



# North America

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# Shared Service Center

UKG PRO – MOBILE  
Payroll & Timecard

# Payroll Access When You Need It

## UKG PRO Mobile

(UltiPro Payroll Access)

Empowering employees with  
secure access to key  
information & tools

### View

Contact & job information  
PTO balances  
Current & prior pay statements\*  
Current & prior year Form W-2\*

### Update

Direct deposit accounts  
Tax withholding selections

### More

Use Model my Pay to explore various  
pay scenarios  
News & Information for key updates  
(future)

Workplace Code: SAMSUNGPRO

## UKG Workforce Management

(Dimensions Time Management)

Supporting effective time management  
on the go for employees & managers

### Employees

Request time off  
Punch in/out for work  
Review schedules

### Managers

Review & action time off requests  
Address timecard exceptions real-time  
Review schedules

### More

Geofencing & geosensing capabilities  
available

Workspace Code:  
<https://samsungelectronics.prd.mykronos.com>

Scan the QR codes to easily access the app in the  
Google Play store or the Apple App Store

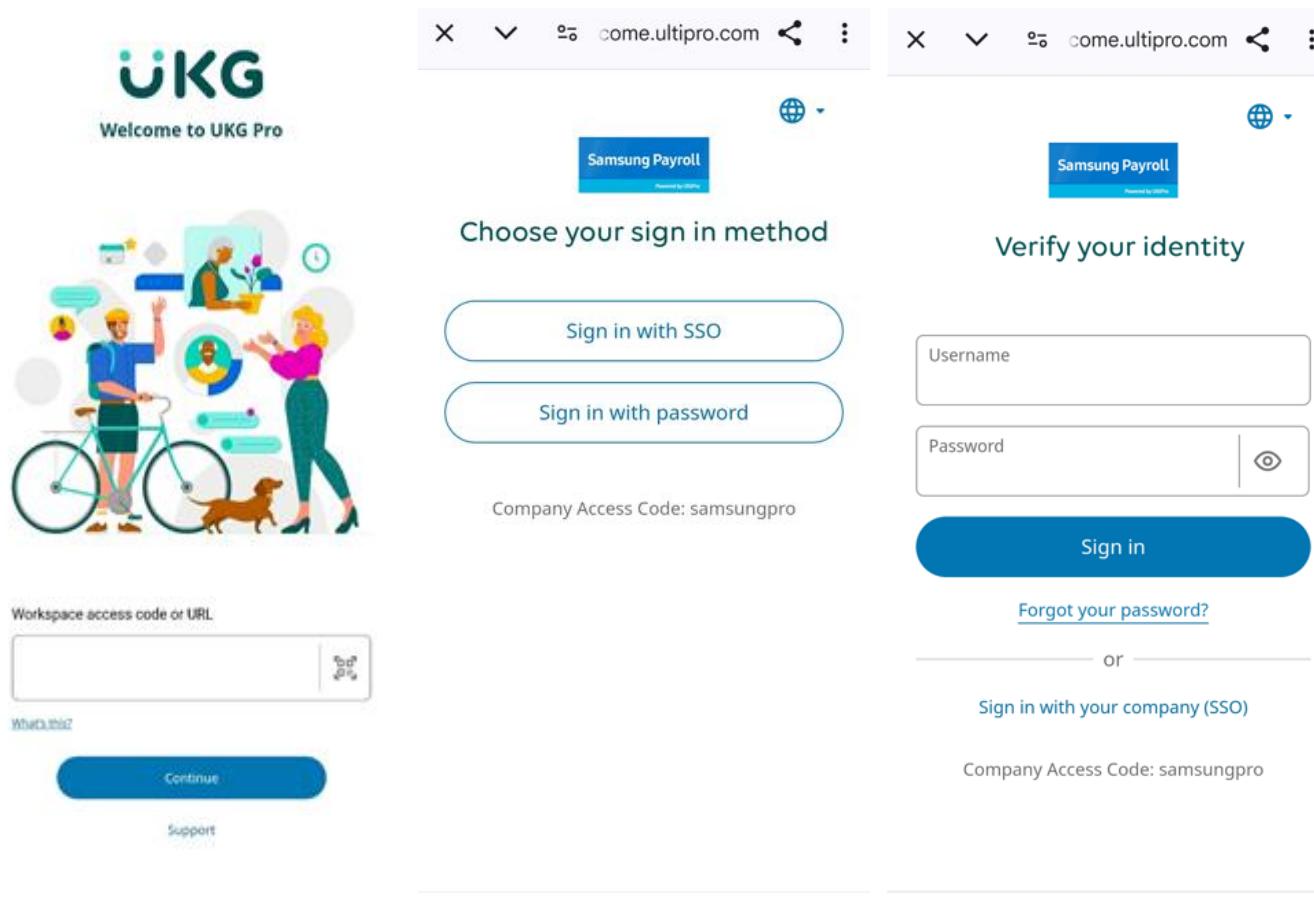
Google Play Store:



Apple App Store:



