UKG Pro

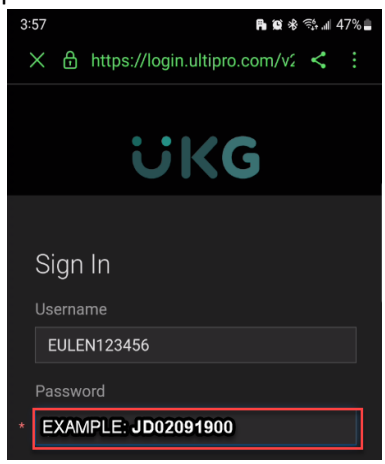
Educational Services

UKG Pro Employee – How to log in after password reset assistance.

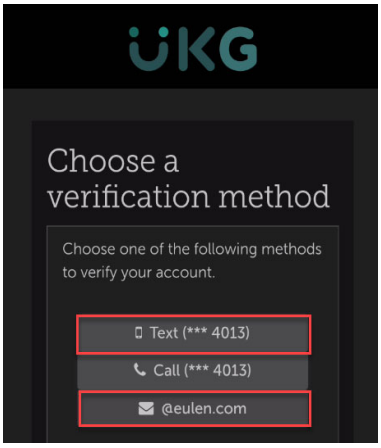
UKG PRO Mobile Info:

Company Access Code: **GRUPOEULEN1962**
Download App from the **APPLE** or **ANDRIOD** Stores

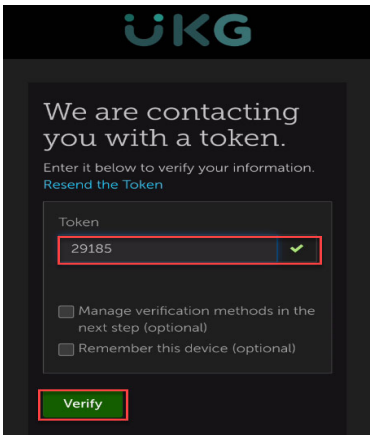
1. Enter the **temporary password** provided in the email in the **Password** section in red. Click **Sign In**



2. Choose **one** of the verification methods from the three options.



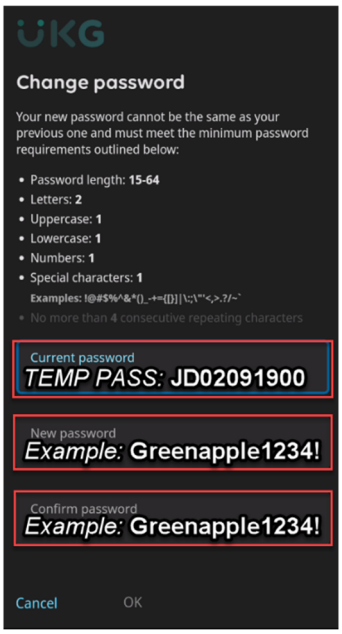
3. Enter the **token** sent via text, call or email. If no token is received within 3 minutes or less try an alternative verification method above, then click on **Verify**.



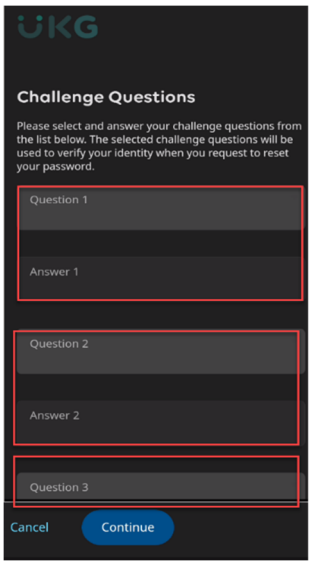
5. **Current Password** is the **temporary password** provided in the **email** starting with your **initials**.
6. Your new password **MUST** contain all criteria below.
7. The list of requirements will **grey out** if entered correctly, if they don't grey out you have to correctly enter the requirements below in order to prevent locking your account, **before** clicking **ok**. (See Example below)

- At least **15** and no more than **64 characters**
- At least **2** letters (**1 uppercase and 1 lowercase**)
- At least **1** number
- At least **1** special **character** (ie: **!**, **@**, #)

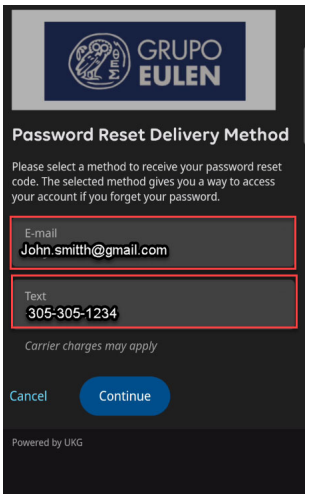
Example of a valid password: **Greenapple1234!**



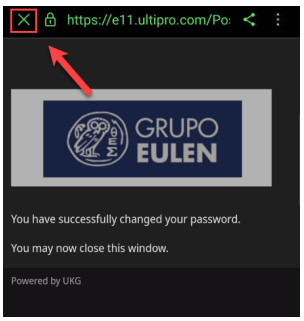
8. Once you have successfully created your new password the system will prompt you to answer **three** challenge questions which can be used to retrieve your password in the future if you forget it. Swipe down if needed.
9. Click **Continue.**



10. Review or update any outdated email address or phone number, Click **Continue.**



11. Click on the **X** on the top left to successfully return to the **main menu** and enter your Username and new password created.



If you experience trouble logging in or forget your password security question and need to reset assistance, please email ITsupport@eulen.com