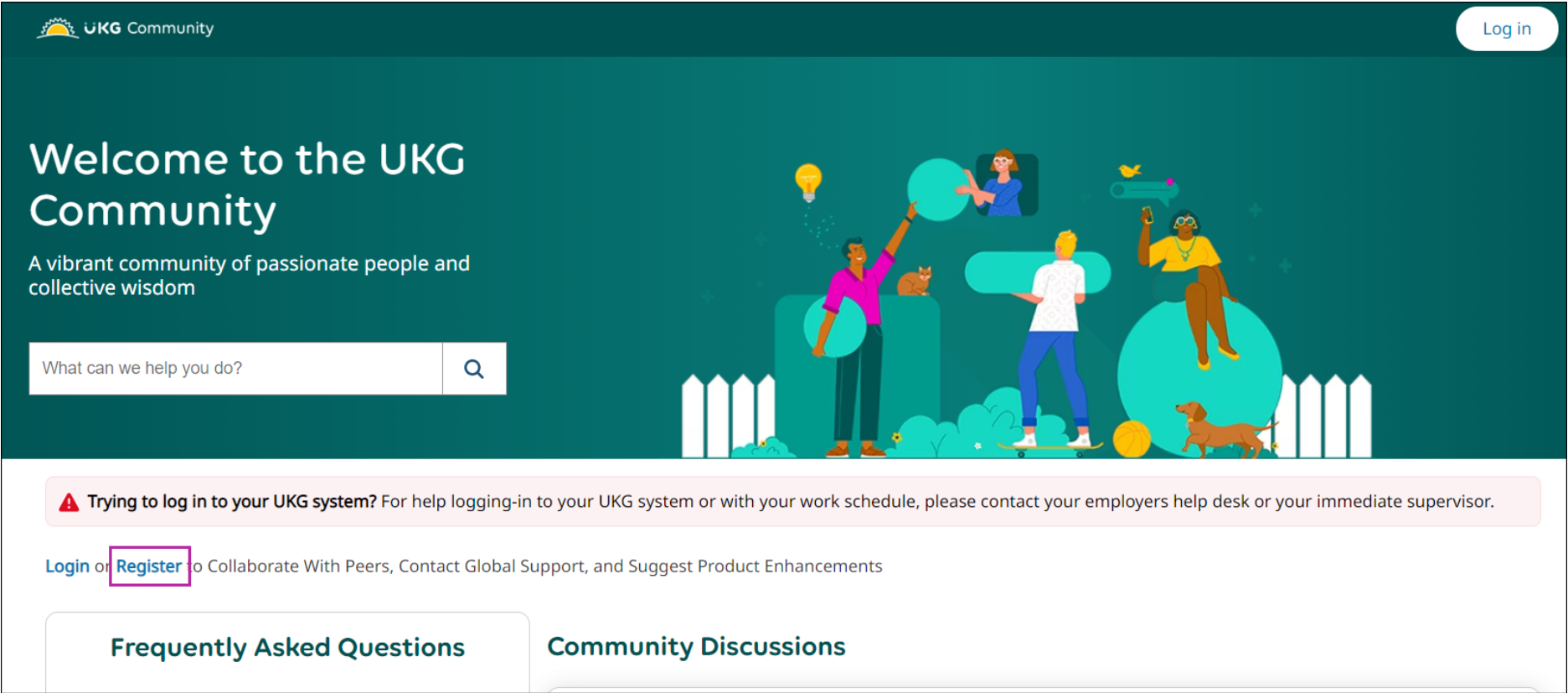# Community Customer Self-Registration and Access