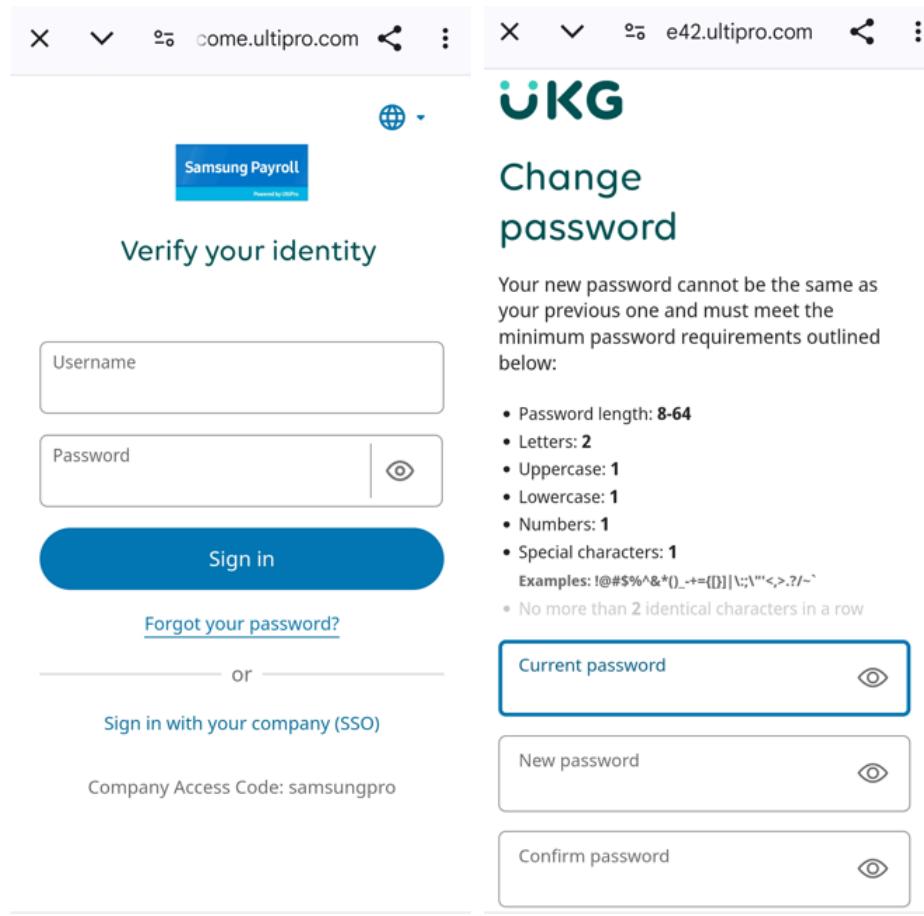
# How to log into UKG Pro (UltiPro)



1. Follow instructions to download **UKG Pro** using Google Play Store or Apple App Store
2. In the "Workspace access code or URL" box, enter code **SAMSUNGPRO** and click Continue to add the workspace for the UKG Pro (UltiPro) payroll system
3. You will now see the **SAMSUNGPRO** Workspace listed on the welcome page
4. Click on the Sign In button
5. Select Sign In with password
6. Enter your UKG Pro username and password, then click Sign In



# UltiPro Password Reset



The image displays two side-by-side screenshots of password reset interfaces. The left screenshot is for 'Verify your identity' and the right is for 'Change password'.

**Verify your identity (Left):**

- Header: come.ultipro.com
- Section: Samsung Payroll (Powered by UKG)
- Text: Verify your identity
- Form: Username (input field)
- Form: Password (input field with eye icon)
- Button: Sign in
- Text: Forgot your password?
- Text: or
- Text: Sign in with your company (SSO)
- Text: Company Access Code: samsungpro

