

## UKG Frequently Asked Questions

Effective Monday, December 1, 2025, Caltech's timekeeping systems) will be replaced with a new solution, UKG Pro Workforce Management™ (UKG). The new system has updated features for employees and supervisors, including mobile access, online time off requests, and multiple assignments.

To help you prepare for UKG, please see the following Frequently Asked Questions.

**What is UKG?** UKG is Caltech's timekeeping system. UKG replaces our current timekeeping software, which is called "Kronos."

**What is Timekeeping?** The set of processes used to capture job attendance information.

**When does UKG "go live"?** Time entries beginning December 1 (Biweekly payroll 26 of 2025) will be in the new system.

**How do I enter my time in the new system?** Use a method approved by your workgroup and the resources provided on the Payroll website's resources and information page at [https://finance.caltech.edu/controllers\\_office/Payroll\\_Services/Information\\_Resources](https://finance.caltech.edu/controllers_office/Payroll_Services/Information_Resources)

There may be options available in UKG that your work group does not use. Ask your supervisor if you have questions about entering your time.

**Am I required to use the mobile app?** No, unless you have a Caltech-issued device and your group requires the use of the mobile app.

**When is location data collected and who can see it?** Location data are collected when you use the "punch" feature from any device. If you don't want to share location data, punch in at a time clock. Divisions and departments do not have access to location data.

**UKG has new functionality for time off requests. Am I required to use it?** No, not unless your department requires its use. Please confirm with your supervisor if your department uses another method.

**What do I do if I have multiple assignments?** You will now be able to easily choose the jobs to which you are assigned with a drop-down list in your timecard that is more descriptive than in Kronos. All else remains the same as the current system.

**Will accruals (e.g., vacation, sick) be transferred from Kronos to UKG?** Yes, accruals will be visible effective December 1.

**Will approved time off requests in Kronos transfer over to UKG?** No, they will need to be re-entered. Please check any approved requests after December 1.

**Where do I go if I have further questions?** For questions about your department's timekeeping practices, contact your supervisor. For questions about how UKG works, please call the Payroll hotline x8668 or email [payroll@caltech.edu](mailto:payroll@caltech.edu).