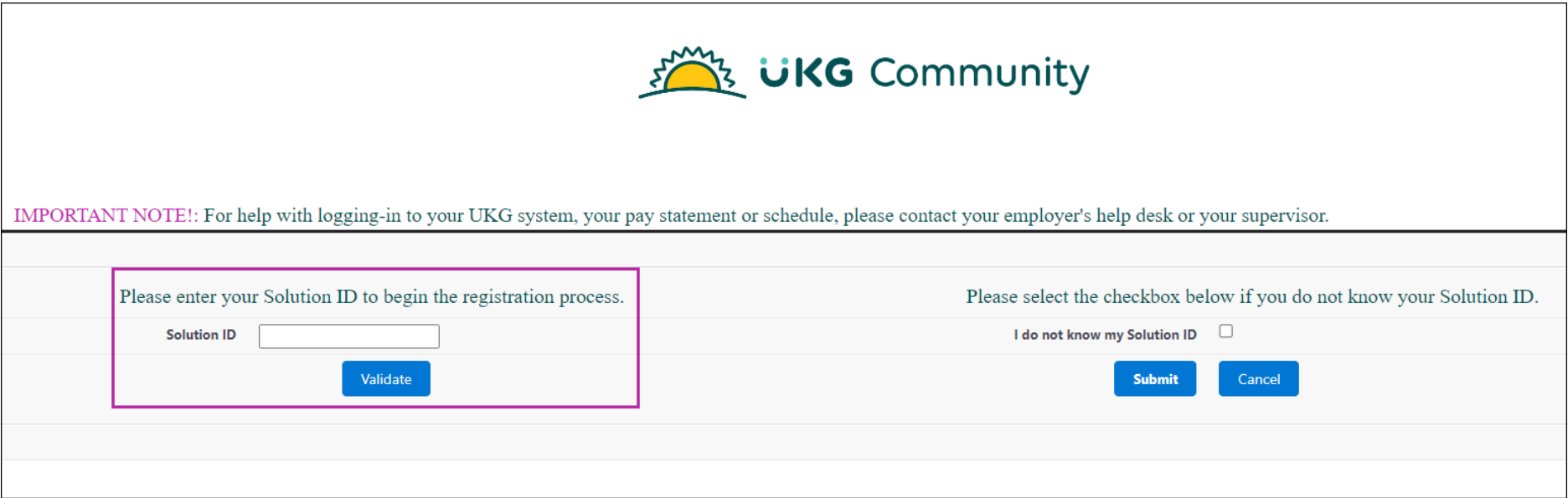## Register for the UKG Community With a Solution ID

As a customer, you can register to the UKG Community with a Solution ID.

Navigation: community.ukg.com

1. From the UKG Community home page, select **Register**.

2. From the registration page, enter your **Solution ID**.

3. Select **Validate**.

4. In the Profile Information section, enter your information. Required fields are marked with red.

5. Select **Save**.
   You will receive a welcome email from the UKG Community. The email includes a link to create your password for the UKG Community.

Register for the UKG Community Without a Solution ID

As a customer, you can still register to the UKG Community Without a Solution ID.

