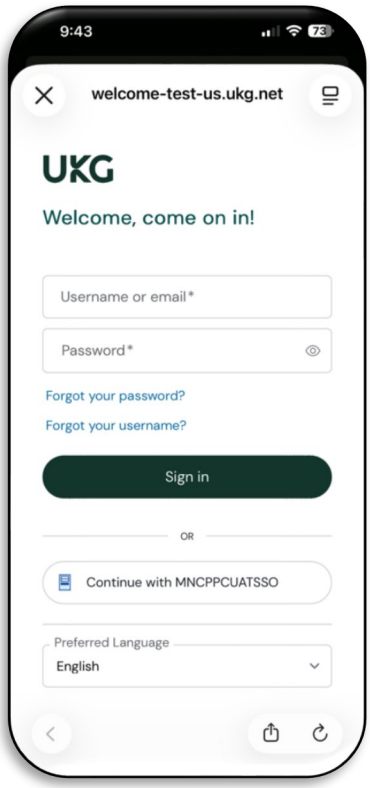




On the next screen, enter your **Username** and temporary **Password.** Your **Username** is your **Employee ID number**, and your temporary **Password** can be obtained by either contacting your Manager/Time Approver or Time Admin or putting in a ticket to **ONPOINT**.

After entering your **Username** and temporary **Password**, tap **Sign in**.

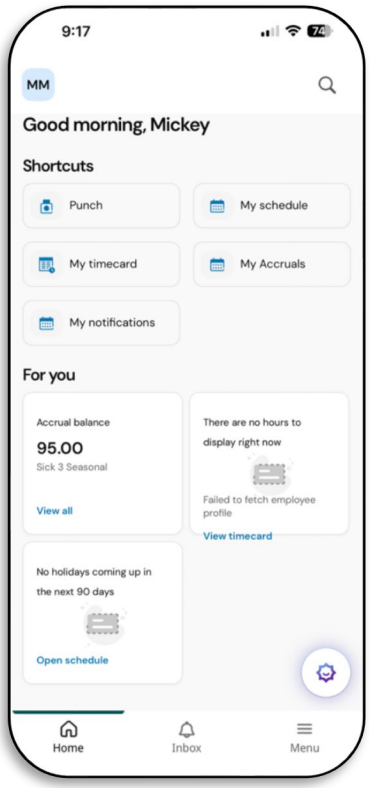
Once you are logged in, you will be prompted to change to a **personalized permanent Password**.



Tip

A temporary password is for first-time logins only.

Once you log in, you will be on the **Home** page. The **Home** page contains five **Shortcuts** which allow you to manage your time and schedule:



Punch. Use mobile punching at certain authorized sites to clock in or out.

My schedule. View assigned schedule and request time off.

My timecard. Manage and submit hours.

My accruals. Check leave plan balances and request time off.

My notifications. See requests, notices, and system notifications.

Tip

Only Seasonal/Intermittent employees who are enabled for punching will see the Punch shortcut.

On the top of the screen, you will find the **Search** icon. This allows you to search for things like your schedule or time off.

On the bottom of the screen, you will find three icons:

Home. Go back to the Home page.

Inbox. View a consolidated list of all notifications.

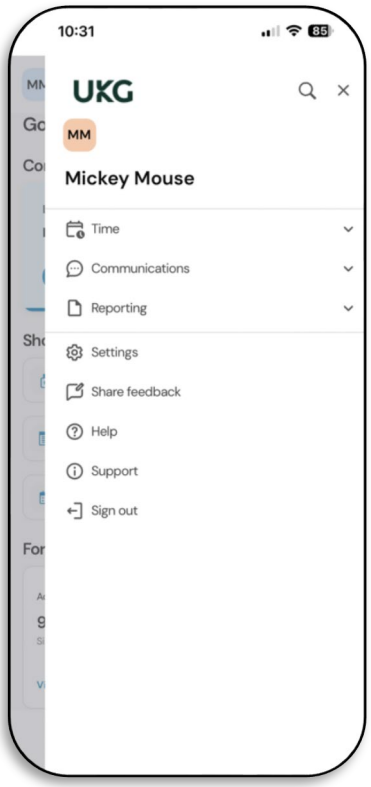
Menu. Adjust settings, get help (from UKG resource library), and sign out. Also provides an alternate method to access time and schedule options.

The lower right corner of the screen includes the **Bryte A.I. Search and Navigate** action button. Use the **Bryte A.I.** button to ask questions or enter requests.

How do I sign out?

Select the **Menu** icon on the bottom right of the Home screen.

Tap **Sign out** (the last item in the list) from the pop-up menu.



Tip

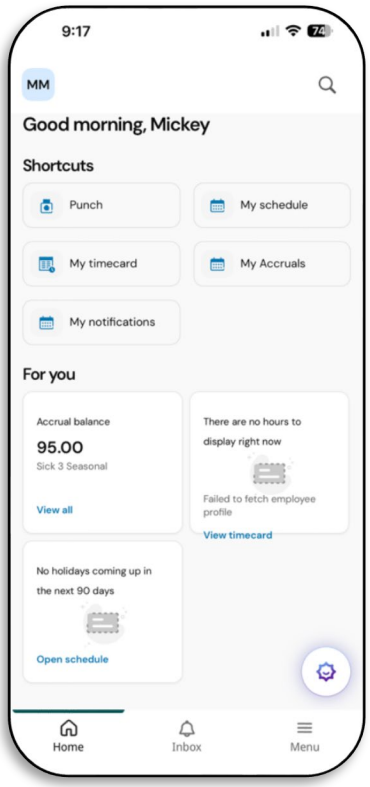
Sign out of the UKG Pro mobile app every time you finish your work.

Section 2. Taking Action on Your Timecard

How do I view my Timecard?

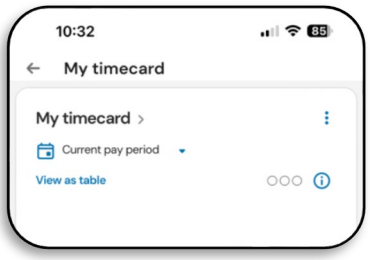
Select the **My timecard** shortcut on your Home page.

Alternatively, you can also find your Timecard by going to the **Menu** icon, then selecting **Time** → **Timecard**.