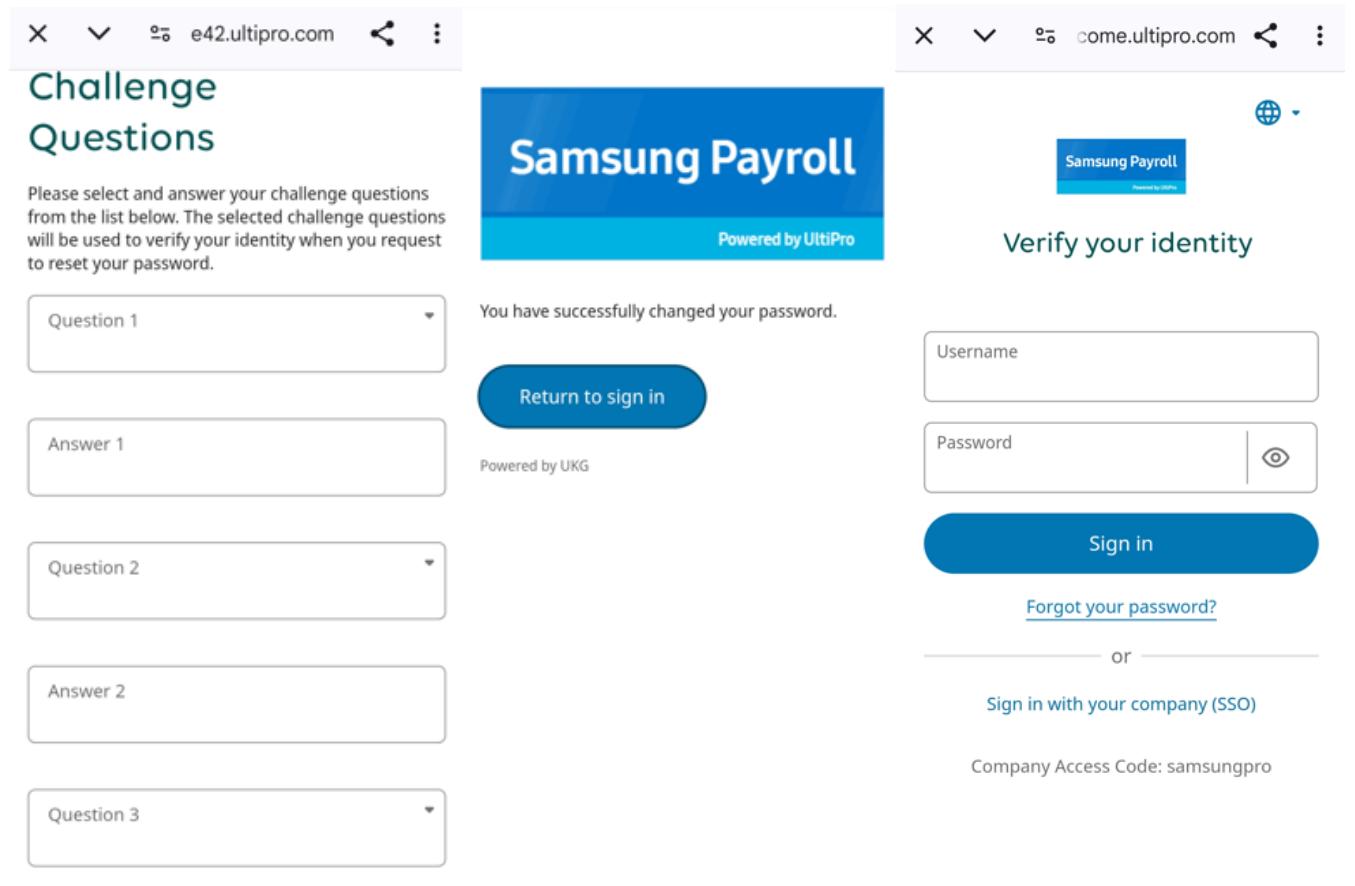
**Change password (Right):**

- Header: e42.ultipro.com
- Section: UKG
- Section: Change password
- Text: Your new password cannot be the same as your previous one and must meet the minimum password requirements outlined below:
- List: Password length: **8-64**, Letters: **2**, Uppercase: **1**, Lowercase: **1**, Numbers: **1**, Special characters: **1**, Examples: !@#\$%^&\*()\_+=[]{ }\\;\\\"';<,>?/~, No more than 2 identical characters in a row
- Form: Current password (input field with eye icon)
- Form: New password (input field with eye icon)
- Form: Confirm password (input field with eye icon)

1. Contact HR SSC to request for a password reset
2. Log into UKG Pro with your Username and temporary password
3. Change Password as per requirements



# UltiPro Password Reset



The image contains two screenshots of the UltiPro password reset process. The left screenshot shows the 'Challenge Questions' step, where users select questions and answers. The right screenshot shows the 'Verify your identity' step, where users log in with their username and password.

**Challenge Questions**  
Please select and answer your challenge questions from the list below. The selected challenge questions will be used to verify your identity when you request to reset your password.

Question 1:   
Answer 1:   
Question 2:   
Answer 2:   
Question 3:

**Samsung Payroll**  
Powered by UltiPro

You have successfully changed your password.  
[Return to sign in](#)  
Powered by UKG