Navigation: community.ukg.com

1. From the UKG Community home page, Select **Register**.
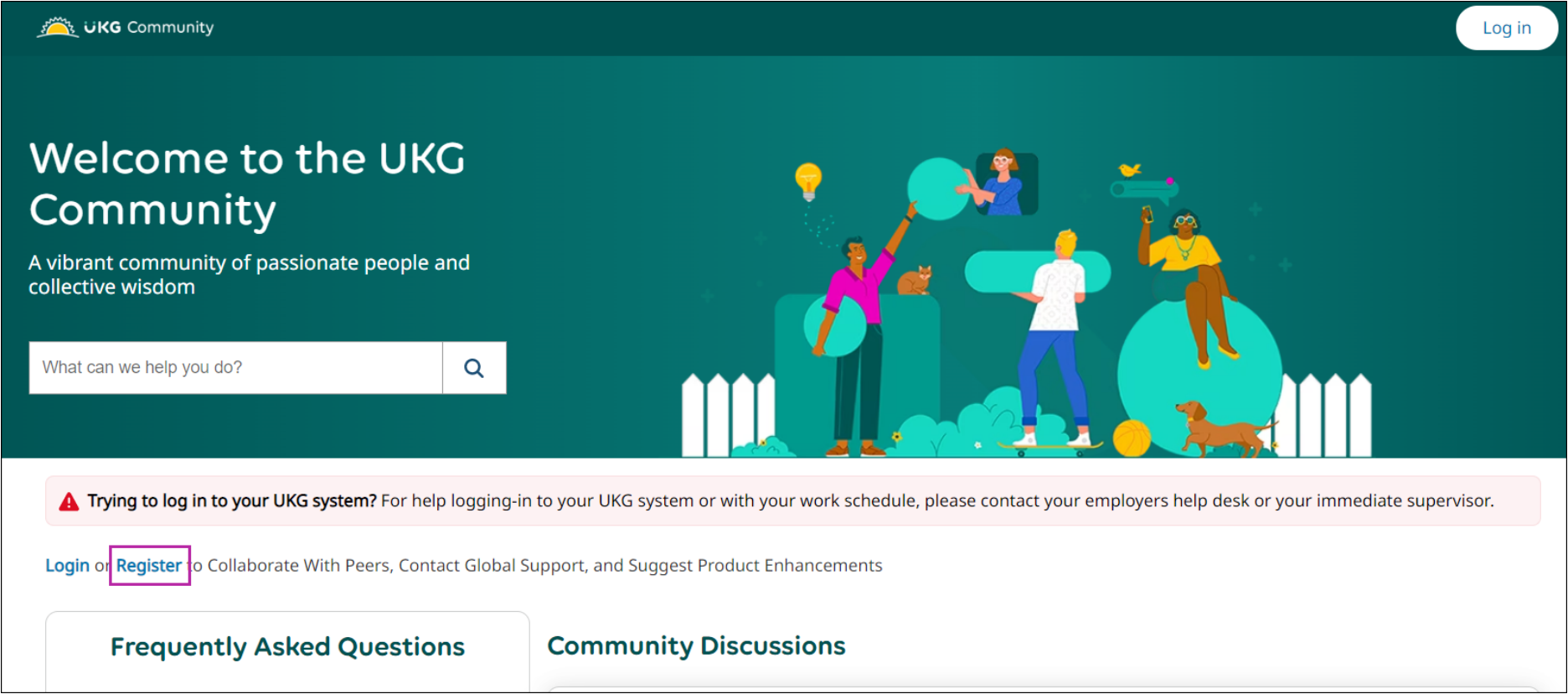
2. From the registration page, check the box for **I do not know my Solution ID.**

3. Select **Submit**.

4. Enter the information. Required fields are marked with red.

   - Time Zone

   - Country

   - State

   - UKG Office

5. Select **Submit**.

6. In the Profile Information section, enter your information. Required fields are marked with red.

7. Select **Save**.
Once your request for access is approved, you will receive a welcome email from the UKG Community. The email includes a link to create your password for the UKG Community.

