

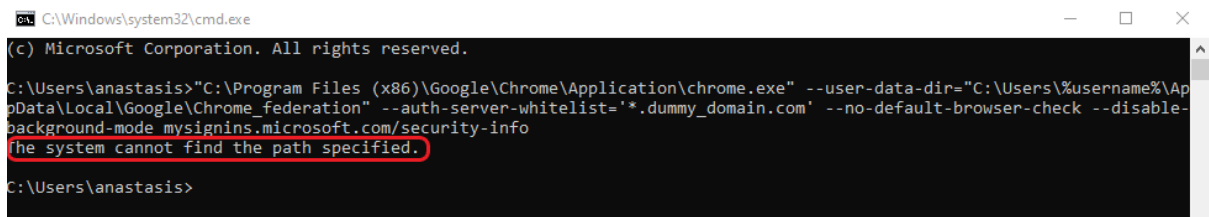


Troubleshooting UKG Dimensions app issues | Quick Reference Guide

The following conditions need to be met for accessing the UKG Dimensions app on an employees' device:

- The employee needs to have a smart device (i.e., iPhone, Samsung etc.)
- The device needs to be updated to the latest operating system (OS)¹
- The devices cellular data needs to be switched on or connected to a strong Wifi connection
- The employee must allow Location Services on the UKG Dimensions application
- Certain smaller brand phones may not be compatible with the UKG Dimensions application
- The employee **must** set up the Microsoft Authenticator application on their chosen device using their corporate IT account

When attempting to set up the Microsoft Authenticator app, the employee is receiving the following error when pasting the link into the command box:



```
C:\Windows\system32\cmd.exe
(c) Microsoft Corporation. All rights reserved.

C:\Users\anastasis>"C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --user-data-dir="C:\Users\%username%\AppData\Local\Google\Chrome_federation" --auth-server-whitelist="*.dummy_domain.com" --no-default-browser-check --disable-background-mode mysignins.microsoft.com/security-info
the system cannot find the path specified.

C:\Users\anastasis>
```

There are two alternative links available on the WFD page on OurPost (available here) . For older laptops/computers, please use:

```
"C:\Program Files (x86)\Google\Chrome\Application\chrome.exe" --user-data-dir="C:\Users\%username%\AppData\Local\Google\Chrome_federation" --auth-server-whitelist="*.dummy_domain.com" --no-default-browser-check --disable-background-mode mysignins.microsoft.com/security-info
```

¹ Older smartphone models may no longer be compatible for new Operating System updates, and will not be compatible for the required mobile applications



For new laptops/computers, please use:

```
"C:\Program Files\Google\Chrome\Application\chrome.exe" --user-data-dir="C:\Users\%username%\AppData\Local\Google\Chrome_federation" --auth-server-whitelist='*.dummy_domain.com' --no-default-browser-check --disable-background-mode msignins.microsoft.com/security-info
```

After set-up and authentication, a white screen is appearing when attempting to log into the UKG Dimensions app

1. Employee should completely log out of the apps and restart their device
2. Employee should ensure that their device is up to date with the latest operating system
3. If log in fails again, an IT ticket should be raised. There could be issues with:
 - a. The employee may not be in WFD yet
 - b. The employee may have differing legal and preferred names²
 - c. The employee may not be a member of the correct access permission groups
 - d. Their device may not be compatible with the application

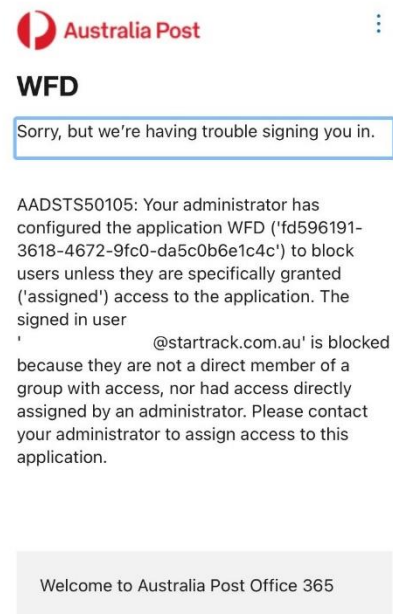
² Differing names for some employees may result in differing UPN's that is, the employee may have more than one CORP or STARNET ID. Multiple UPN's can be seen in SAP table ZTHR_WIM_CP which can be accessed via SE16. Multiple UPN's are more common when employees have different legal and preferred names. Multiple UPN's should be escalated to Account Management to correct.



After set-up and authentication, the following error message is appearing:

An IT ticket should be raised. There could be issues with:

- a. The employee may not be in WFD yet
- b. The employee may have different legal and preferred names, which may cause Account Management issues
- c. The employee may not be a member of the correct access groups



An employee is missing a tile in the UKG Dimensions app (such as Punch, MyTimecard, etc.)

1. In the UKG Dimensions app, scroll to the bottom of the page
2. Select the pencil icon
3. A list of available tiles will appear. Select the missing tiles to be added and select Apply.

The number of outstanding notifications appearing on the UKG Dimensions app tile gets stuck despite reviewing notifications:

1. The employee will need to uninstall and reinstall the UKG Dimensions app
2. If the error continues, raise an IT request

The employee is receiving a geolocation error when attempting to clock on/off using the UKG Dimensions:

1. Review the Location Services settings on employees' chosen device to ensure they are enabled for the UKG Dimensions app



2. Raise an IT request and provide the specific GPS coordinates (this can be found using the Maps application on a smart device at the specified location) to be reviewed and updated as required.