Smartphone requirements for the UKG mobile app

Before you download the UKG Pro mobile app (covered in another Quick Reference Guide), refer to 'Checklist A' to ensure you have everything you need.

Then refer to 'Checklist B' on a regular basis to ensure the smooth running of UKG Pro on your smartphone.

Checklist A: What you need to do now

Before you download the mobile app, you should check that:

- ☑ **You have a smartphone.**
  If you don't, contact your manager who will advise you of alternative clocking in methods. If you are agency personnel, you should contact your Agency employer.
- ☑ **You are using the latest operating system for your phone.**
  Check your smartphone and install the latest operating system if required.
- ☑ **Location services are enabled to allow you to clock in using the app.**
  To enable iPhone location services, go to *Settings > Privacy > Location Services*.
  To enable Android location services, go to *Settings > Location*.
- ☑ **You have enough space on your phone for the app.**
  App size: iPhone = 286.6 MB, Android = 75 MB*.
- ☑ **You know your Sodexo username and password.**
  If you are a Sodexo employee your username will be in the format of [name.surname@sodexo.com].
  If you are agency personnel, your Agency will provide your details to you.
- ☑ **Your smartphone is connected to the internet.**
  You will need to use either Wi-Fi or your mobile data.

* Current as of 13 December 2023

Checklist B: What you need to do on a regular basis

For the app to keep running smoothly for you, you should check that:

- ☑ **Your smartphone's operating system up to date.**
  Minimum: iPhone = iOS 13.0, Android = 8.0*.
- ☑ **You have the most up-to-date version of the app installed.**
  Version: iPhone = 1.2.0, Android = 1.02.00.0016
- ☑ **Your smartphone has plenty of battery.**

* Current as of 13 December 2023

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(Version 2.1)

Page **1** of **2**

FAQs for ongoing use of the app

Where do I find my username and password?
If you are a Sodexo employee, your manager will provide these to you. If you are agency personnel, please refer to your Agency.

What if I forget my username and password?
If you are a Sodexo employee, you will need to access a PC to update – contact your manager for assistance. If you are agency personnel, please advise your Agency.

How do I change my password?
Every few months you will be required to update your password. If you are a Sodexo employee, you will need to access a PC to update – contact your manager for assistance. If you are agency personnel, please advise your Agency.

My location services are no longer enabled, how do I fix that?
To enable iPhone location services, go to *Settings > Privacy > Location Services*.
To enable Android location services, go to *Settings > Location*.

What if my app is not working properly?
Go through Checklist B. If it's still not working, try re-installing the app.

Does the app cost anything to install?
No. The app is free to download.

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Page **2** of **2**