The next screen shows **Exceptions**, which are items that need your attention.

Tap **"My Timecard >"** to open your timecard.

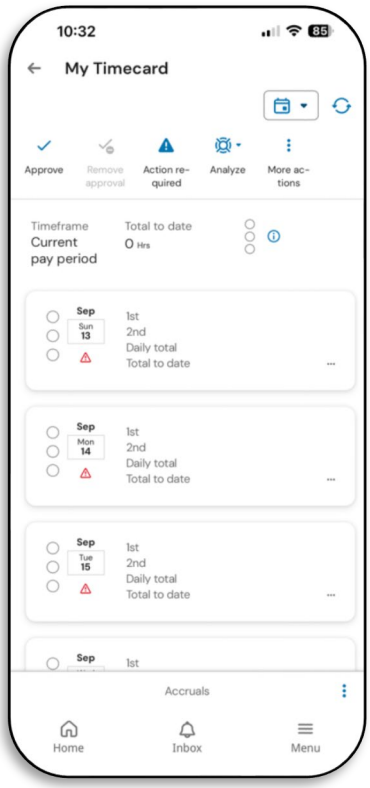


On the next screen, you will see the first week of the current pay period.

If you need to see the second week of the current pay period, scroll to the bottom of the screen and select **Load More**.

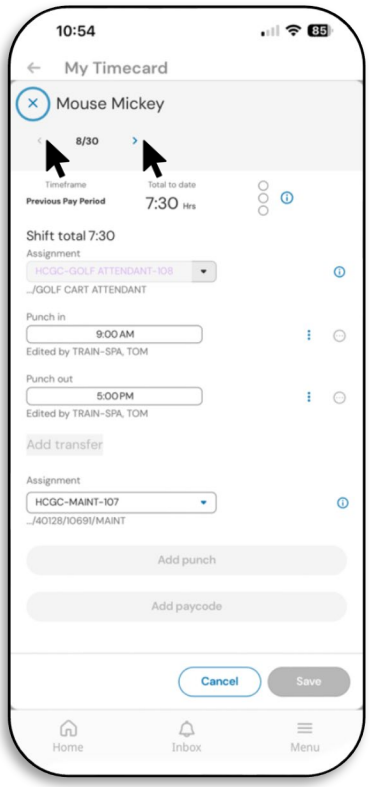
To see a different pay period or date, select the **Calendar** icon at the top right of the screen and choose a time frame or choose **Select Range** and use the **Calendar** to select a **Start Date** and **End Date**.

Now that you are in the week of the Timecard you want to view, select the **Date**.



Use the toggle buttons to the **left** (**<**) and **right** (**>**) of the date to view the previous or next day.

To add a **Comment**, select the three stacked dots to the right of the **Punch In** or **Punch Out** boxes. This will launch the **More Actions** menu. Select **Add Comment**. Choose an appropriate comment from the list under **Select a Comment**. To add an optional explanation, enter a note in the text box, then select **Apply.** Select **Save** on the next screen.



Tip

You can add a Comment only after your In Punch and Out Punch are displayed on your Timecard for the same shift. If you missed one Punch during your shift, you will not be able to add a Comment. If you need to add a comment for explanation, see your Manager/Time Approver.

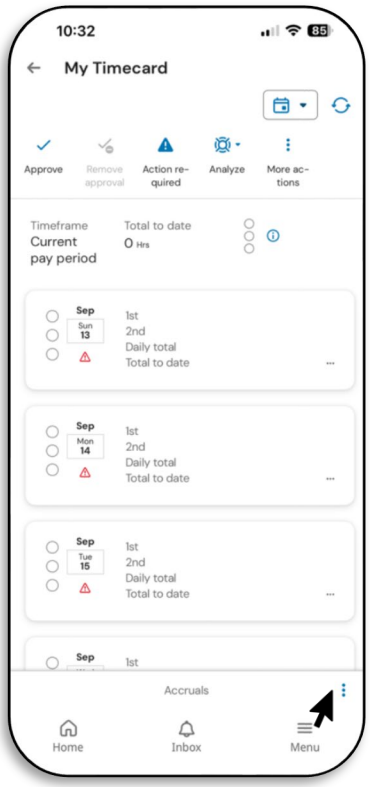
How do I review my Timecard?

Tip

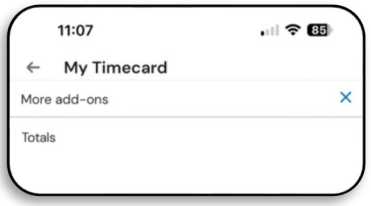
Always review your timecard totals before you submit.

Use the **My timecard** shortcut to navigate to the screen where you view your time.

At the bottom of the screen, select the **three dots** to the right of the **Accruals** tab.



From the pop-up screen, select **Totals**.



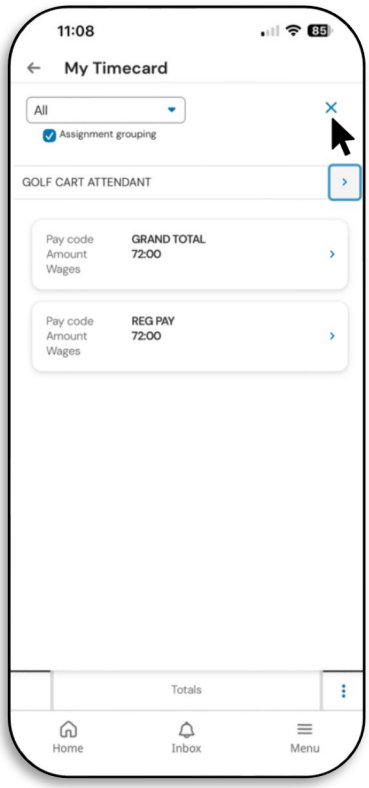
Review the **Totals** from this tab.

Totals must be reviewed before a Timecard is approved. This helps ensure that correct and accurate payment is processed in a timely manner.

The **Grand Total** is the total number of hours worked for the Pay Code and Labor Category. The **Pay Code Total** is the total number of hours worked for the Pay Code and Labor Category.

To review details for either **Grand Total** or **Pay Code Total**, tap the blue arrow. Select any item to review the Labor Category, Pay Code, and so on.

