

## First Time UKG Login Experience After the Upgrade

The first time you log in to UKG after the authentication upgrade, you will be asked to complete two verification steps.

### Step 1: Verify Your Identity

After entering your existing username and password, you will be prompted to verify your identity using an authentication code. The code will be sent to either:

- Your primary phone number on file, or
- Your primary email address on file

You can select “**Try another method**” to switch between email or phone verification.

Once you receive the code, enter it on the screen and select **Continue**.

A screenshot of the TRIA GE login verification screen. At the top is the TRIA GE logo. Below it is the heading "Verify your identity". The text "We've sent an email with your code to" is followed by a text input field containing a redacted email address "@tria\*\*\*\*\*". Below this is a text input field with the placeholder "Enter the code\*". At the bottom is a blue "Continue" button. Below the button is the text "Didn't receive an email? Resend" and a link "Try another method".

T R I A G E

### Verify your identity

We've sent an email with your code to

██████████@tria\*\*\*\*\*

Enter the code\*

Continue

Didn't receive an email? [Resend](#)

[Try another method](#)




## Step 2: Confirm Your Sign-On Information

Next, you will be asked to review and confirm your **Sign-On Information**. This information will be used for:

- Direct login
- Password reset and “Forgot Password” features
- Multi-factor authentication (MFA)

Please review the email address and phone number shown on the screen. You may update your sign-on email or phone number at this time, or later within UKG by navigating to *Profile icon (top right) > Preferences > Edit > Sign-On Information*.

After confirming your information, select **Continue**.

 TRIA GE

### Sign On Information

Please review for accuracy the sign on email and phone fields below. This data will be used for direct login, regaining access to your account or for Multi-Factor Authentication. If Multi-Factor Authentication is enabled, these fields must be entered to receive the MFA code for login.

These fields can be updated on the Preferences page.

E-mail

Phone

Dismiss



## What to Expect Going Forward

- You can log in to UKG using **either your username or your sign-on email address**.
- Password reset, forgot password, and MFA notifications will be sent to your sign-on email address.
- Your existing username and password remain unchanged.

## Need Help?

If you experience issues logging in or accessing UKG after the upgrade:

- First, confirm you are using the [correct UKG link](#) and your usual username or sign-on email.
- Try using the “Forgot your Password” option on the UKG login page to reset your password. Password reset instructions will be sent to your sign-on email address on file.
- Try using the “Forgot your Username” option on the UKG login page to recover your username. Your username will be sent to your sign-on email address on file.
- If you’re still unable to log in, please contact [UKGRequests@TriageStaff.com](mailto:UKGRequests@TriageStaff.com) with your full name and description of the issue for assistance.