**Verify your identity**  
Samsung Payroll  
Powered by UltiPro

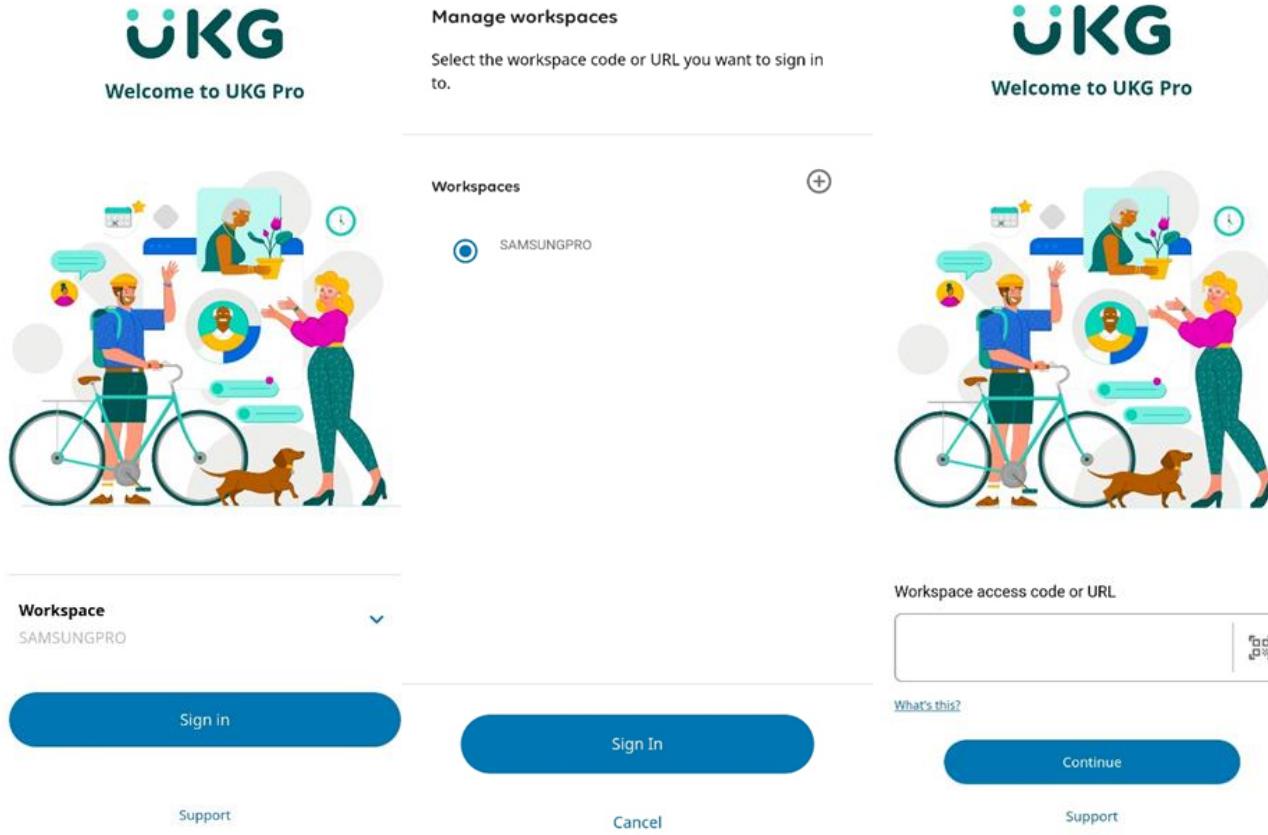
Verify your identity

Username:   
Password:    
[Sign in](#)  
[Forgot your password?](#)  
or  
[Sign in with your company \(SSO\)](#)  
Company Access Code:  samsungpro

1. Complete the Challenge Questions from the dropdown list
2. Click Return to Sign in
3. Follow steps to log into UKG Pro with your username & password



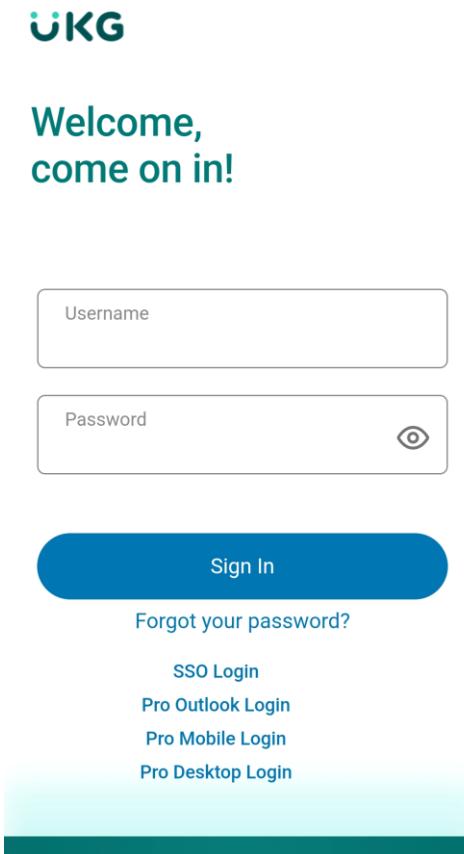
# UKG Workforce Management (Dimensions) Access



1. Navigate to the welcome page
2. Click on the down arrow next to the new Workplace name
3. Click the plus sign + to get back to "Workspace access code or URL" box
4. Enter URL  
<https://samsungelectronics.prd.mykronos.com/> or scan the QR code to add the workspace for UKG Pro WFM (Dimensions).
5. Click continue, and you'll be taken to the UKG Pro WFM (Dimensions) login screen.



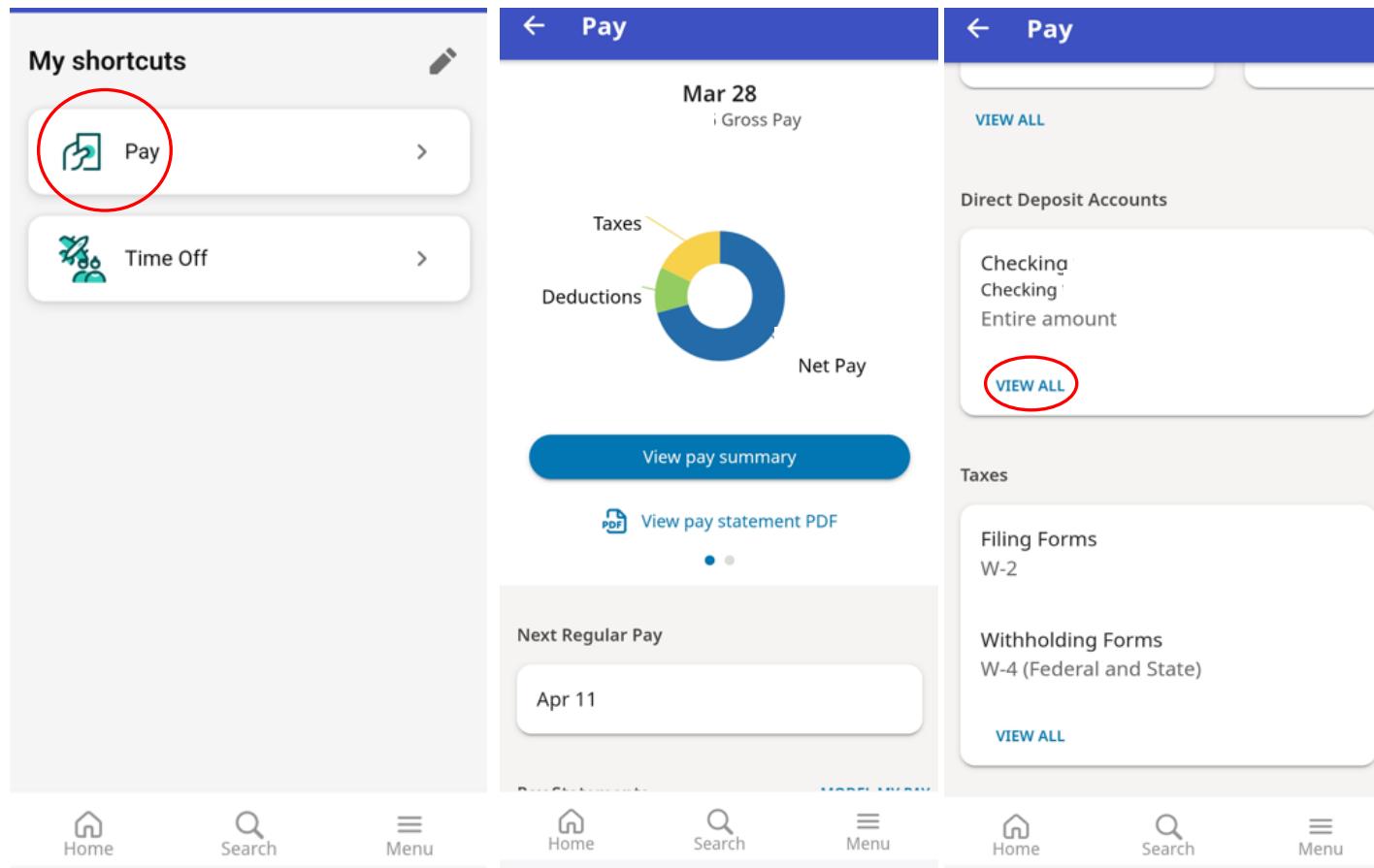
# UKG Workforce Management (Dimensions) Access