When finished, use the **X** at the top right corner to exit the screen.



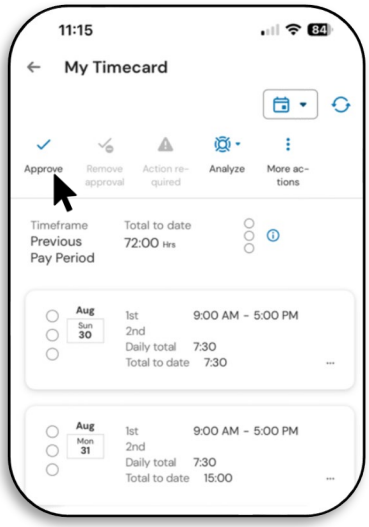
Tip

If you need to make any changes, notify your Manager/Time Approver.

How do I submit my Timecard?

To submit your Timecard, tap on **Approve** (the check mark) at the top of the screen.

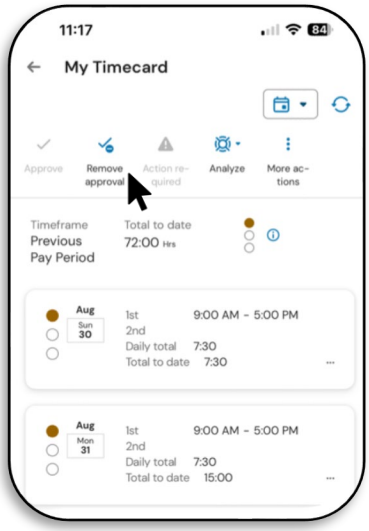
The **Approve** command is how you submit your Timecard. M-NCPPC requires all employees to approve their Timecards.



Oops! I need to add or update a Comment after I approved my Timecard.

If your Manager/Time Approver has not reviewed and approved your Timecard, you can select **Remove approval.**

After either adding or updating a **Comment**, select **Approve** again to resubmit your Timecard.



Tip

If your Manager/Time Approver has already approved your Timecard, you will need to contact your Manager/Time Approver. Only a Manager/Time Approver or Time Administrator (Time Admin) can make changes after Manager/Time Approver approval.

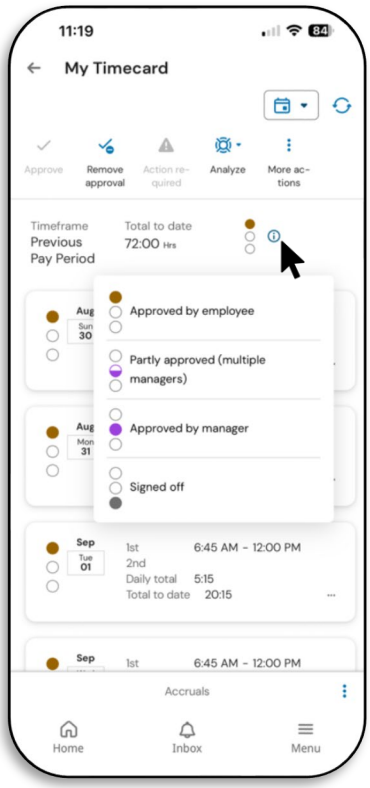
Your Timecard may be different colors, depending on the approval status.

The information button "**i**" to the right of the **Status** option explains the color-coding based on approval status:

Once you have approved/submitted your hours, the dot on the left side of each date becomes **Brown (Approved by Employee)**.

When your Manager/Time Approver approves your Timecard, the dot changes to **Purple (Approved by Manager).**

Once your hours are signed off by a Time Admin, the dot will change to **Gray (Signed Off).**



Oops! I was out on leave and could not submit my Timecard on time.

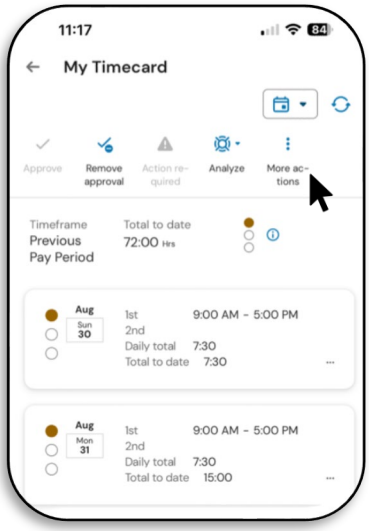
If you are not at work for any reason, a Manager/Time Approver will enter your time and submit your Timecard for you so you can get paid.

How do I print my Timecard?

The **Print** feature will be available in the future. Until then, please print using a desktop computer.

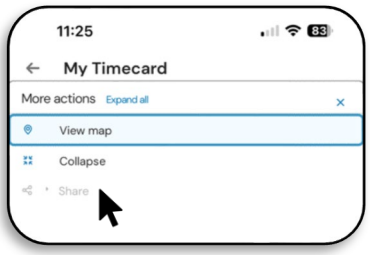
Use the **My timecard** shortcut to navigate to the screen where you input your time.

Select the **More Actions** button.



From the pop-up that appears, choose **Share**, which allows you to **Print**.

If you are unable to print through the mobile app,



Tip

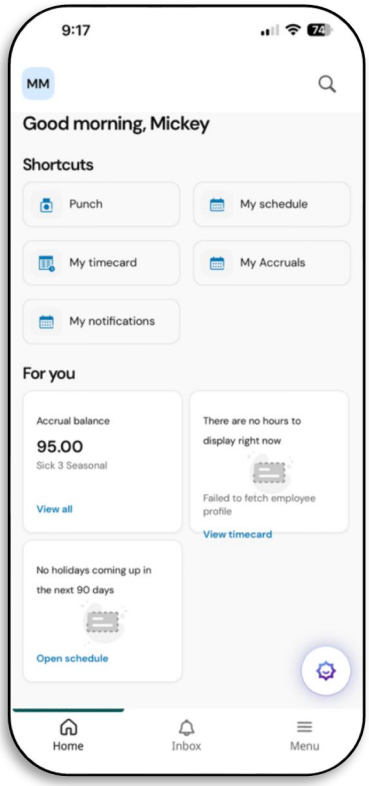
You can print any time frame or multiple time frames for your records. Just a note that you can only view and print your timecard up to one year at a time.

