

UKG Pro Password Reset Guide

This document provides step-by-step instructions for resetting your UKG Pro password 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

Resetting Your Password via a Desktop Browser

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

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



2. Enter your username or Sign-On email address. Then, click **Continue**.

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Trouble signing in?

Enter your username or email and we will send you instructions to reset your password

Continue

[Back to login](#)

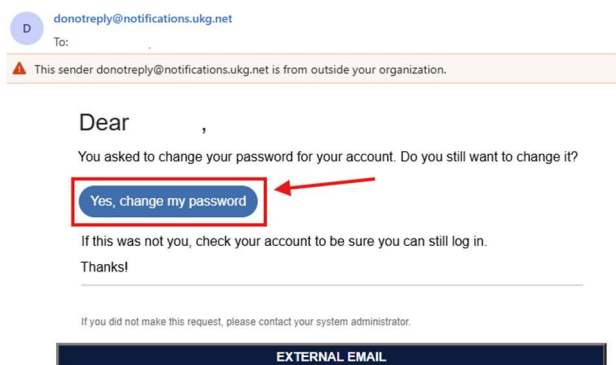
4. Enter a new password, following the on-screen requirements, then click **Reset Password**.

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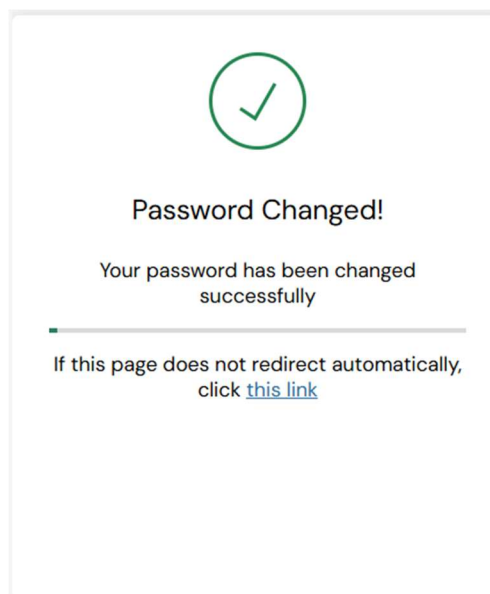
Change your password

Reset password

3. You will receive an email to your Sign-On email address on file. Select **Yes, change my password** in the email you received.



5. You will be redirected to the UKG login webpage.





6. On the sign-in screen, enter your username or Sign-On email address and the new password. Click **Sign in**.

A screenshot of the TRIAGE sign-in interface. At the top, the TRIAGE logo and the text "Welcome, come on in!" are displayed. Below this, there are two input fields: "Username or email*" and "Password*", both highlighted with a red rectangular border. A red arrow points to the "Username or email*" field, and another red arrow points to the "Sign in" button. Below the password field, there are two links: "Forgot your password?" and "Forgot your username?". The "Sign in" button is a blue rounded rectangle. At the bottom, there is a "Preferred Language" dropdown menu currently set to "English".

Resetting Your Password via the UKG Pro Mobile App

Passwords cannot be reset directly through the UKG Pro mobile app.

To reset your password, follow the steps in this guide to reset your password via a desktop browser.

Once you have created a new password, you will be able to log in to the UKG Pro mobile app using your updated credentials.