Request Additional Access in the UKG Community

When you register for the UKG Community you are granted self-service access. Self-Service access allows you to access community content and training and engage with other members in discussions, groups, and events. You can request additional access in the UKG Community, for example, to contact UKG Services and Support. You will be notified when changes are made.
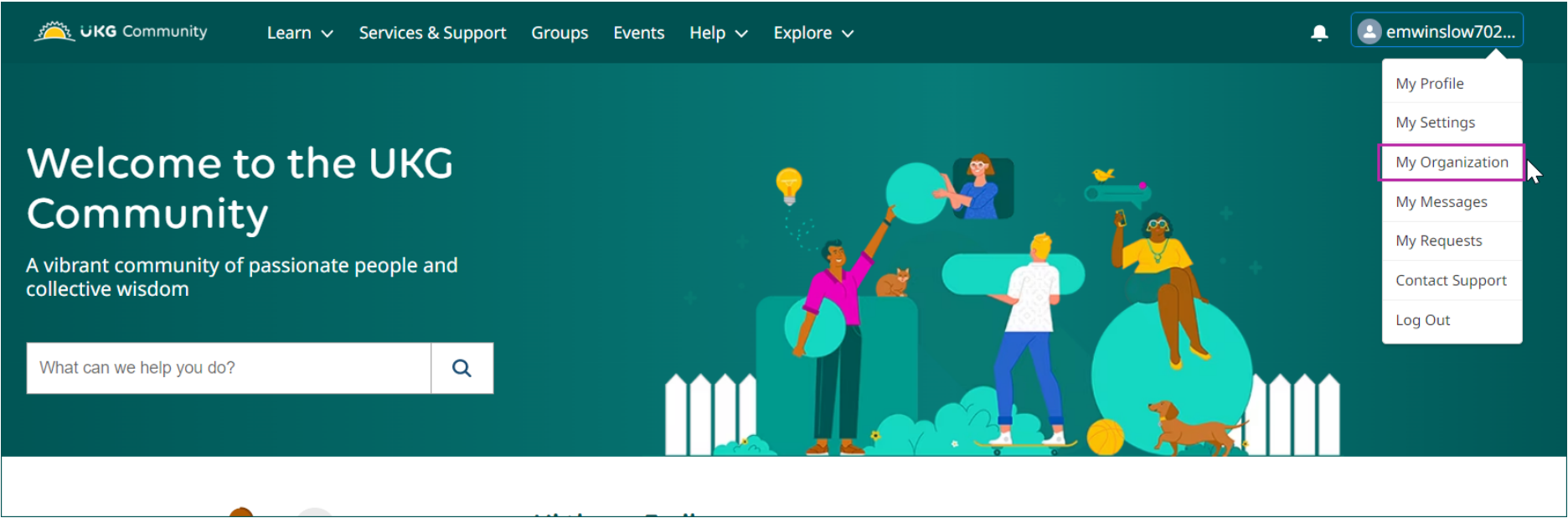
Navigation: community.ukg.com

1. From the UKG Community home page, select the **profile menu** in the top right hand corner.
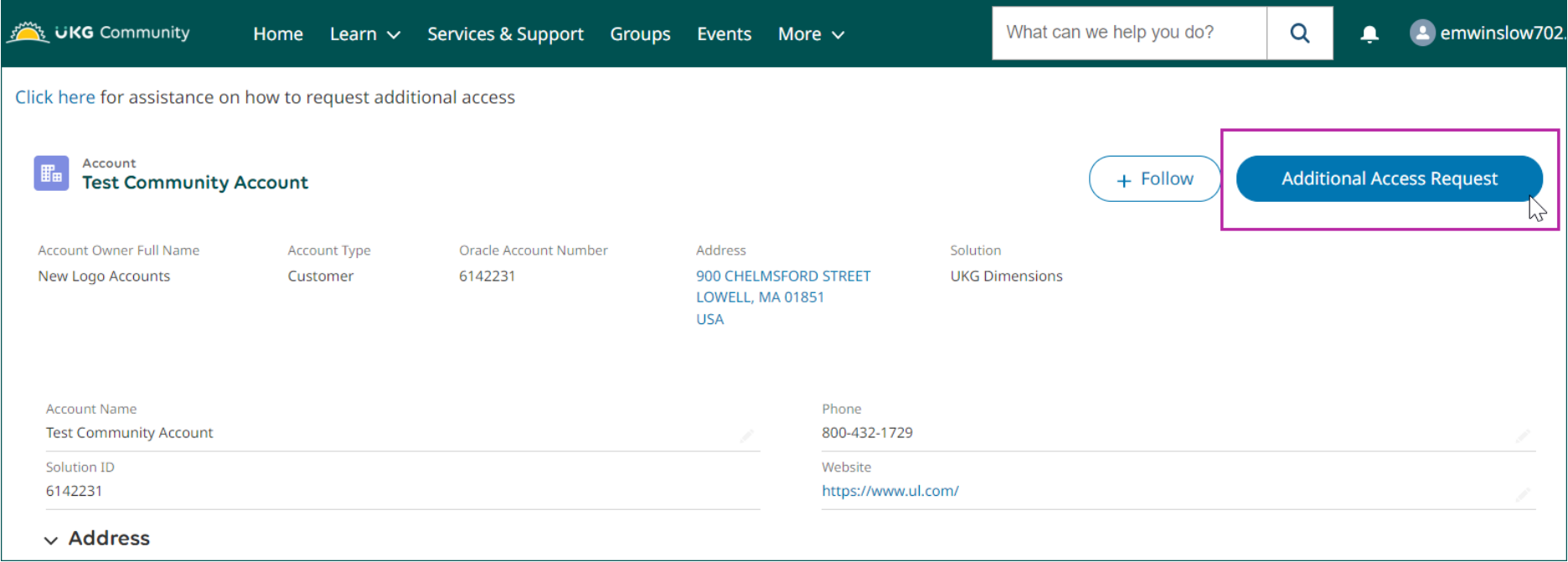
2. From the profile menu, select **My Organization**.