If you are having issues printing, please use a desktop computer.

How do I use Mobile Punching?

If you are a Seasonal/Intermittent employee in Montgomery Parks and certain divisions with biometric punching in Department of Parks and Recreation, Prince George's County, you will see the **Punch** shortcut on your Home Page.

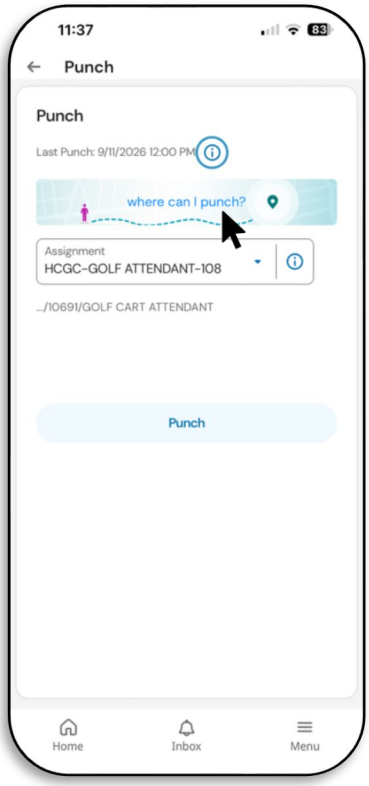
Select **Punch** to clock in or out using mobile punching at certain approved sites.



Tip

To use mobile punching, you must have **Location Services** enabled on your phone for the app. In addition, you must have a **cellular or Wi-Fi signal** where you are trying to punch.

On the **Punch** screen, select the **"where can I punch?"** map at the top of the screen.



The map will show where you are positioned.

Once you have verified your position, select the "**X**" in the top right corner to close this screen.



When you return to the **Punch** screen, select **Punch** to Punch In.

For example, your day may start at a playtime site, and your Manager/Time Approver has told you to go into the gymnasium to punch in. Enter the gymnasium then tap the **Punch** button.

Tip

An authorized site is a location enabled for mobile punching.

Check in with your Manager/Time Approver for the authorized site for punching to report attendance.

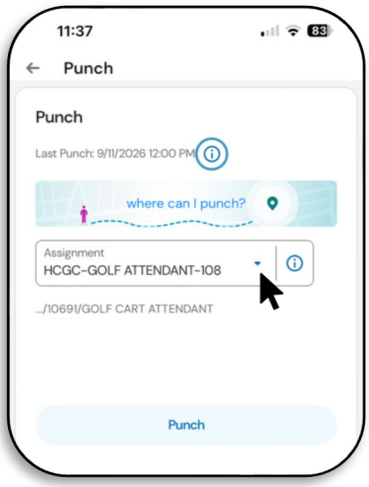
How do I Punch in When I Have Multiple Assignments or Positions?

Some seasonal employees may have up to five active assignments or positions, each with its own pay rate and supervisor and/or schedule.

To select a specific assignment or position, select the **Punch** shortcut on the Home page.

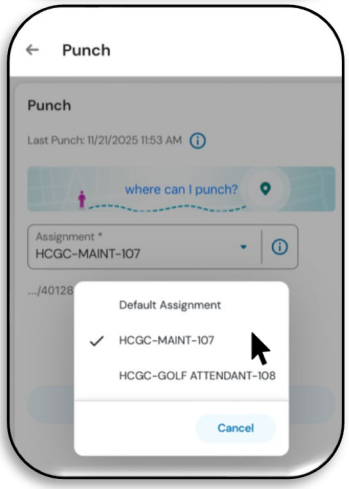
On the **Punch** screen, the **Assignment** box shows the primary assignment or position. If this is correct, select the **Punch** button to Punch In.

To change the **Assignment**, select the drop-down menu to the right.



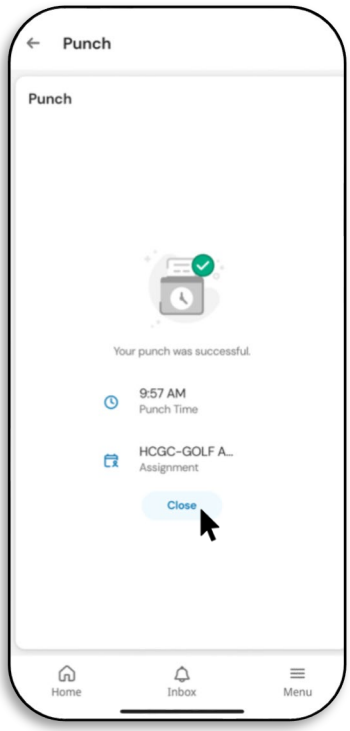
In the pop-up box that appears, select a different **Assignment**.

You will then return to the **Punch** screen where you can select the **Punch** button to Punch In.



Once punched in, you will receive a confirmation message stating, “Your punch was successful,” along with the **Punch Time** and **Assignment**.

Select the **Close** button to return to the home screen.



Tip

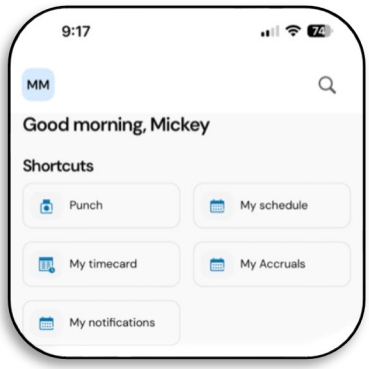
If you accidentally punch in the wrong assignment or position, simply tap the Punch arrow at the top, select the correct assignment or position from the pop-up box, and punch in.

If time has accrued on the wrong assignment or position, contact your Manager/Time Approver to transfer the time to the correct assignment or position.

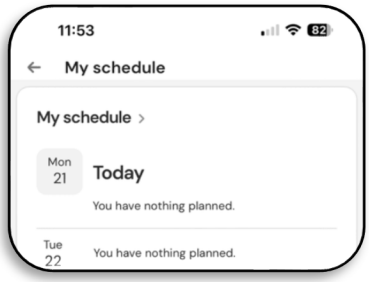
Section 3. Viewing Your Schedule

How do I see my Schedule?

Select the **My schedule** shortcut on your Home page.



