UKG

Support Quick Reference Guide

The UKG Kronos Community is your gateway to support resources and services

The UKG™ Kronos® Community can help you make the most of your solution by putting tools and resources at your fingertips. In this collaborative, intuitive online space, accessing support resources and opening a case are just a few clicks away.

First things first: register

Not a member? Registering is easy.

Go to **community.kronos.com**

- Click the **login** icon at the top right of the page
- Click **Register**
- Enter your Solution ID and click **Validate**
- Fill out your profile and click **Save**

If you don't know your Solution ID, please email us at **community@kronos.com**, and we'll look it up for you.

Get in-depth instructions on how to register. >

Take a spin through the Community

Once you register, you'll be able to find the answers and assistance you need — when you need them. You can:

- Access knowledgebase articles or product documentation
- Ask questions, get answers
- Sign up for alerts and notifications
- Open support cases
- And more!

Get to know your Community by taking a tour

Watch a video tour of the Community to get a simple overview of how it works and where you can find things. If you'd like a deeper dive, **check out our collection of snapshot videos** to learn how to register, personalize your Community profile, explore your options, connect with others, search for answers, share ideas, and more.

Review FAQs

The **UKG Kronos Community User Guide and Frequently Asked Questions** is a great place to get better acquainted with the Community. You can learn how to create a Community Portal account, sign up to receive technical advisories, and open a support case. And chances are, some of the questions you want to ask are on our FAQ list.

Get to know your support resources

Find the content you want

The Community is fully searchable, with a global search bar that will make appropriate suggestions to help you optimize your search term and access the best possible answer. Results include articles — such as documentation, technical advisories, and service packs — discussions, and more.

Review best practices for searching on Community. >

Have a question? Ask.

Get support from fellow users and UKG experts. With more than 40,000 members and growing, someone is bound to have the answer you're looking for. To submit a question to your UKG Kronos Community peers, simply go to the **PRODUCT RESOURCES & CASES** tab, select your product page, and click "Ask a Question."

See how to post a question to Community members. >

Find common solutions in Knowledgebase articles

Looking for advice on how to use and troubleshoot your solution? UKG has written over 25,000 articles based on solutions to the most common questions we get asked.

Learn how to find the article you need. >

Locate product documentation

Want access to product documentation and how-to guides for your product? No problem.

Go to product documentation. >

Learn more about UKG Kronos support policies and services >

(Must be logged into the Community to access content.)

Our support team is here for you

Looked for the answer but still need help?

If you find that you still have questions after you've explored the Community self-service options, reach out to our support team.

Opening a case with UKG Global Support is easy:

- **Log in** to UKG Kronos Community

- From the home page, click on the **PRODUCT RESOURCES & CASES** navigational tab and select "My Cases"

- On the right side, click **Create Case**

- On the next page, complete the form, add an attachment if required, then click **Submit**

Review step-by-step instructions for opening a case. >

NOTE: Referencing the product name and version in the case title will help speed up the processing of your case.

Support case management tips

When opening a case, make sure to enter your account name or Solution ID in the title. You can also enter the first few letters of your account name and hit enter to select from a list. Select your platform, and provide a case title and description that accurately describe your question. If you receive an error message, simply include the error text in the case description, add an attachment if needed, and then submit. If you have multiple cases open at once, managing them is simple when you filter by case owner, case status, or date range. And if you're a customer or a partner with multiple Solution IDs, simply filter by your Solution ID for quick access to the case you want.

Mission-critical support — 24/7

If your system or a module is down, or you're experiencing major system degradation, data corruption, or other related factors, please **call +1 (800) 394 4357 for the U.S. and Canada**.

Get Global Support phone numbers for other countries. >

Connect with us online
@UKG.com

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