3. Select **Additional Access Request**.

4. From the **Additional Access Request** form, you will see three options available:

   ○ Case User: This access will grant you the ability to create support cases on behalf of your company.

   ○ Project User: This access will grant you the ability to manage projects, including fulfilling tasks assigned to you and seeing the progress of any projects being managed by UKG.

   ○ Service Request User: This access will grant you the ability to create requests for professional services type of work.

5. Once you've selected the additional access you need, select **Save**.
   Your request is sent to your company user administrator(s) for their approval, and you will be notified by email if your request was approved.
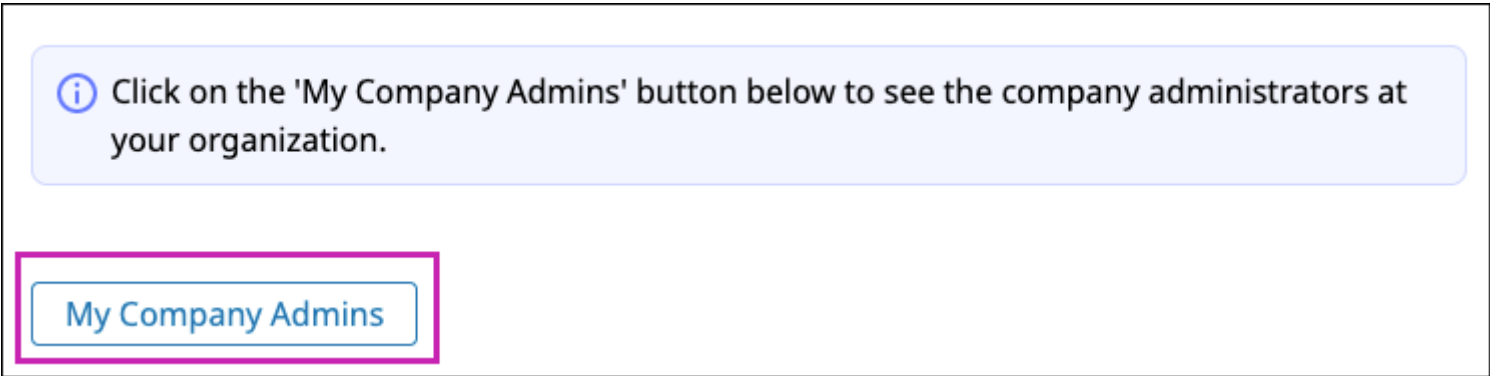
Identify Your UKG Community Administrators

If you have a question about your UKG Community access, you can view a list of your company's administrators to easily identify the right person to ask.