1. Here, you will sign in the same way you access the web application, by either direct login or SSO
2. Use credentials if you use direct login for UKG Pro WFM user
3. If you use SSO, click the “SSO Login” link under the sign in button, then enter your SSO credentials (typically Knox ID and Windows login password), then click Login



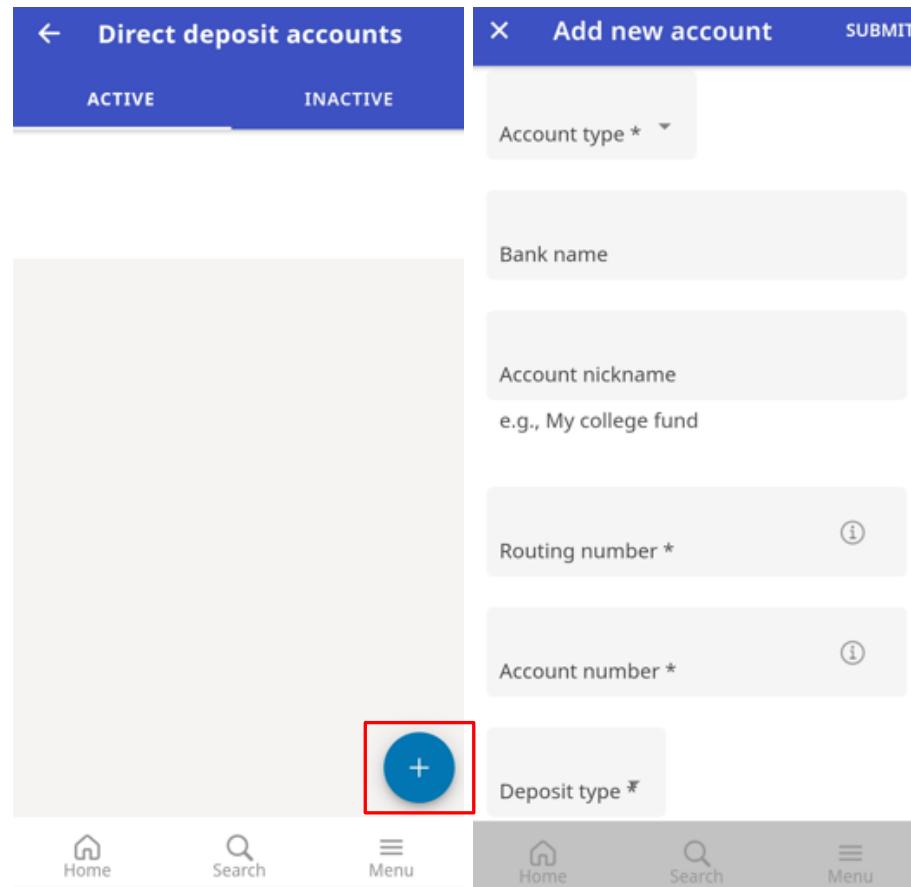
# How to enter a Direct Deposit on Mobile App



1. Log into UKG Pro (UltiPro)
2. Click Pay on the home page
3. Scroll down to the Direct Deposit Accounts Section
4. Click the “View All” under the existing account information



