



UKG Pro Forgot Your Username Guide

This document provides step-by-step instructions for recovering your username via the [UKG Pro website](#).

Tips for using UKG Pro:

- For best performance, use Google Chrome on a desktop computer.
- Your first login to UKG Pro must be on a desktop web browser, not the UKG Pro mobile app.
- After your first successful login, you can download and access the UKG Pro mobile app.
- When using the UKG Pro mobile app, the company code to log in is “Triage”.
- UKG Pro mobile app access is available only to active users. If you are no longer active, UKG Pro can be accessed through a web browser only.
- If you encounter issues connecting:
 - Check your internet connection.
 - Clear your browser’s cache and cookies.
 - If problems persist, email UKGRequests@TriageStaff.com with:
 - Your full name
 - Description of the error
 - Screenshots of the issue

1. On the UKG login screen, click **Forgot your username?**

The screenshot shows the UKG Pro login interface. At the top left is the Triage logo. Below it is the text 'Welcome, come on in!'. There are two input fields: 'Username or email*' and 'Password*'. Below the password field are two links: 'Forgot your password?' and 'Forgot your username?'. The 'Forgot your username?' link is highlighted with a red box and a red arrow points to it from the right. Below the links is a blue 'Sign in' button. At the bottom, there is a 'Preferred Language' dropdown menu set to 'English'.



2. You will be prompted to answer security questions to verify your identity.

- Answer **at least three of the four questions** correctly, then click **Continue**.

Confirm it's you

Don't remember your email? No worries. Please answer any 3 questions so we know it's you

[Don't know required information?](#)

3. After your identity is verified, you will receive an email containing your **UKG username**.

Please check the email inbox associated with your sign-on information on file (and your spam/junk folder).

Check your email

We sent your username to your email

If you do not receive the email or are unable to complete the verification step, please contact UKGRequests@TriageStaff.com for assistance.