Navigation: community.ukg.com

1. From the UKG Community home page, select the **profile menu** in the top right hand corner.

2. From the profile menu, select **My Organization**.
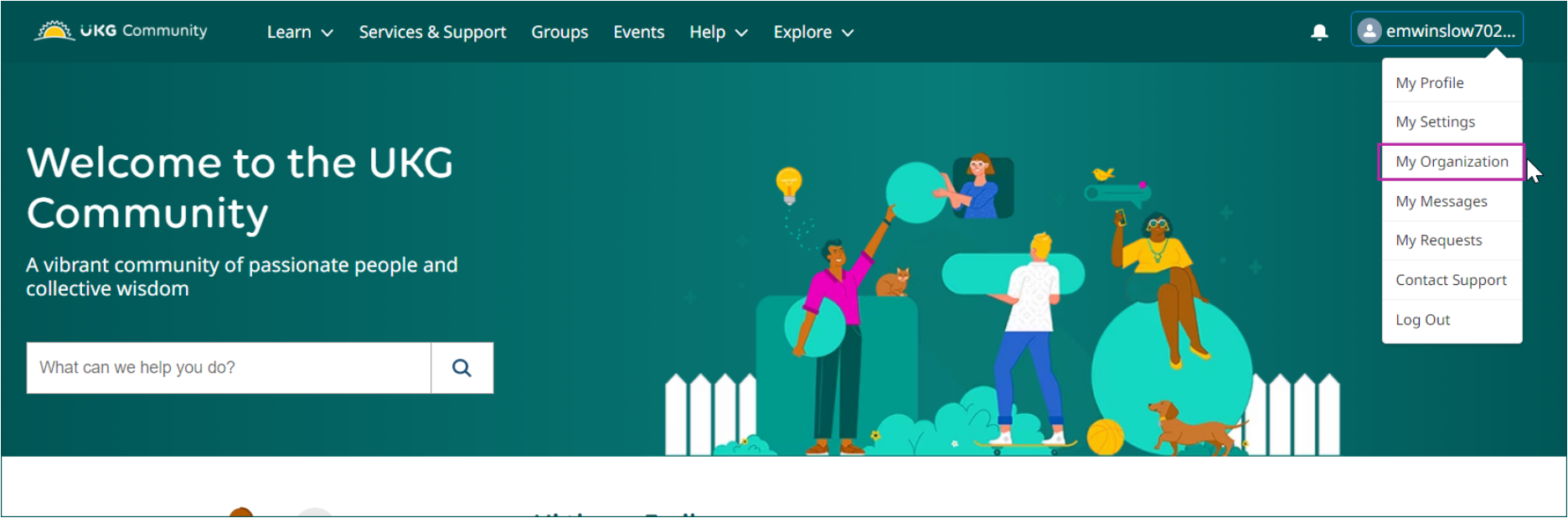
3. From the **My Organization** page, select **My Company Admins**.

> (i) Click on the 'My Company Admins' button below to see the company administrators at your organization.
>
> My Company Admins

The **Contacts** page appears with a list of your organization's administrators.

The UKG Community Registration and Access Troubleshooting

Review the common troubleshooting tips regarding registration and access below. If you are still having trouble registering or accessing the UKG Community, email community@ukg.com

- **The UKG Community says my account is disabled**

  - Please email community@ukg.com and we can investigate for you.

- **The UKG Community does not recognize my Solution ID**

  - Let us know at community@ukg.com and provide your Solution ID.

- **The UKG Community says I'm registered on another account**

  - You may register with only one Solution ID, but you can be associated with other Solution IDs. If you have multiple Solution IDs, open a case with Support and provide the Solution IDs that should be associated with your account.

- **Every time I try to log into the UKG Community, it doesn't recognize my password**

  - This issue is generally resolved with some basic browser modifications, including clearing cache and adding Trusted Sites.

- **Whenever I click the "Forgot your Password" link on the login page, I am put in an endless loop where it keeps asking for my email address**

  - If your organization has your email go through a link scanner that checks links in emails for malware or virus', the UKG Community password reset link expires. Then when you click the link you are sent to the same "Forgot your password" page you originally used to request the new password. The hard password requests that we (UKG) can do from within the platform will not expire, so please do not hesitate to email community@ukg.com for assistance.

- **When I try to create a new password, I get an error**

  - Please remember that you must mix numbers, uppercase and lowercase letters, and special characters. The password is required to have at least one number, one uppercase letter and one of the following characters: ! # $ % - _ = + < >