On the next screen, select **"My schedule >"** to advance to the calendar.



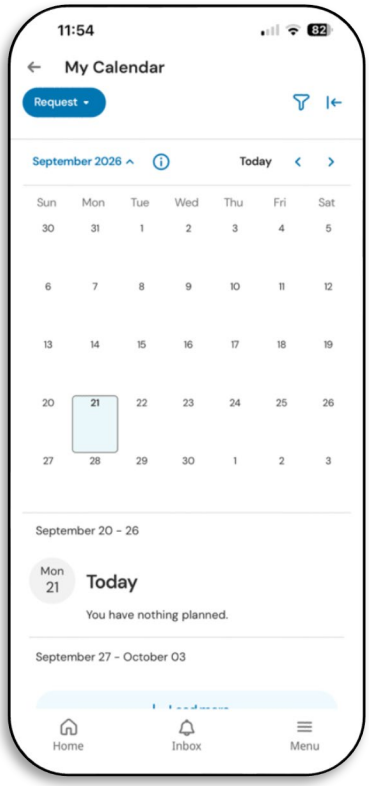
On your calendar, select any **Date** to see your schedule for that day.

You can navigate the calendar by using the options at the top of the page:

Month/Year. Use to expand or collapse the calendar to see a day-by-day view.

Today. Use this option to return to the current date.

Left (<) and Right (>) Buttons. Use to scroll to the previous or next month.



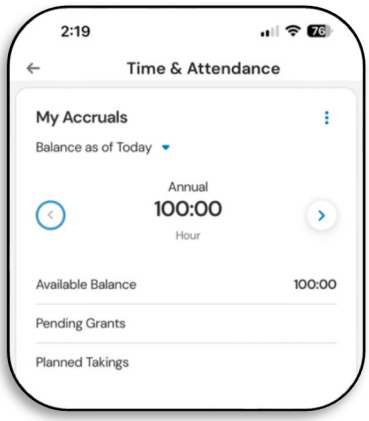
Section 4. Requesting Time Off

How do I see my Leave Plan balances?

From the Home page, select the **My Accruals** shortcut.

Use the **left** (**<**) and **right** (**>**) toggle buttons to view available balances for various leave plans.

The number represents your accrual **Balance as of Today**. To view your balance for the pay period, select the drop-down “Balance as of Today” and select a date range.



How do I request Time Off (or leave) and review its approval status?

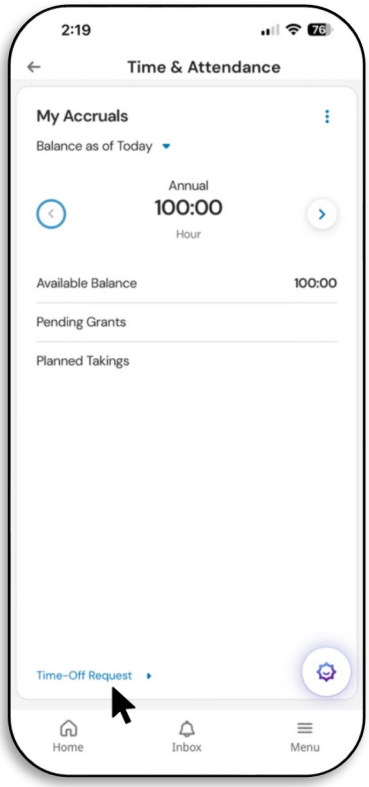
Tip

Please check with your Manager/Time Approver to make sure your office or division is using the Time-Off Request feature.

At this time, the Time-Off feature is not available for Seasonal/Intermittent employees.

From the Home page, select the **My Accruals** shortcut.

Go to **Time-Off Request** at the bottom.

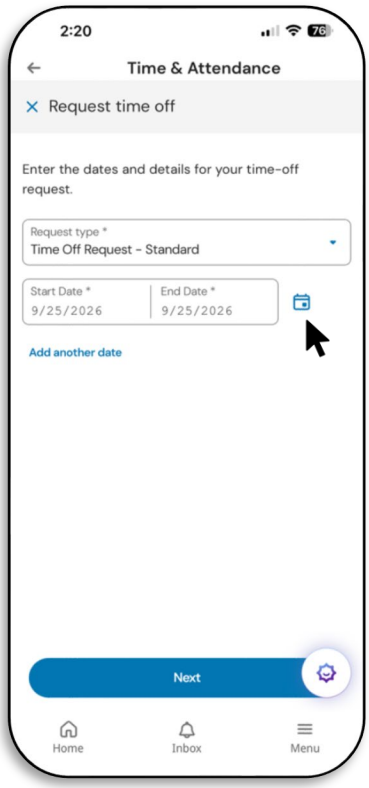


On the next screen, use the **Calendar** icon to the right of the date fields to select the **Start Date** and **End Date** for your Time-Off Request.

To reduce errors, avoid entering the date manually.

When finished, select the **Next** button at the bottom of the screen.

Note: The **Request type** is set to a default, and you cannot change it.



Tip

Be sure that your leave dates exclude dates that you are not scheduled to work. You should ask for leave only for time you are scheduled to work.

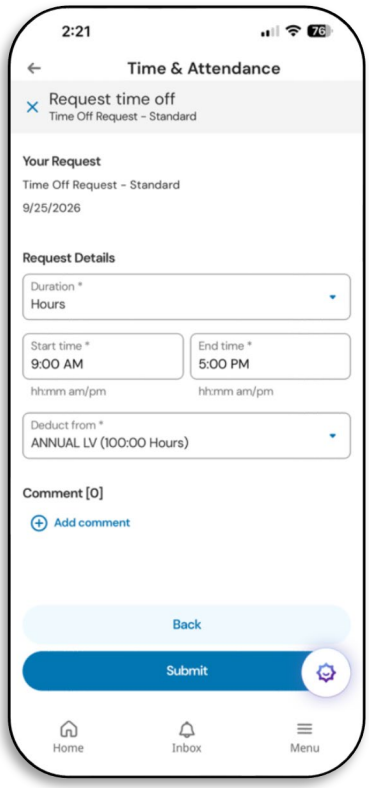
Also, if your Time-Off Request is more than one week, submit one week at a time. For example, if you work Monday to Friday and want to take two weeks of annual leave, you will submit a request for one week of Monday to Friday and a second request for one week of Monday to Friday.