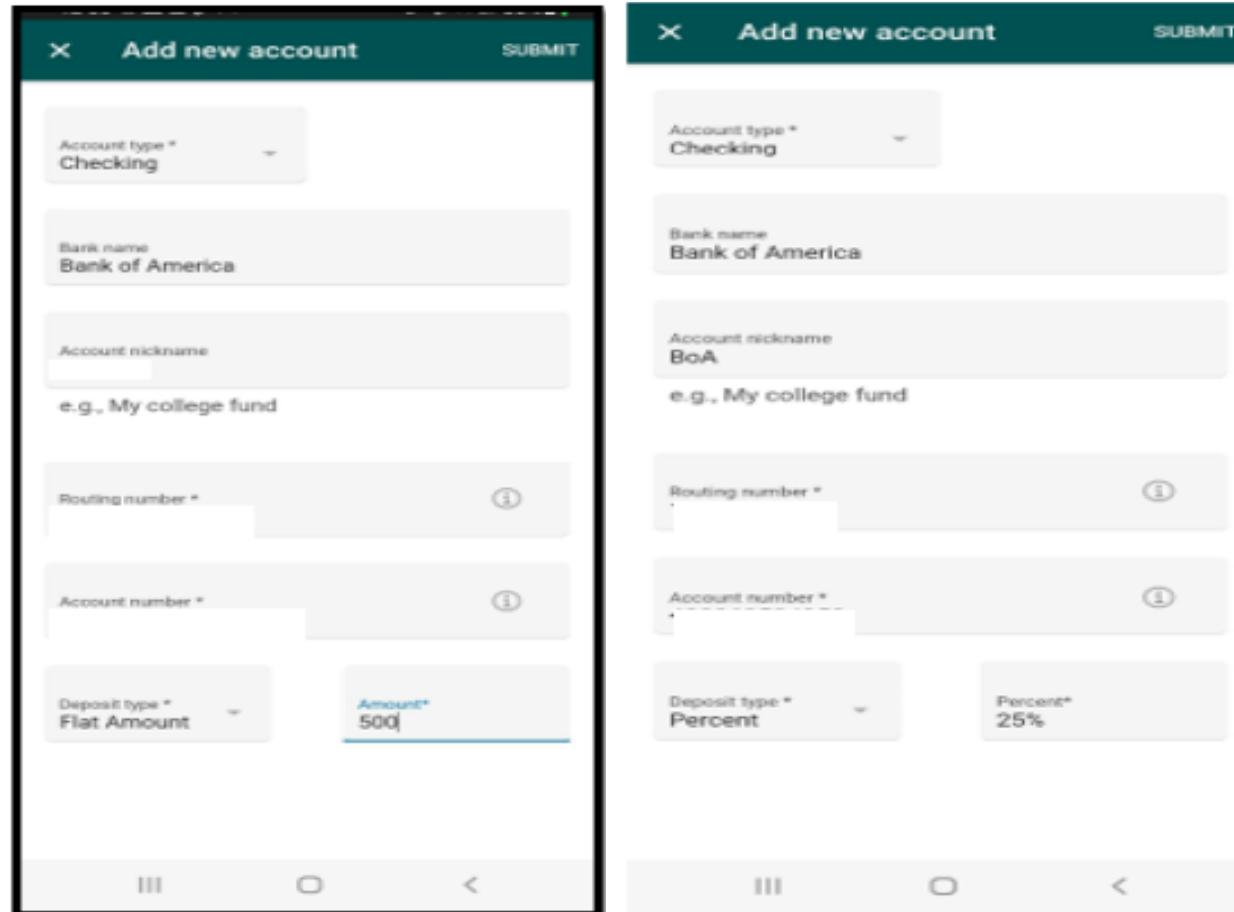
# How to enter a Direct Deposit on Mobile App



5. Click the Blue button with the plus sign
6. Enter all account information
  - A. Choose Account Type from dropdown (Checking or Savings)
  - B. Enter Bank Name
  - C. Optional nickname for the account
  - D. Enter Bank's Routing & Account Number



# How to enter a Direct Deposit on Mobile App



The image displays two side-by-side screenshots of a mobile application's "Add new account" screen. Both screens have a dark header bar with a white "X" icon and a "SUBMIT" button on the right. The first screenshot shows the initial form with the following fields: "Account type" dropdown set to "Checking", "Bank name" input field containing "Bank of America", "Account nickname" input field containing "BoA" with the placeholder "e.g., My college fund", "Routing number" input field with a placeholder "e.g., 1234567890", "Account number" input field with a placeholder "e.g., 1234567890", "Deposit type" dropdown set to "Flat Amount", and an "Amount" input field containing "500". The second screenshot shows the form after changes: "Deposit type" dropdown set to "Percent", and the "Amount" input field containing "25%". Both screenshots show a bottom navigation bar with three icons: three horizontal lines, a square, and a left arrow.

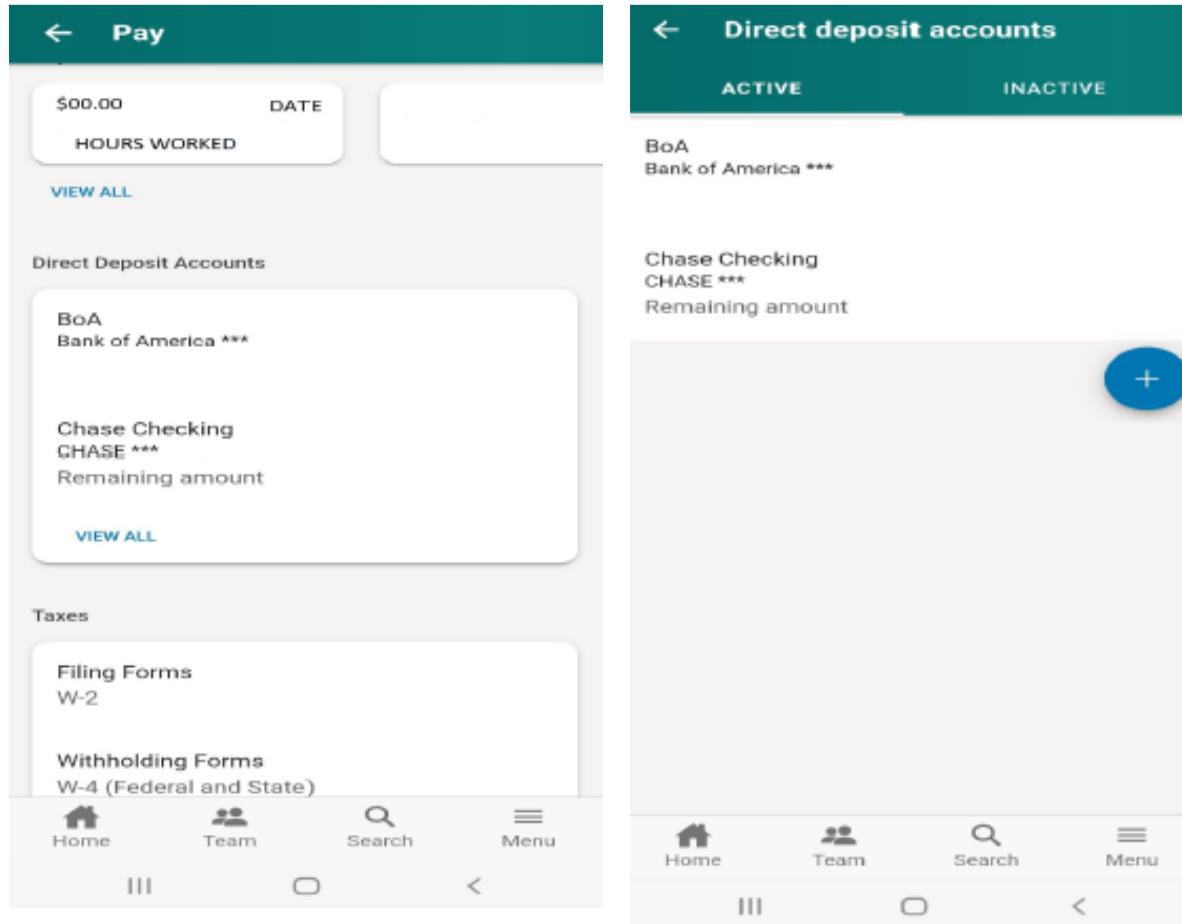
## E. Enter Deposit Type

- Entire Amount: Directs the system to put the full amount into the listed account
- Flat Amount: Directs the system to put a specified dollar amount into the listed account
- Percent: Directs the system to put a specified percentage into the listed account

## 7. Click Submit



# To Make Changes to the Account

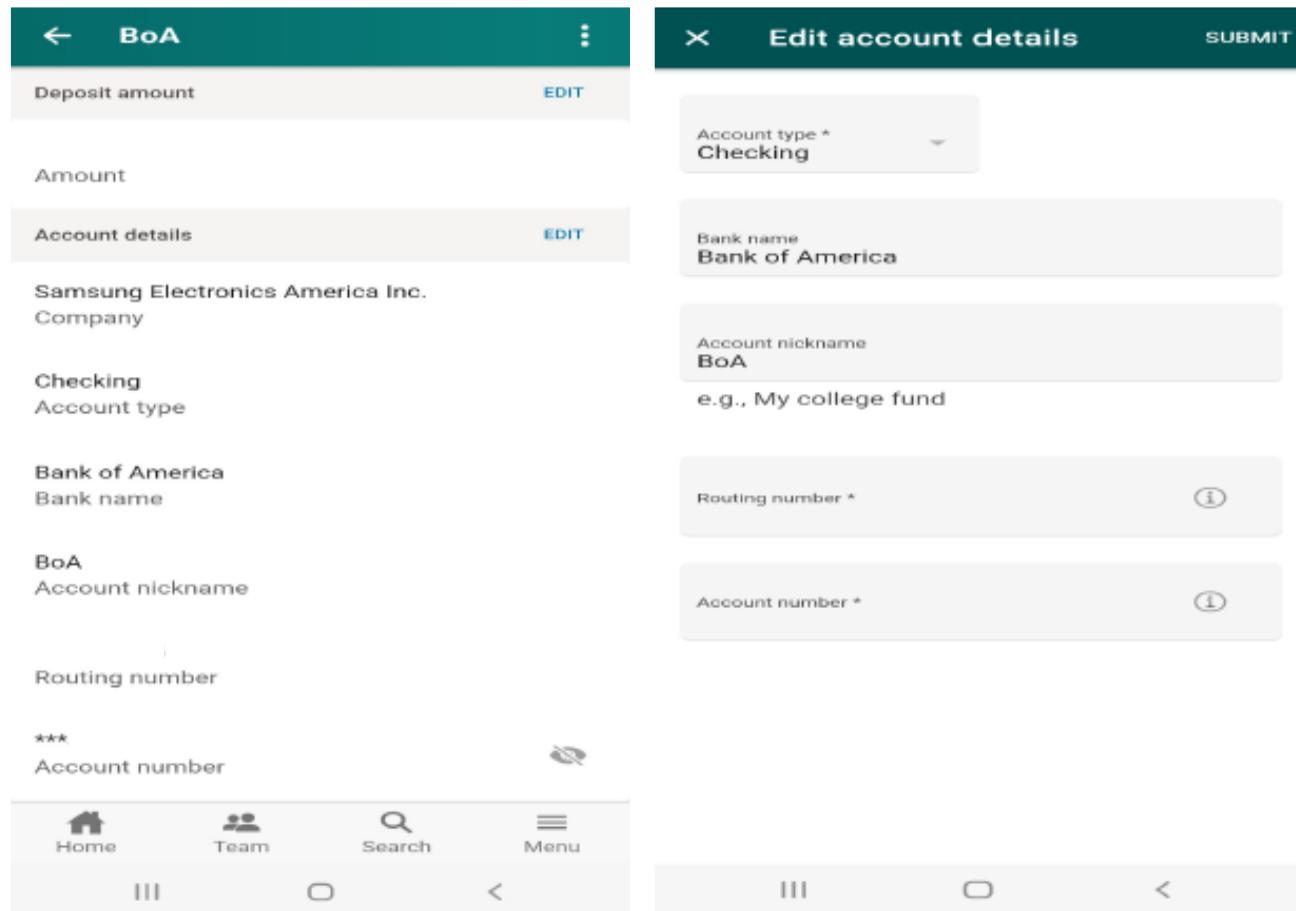


The image displays two screenshots of a mobile application interface. The left screenshot shows the 'Pay' tab with sections for 'Hours Worked' and 'Direct Deposit Accounts'. The 'Direct Deposit Accounts' section lists 'BoA' and 'Chase Checking'. The right screenshot shows the 'Direct deposit accounts' screen with tabs for 'ACTIVE' and 'INACTIVE', listing 'BoA' and 'Chase Checking' with a '+ button' for adding new accounts.