Enter the **Start time** and **End time** of your leave.

In the **Deduct from** box, select the appropriate leave plan. You can also add an optional comment using the **Add Comment** option.

When finished, select **Submit**. Your request will be sent to your Manager/Time Approver.

Once submitted, you return to the **My Accruals** screen where you will see a confirmation message, "**We've received your time-off request**."



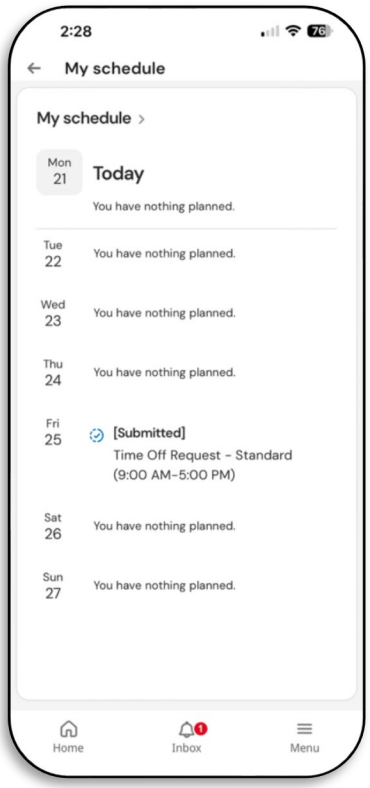
Tip

Review the time of day entered (AM and PM) and make sure they are correct. Also, make sure you only enter time that you work. Do not include your lunch break. For instance, if you work 9 am to 5:30 pm, you should only enter 9 am to 5 pm.

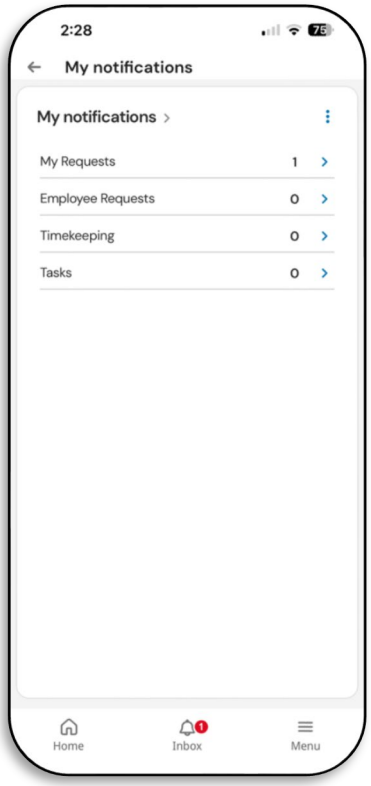
Your submitted request will appear in the **My schedule** shortcut as a submitted request.

Once a decision is made, you will see the status of your Time-Off Request change from **Submitted** to **Approved, Pending,** or **Refused.**

You will receive a notification for the submission and another notification regarding the decision of your request.



The request will also appear on your **My notifications** shortcut in the category of **My Requests**.



Tip

The approved hours will also be displayed on your Timecard. You will also receive an email with a link to add your **Time-Off Request** to your Outlook calendar.

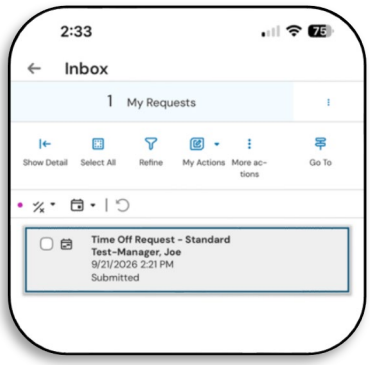
Oops! I need to Cancel my Time-Off Request.

If you need to cancel your Time-Off Request, you can do it either before or after your Manager/Time Approver's approval.

However, once your Manager/Time Approver and/or Time Admin applies signoff to your Timecard, you cannot cancel your Time-Off Request.

To cancel your Time-Off Request, select the **My notifications** shortcut. Then go to **My Requests**.

Select the Time-Off Request you would like to change to see the request details.



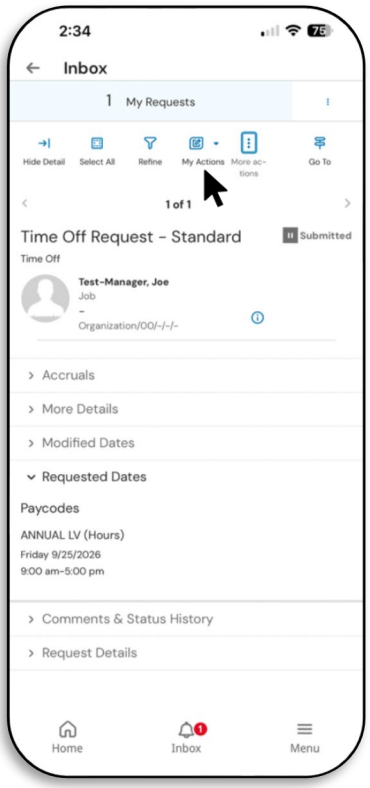
Tip

To see more details about your submitted Time-Off Request, tap each menu option.

To modify Time-Off Request after Timecard approval, please see your Manager/Time Approver or Time Admin.

From the request details screen, verify the **Requested Dates** and **Time**, then select **My Actions** from the top menu bar.

On the pop-up screen, select **Cancel**.



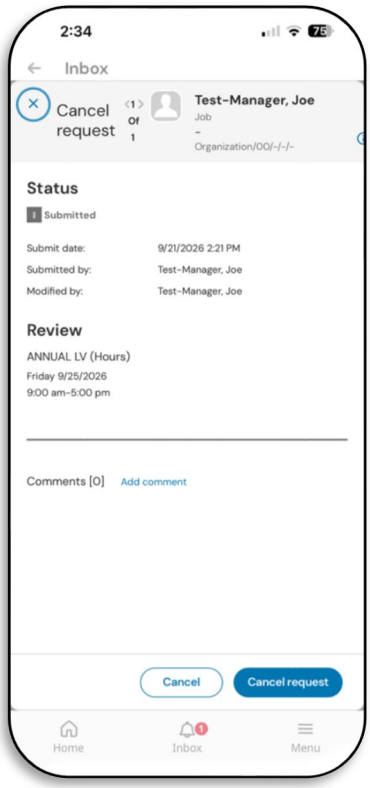
Tip

The delete action does not cancel a Time-Off Request. You can use the delete action to clear **Your Notifications** inbox of processed (Approved, Cancelled, Pending, or Refused) Time-Off Requests.