1. Access Direct Deposit Section from Pay tab
2. Click on View All to access the existing account information
3. Select Account that needs editing



# To Make Changes to the Account



← BoA : X Edit account details SUBMIT

Deposit amount EDIT

Amount

Account details EDIT

Samsung Electronics America Inc.  
Company

Checking  
Account type

Bank of America  
Bank name

BoA  
Account nickname

Routing number \*\*\*

Account number

Home Team Search Menu

4. Click Edit for:

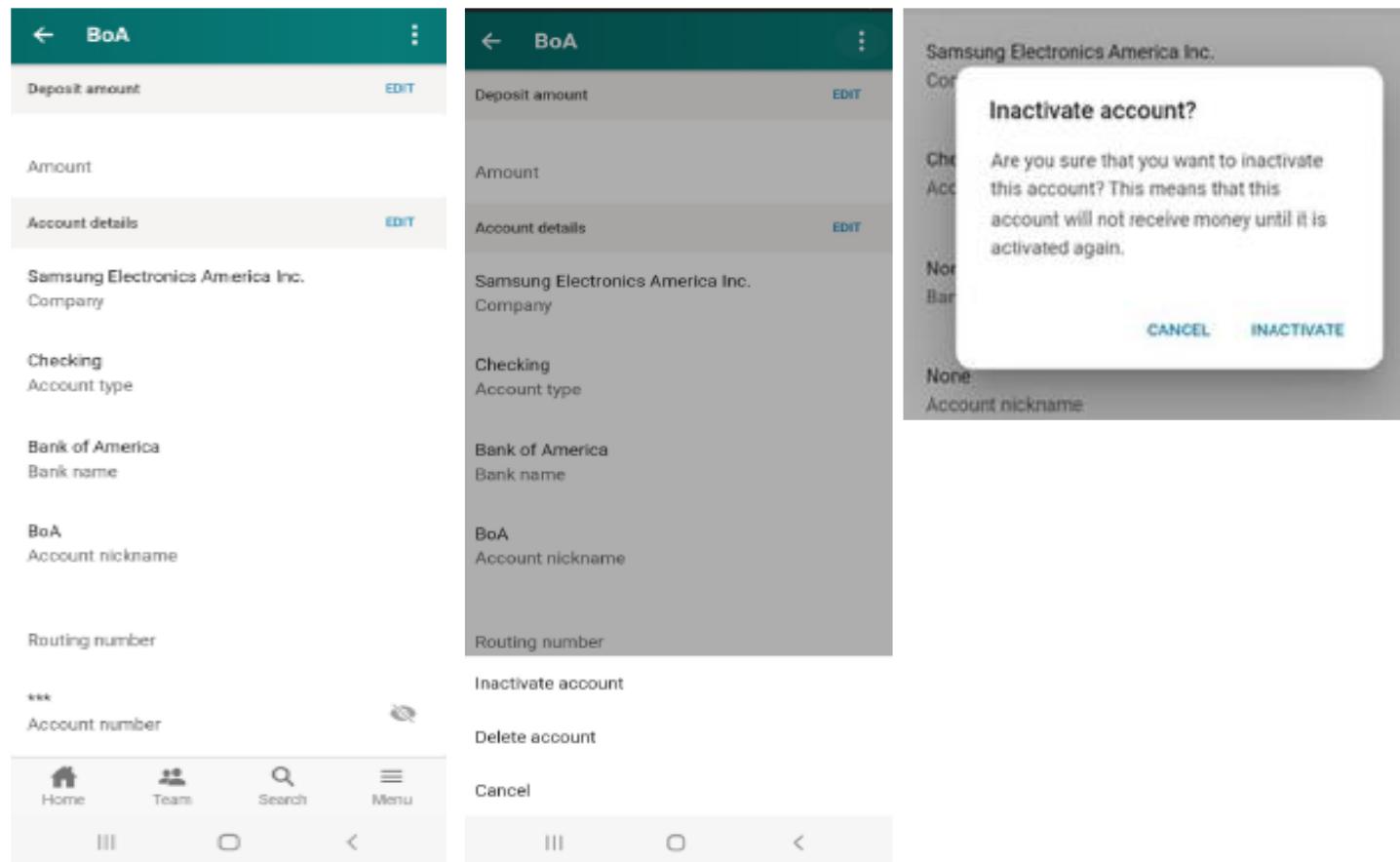
- Deposit amount- Ability for user to change Flat amount or Percentage from the selected account

- Account details- Ability for user to update Bank Account information from selected account

5. Click Submit after making edits



# To Inactivate or Delete Account



1. Click the three dots in the top right corner
2. Select 'Inactivate Account' or 'Delete Account' from the drop-down menu
3. Confirm action in pop up



# NA Shared Service Center

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**Hours of Operation:**  
**Monday - Friday**  
**8:00 am - 8:00 pm CST**

**Phone:**  
**855-557-3247**

**Text:**  
**855-557-3247**

**Submit SR Ticket:** [\*\*NA SSC\*\*](#)  
[\*\*Service Request\*\*](#)

**SAS Chat:**