On the next screen, confirm the details, then select **Cancel request**.

Once submitted, you will see a confirmation message "**Success Request Cancelled**."

Select **Done** to exit this screen.



Oops! I need to Change my Time-Off Request.

If you want to change or modify your submitted request, first check the status to see if your Manager/Time Approver has already approved the request.

If your Manager/Time Approver has already approved the request, you cannot make changes. Please contact your Manager/Time Approver.

If your Manager/Time Approver has not yet approved the request, you can cancel it and then create a new request.

How do I use the Bryte A.I. Search and Navigation Feature?

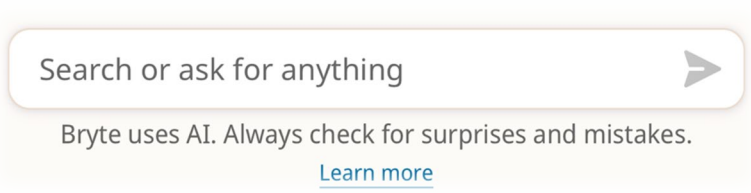
The **Bryte A.I. Search and Navigation action button** appears in the lower right corner of the screen on most pages in the system. You can use the system to help you quickly get to any area of the system or ask a question to find information, such as:

- Open my timecard.
- Where can I enter a time-off request?
- What is my schedule this week?

To launch the Bryte A.I. system, select the **button** in the lower right corner of the screen.



In the **Search or ask for anything** text box at the bottom of your screen, enter your request, then select the **Search Arrow**.



How can I get help?

Submit a ticket on **ONPOINT** for UKG Pro mobile application issues. Once you complete the ticket, your information will be sent immediately to the correct office to address your problem or issue.

How to complete an ONPOINT ticket:

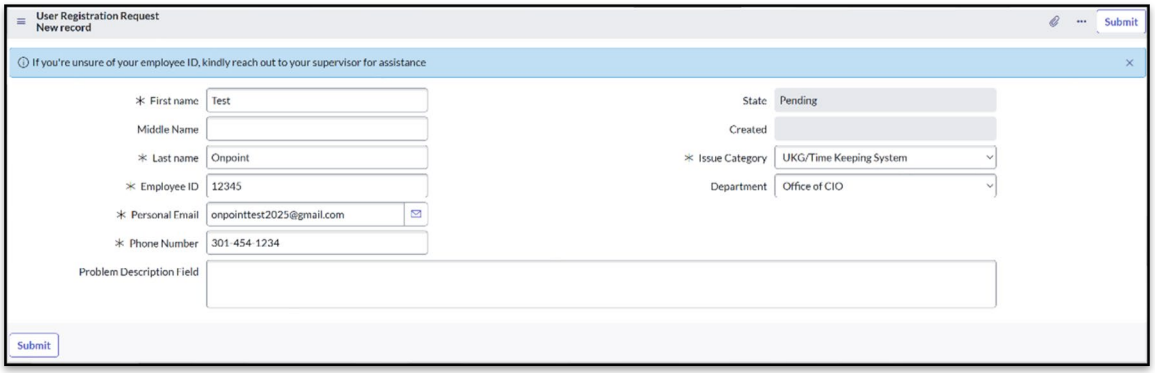
1. https://mncppconpoint.service-now.com/mncppc
2. Next, click or tap on the **ONPOINT** icon on the right side of the page.
3. Then, click or tap **Create Ticket**.
4. Select either **Category UKG/Kronos**.
5. Select **Subcategory UKG Pro Mobile App.**
6. Fill in **Title of Issue.**
7. Complete **Description of Issue.**
8. Click or tap **Submit**.

How to access ONPOINT to complete a ticket for employees who don't have Commission emails

1. Register with your personal email address. Click or tap https://mncppc.link/UserReg.

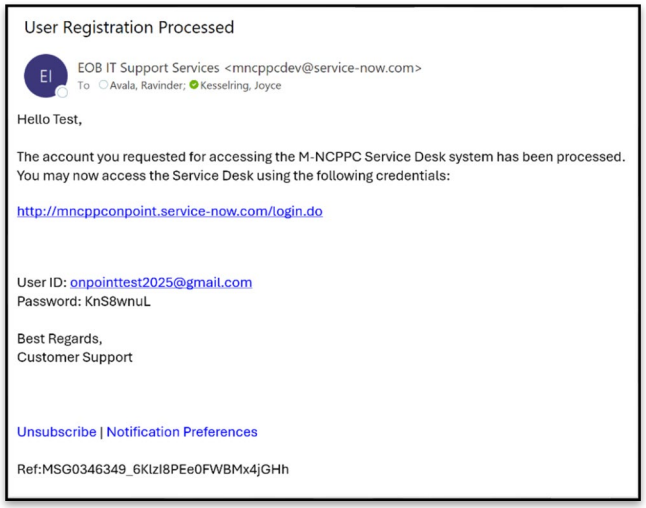
   Be sure you can access the email account that is linked to the email address you are using to register with.

2. Fill in the following items:
   a) **First Name**
   b) **Last Name**
   c) **Employee ID**
   d) **Personal Email Address**
   e) **Phone Number**
   f) **Issue Category** (Select)
   g) **Department** (Select)

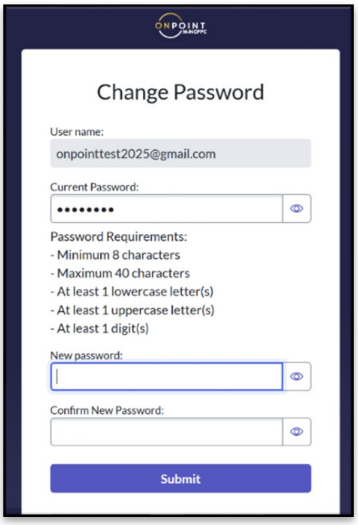


3. After you have filled in the information, click or tap **Submit.**

4. You will receive an email with your **User ID** and **Temporary Password**. Follow the link in the email to reset your password.



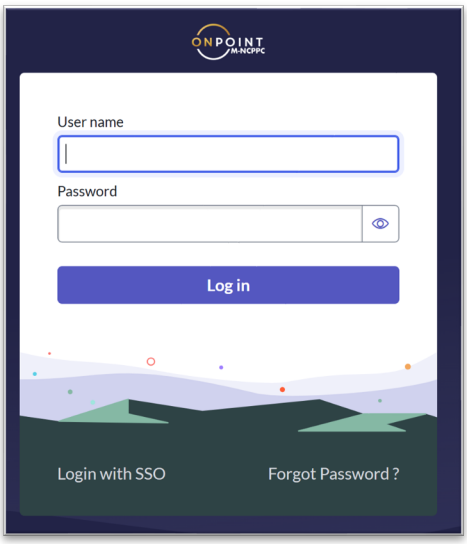
5. After you create the new password, click or tap **Submit**.



6. Then click or tap https://mncppc.link/Login to log in with your personal email address and password.

How to access ONPOINT to complete a ticket for employees who previously registered in ONPOINT with your personal email address

1. Click or tap https://mncppc.link/Login then log in with your personal email address and password.



2. Click or tap on **Create Ticket.**
3. Select **Category UKG/Time Keeping System.**
4. Select **Priority Level.**
5. Fill in **Title of Issue.**
6. Complete **Description of Issue.**
7. Click or tap **Submit.**

Glossary

- **Accruals**: Amount of time off an employee has earned but not yet used.
- **Activity Code**: A code used to track a project or program tasks and time spent on them.
- **Android**: Mobile operating system developed by Google.
- **Apple App Store**: The website or online store where you can download the UKG Pro app for iPhone users.
- **Assignment:** A single assignment or position (one job) that an employee holds within an organization, which has distinct attributes, like its own separate pay rate, schedule, and Time Approver/Manager.
- **Authorized Site**: An approved work location that allows an employee to submit punch transactions within a virtual boundary on a mobile device or desktop computer.
- **Basic Authentication**: Requires users to manually input their username and password to log into the UKG Pro system.
- **Biometric Punching**: Use of unique biological characteristics, like a fingerprint, to verify an employee's identity to clock in and out of work.
- **Bryte A.I.**: A search and navigation feature that uses artificial intelligence to assist with routine tasks and answer questions within the UKG application.
- **Cellular (Service)**: A wireless telecommunication system.
- **Google Play**: The website or online store where you can download the UKG Pro app for Android users.
- **Grand Total**: The total number of hours recorded on a timecard summarized by pay code and labor categories.
- **iOS**: Operating system used for mobile devices made by Apple.
- **Labor Category**: A way to organize information about what an employee has worked on (i.e., job, employee's assigned job location, and so on).
- **Labor Code**: A code used to track project or program tasks and time spent on them.

- **Location Services**: A feature that uses a device's built-in sensors to determine your approximate or precise location.
- **Manager/Time Approver**: Individual with the authority to approve other employee's Timecards.
- **Mobile Punching**: The process of submitting manually recording your arrival and departure time at work using a mobile device.
- **Multiple Assignment:** Allows one employee to hold multiple assignments or positions (more than one job) at one time, each with its own separate pay rate, schedule, and Time Approver. It is all under one Human Resources Information Systems (HRIS) and UKG record.
- **Notifications**: Messages that are triggered by specific events and sent to specified users via email and My Notifications shortcut.
- **Online User**: An employee who logs onto UKG Workforce Pro to approve attendance hours.
- **ONPOINT**: The Enterprise-IT ticketing system.
- **Pay Code**: Codes used to classify types of hours worked, such as regular, overtime, or holiday hours.
- **Pay Code Total**: The total number of hours associated with a specific pay code on a Timecard.
- **Pay Period**: The recurring schedule by which employees are paid biweekly.
- **Personal Permanent Password**: Password that is created by the user.
- **Position:** A single assignment or position (one job) that an employee holds within an organization, which has distinct attributes, like its own separate pay rate, schedule, and Time Approver/Manager.
- **Primary Assignment:** An employee's main assignment or position.
- **Project**: The consolidation of a pay code and a transfer. A project always uses the Hours Worked pay code with or without a transfer.
- **Punch**: The process of manually recording your arrival and departure times at work using a time clock, desktop computer, or mobile device.

- **Punch In**: The process of recording your arrival time at work using a time clock, desktop computer, or mobile device.
- **Punch Out**: The process of recording your departure time at work using a time clock, desktop computer, or mobile device.
- **Schedule**: Displays an employee's assigned work shifts, including start and end time, locations, and assignment (if applicable).
- **Seasonal/Intermittent Employee**: A contract employee who can work up to 1,560 hours within the twelve-month contract period.
- **Shortcut**: A visual, clickable element on the UKG landing page or homepage that provides quick access to key features, tools, or information – such as Timecards, Schedules, or Accruals.
- **Single Sign-On (SSO)**: Allows employees to log in to the UKG system using the same credentials as their email account.
- **Temporary Password**: A password that is assigned by the system to the user for short-term one-time use.
- **Time Administrator (Time Admin)**: An individual authorized to finalize time records within the timekeeping system.
- **Time Approver**: Individual with the authority to approve other employee's Timecards.
- **Timecard**: A digital record of hours worked by an employee.
- **Time-Off Request**: Allows an employee to request planned absences such as vacation, sick leave, or personal days through an online form. The request is routed to the appropriate Manager/Time Approver for approval.
- **Totals Tab**: A section where cumulative hours or pay period summaries are displayed.
- **Transfer Code**: Employees use transfer codes to accurately allocate time work to the appropriate Position, Account unit, and Activity.
- **UKG (Ultimate Kronos Group)**: The company that provides workforce management and human resource management services.
- **UKG Pro**: The mobile application which is part of UKG Workforce Pro, Maryland-National Capital Park and Planning Commission's time and attendance system.
- **Wi-Fi**: Wireless technology that allows devices to connect to the internet.

- **Workspace**: Simplifies the process of switching between two login methods such as Single Sign-On and Basic authentication. It can automatically detect which method to use or let the use choose.