

UKG Frequently Asked Questions: Supervisors of Student Employees

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Training

- **Do supervisors of student employees need to complete training in order to access UKG?**
 - Supervisors who intend to hire student employees starting in Fall 2025 are required to complete [the training linked here](#) before gaining access to submit student work authorizations.
 - Supervisors of graduate Teaching Assistants (TAs) are exempt, as they do not record time in UKG.
- **Do student employees need to complete training in order to log time in UKG?**
 - Student employees are required to watch the 20-minute training video [linked here](#). They should then select “Complete” in Canvas in order to receive credit for the training.
 - Graduate students with teaching assistant or instructor of record positions will be paid via a stipend and are exempt from this requirement.
- **Will students receive compensation for the time they take to complete the training?**
 - Student employees who have completed the training will receive compensation for 30 minutes of their time. If they have more than one student job this term, their training time will be paid at the highest rate of their jobs.

User Experience and Access

- **What resources may I share with students on UKG?**
 - Please direct your student employees to use the resources listed on the [SAIC Student Employment site](#)—there are many linked in the “Students” section under

“Quick Links”, including a Student Employee UKG Guide and other UKG training resources.

- **How does my student access UKG?**
 - Open a web browser and navigate to ukg.artic.edu. Have them sign in using their SSO/artic account.
- **The student is having a login issue, or is not able to save a bookmark to UKG.**
 - Please make sure they are accessing UKG through the URL ukg.artic.edu. They can create a browser bookmark for that URL as well. If they still have a login issue, please contact support.
- **Do students need to be on VPN or on campus to access UKG?**
 - No, students can access UKG at ukg.artic.edu from any location on or off campus. Students will log in with their Artic Account SSO credentials to access all functions in UKG; including timesheets and paid sick leave requests.
 - Location sharing must be enabled on both the app and the browser settings in order to clock in.
- **Can a student access UKG on their personal cell phone, or from a computer somewhere off-campus?**
 - Yes, they can access UKG, as with any other website, on their cell phone, though the site may not be optimized for a smaller screen. They can also choose to download the UKG Pro mobile app on their personal phone.
- **In the UKG Pro app, what is the Workspace access code, org code, or URL?**
 - artic
- **Are there UKG training resources I can access online?**
 - Please refer to the resources listed on the [SAIC Student Employment site](#)—there are many links in the “Supervisors” section under “Quick Links”, including a Student Supervisor UKG Guide and other UKG training resources.

Timekeeping and Timesheet Approvals

- **A student made a mistake or forgot to punch in, can I fix it?**
 - Supervisors can correct or add time to student timecards while the pay period is still open.
- **Will students be able to fix their own time sheets?**
 - No, managers will edit any employee errors in UKG timesheets.
- **A student missed a punch a while back and the paycheck was missing worked hours, how can I fix historical data?**
 - If a historical correction needs to be made after the pay period has closed, work with the student to complete the [timesheet amendment form](#) found on the student employment site.
- **Should students punch in and out for lunch breaks?**
 - Yes, they should clock in and out for breaks. Breaks will not be automatically subtracted from a student's time.

- **If a student has multiple jobs, will supervisors be able to see all of their punches? Does one supervisor's approval affect the other job at all?**
 - Correct, there is one timecard per student employee, with all of their clocked time on it across any jobs they have. If a student has two jobs with two separate supervisors, each supervisor can edit the time regardless of the job.
 - Approving is across the board in the system, but it won't prevent the other supervisor from making edits. The timecards are all viewable/audit-able by both supervisors.
- **If the student punches to the wrong job, which supervisor can edit that?**
 - Either supervisor can edit a punch for the wrong job.
- **What happens if I approve a timecard too early? Will it prevent my student from clocking in/out, or stop other supervisors from editing?**
 - Yes, it will prevent your student from logging time. Please approve your time cards at the end of the pay period.
- **Will we know if a timecard is already approved by other supervisors? If I have to change a punch to their other job, will it notify their other supervisor of the change? Can another supervisor accidentally change hours for a different work authorization?**
 - A supervisor will not receive a notification that time entered to the assignment they supervise has been changed. However, there is an audit trail of such changes that supervisors can access on the timecard.
 - It's possible for another supervisor to accidentally change hours. Unfortunately, we can't prevent this, as there is one timecard for each student.
- **When students punch in and punch will their hours be rounded up or down?**
 - In UKG, all the time worked in the day is totaled first and then rounded to the nearest quarter hour. This change allows the system to capture the full day worked. The rounding increments have not changed with the new system.
- **Looking at student timesheets, there is so much red. What should I do?**
 - You should make corrections--change their assignments, fix their missed punches, etc. If you're not sure how to make a particular change, reach out to Student Payroll for further assistance.
- **Can I approve multiple time cards at once?**
 - Yes. From the Employee Summary page in Workforce Management, select the employees to approve by clicking the box next to each employee's name or by clicking on the Select All button. Select the applicable pay period and click Approve.
- **Are we still marking a student's work performance as satisfactory/unsatisfactory for each pay cycle?**
 - That process has been removed as it is no longer a requirement.

Work Authorizations and Delegations

- **What happens if a student does not submit their I-9 or approve their work authorization before the first scheduled shift?**
 - The student is not allowed to work until they have submitted their I-9 and approved their work authorization.
- **I was only able to enter one person as the supervisor. Was the alternate supervisor option removed?**
 - Yes, alternate supervisor was removed from work authorizations since it does not work the same way in UKG. In UKG you will need to delegate to someone else if you want them to work on the timesheets.
- **When submitting new work authorizations, the "Job Title" field was how students would view which job they were clocking in to. Is there a naming convention we are following for this new "Assignment" field to make sure we all understand which job is which?**
 - That is the same going forward. The assignment title entered on the work auth is what the student will see in UKG, along with the record number which helps the systems track all of a student's jobs (i.e. 04 Social Media Manager.)
- **If you delegate to other managers can you still edit timesheets during that time? Can you delegate for an entire semester?**
 - Yes, you can still do everything even if you have delegated to someone else.
 - Yes, you can delegate for prolonged periods.
- **I cannot find the person I want to select as my delegate in the drop-down, how can I add them?**
 - Please email ukgsupport@artic.edu.
- **Will international students without a SSN be able to approve their work authorization before they receive their first SSN?**
 - Yes, once they submit the I-9 form, this will allow them to move forward with the approval process.

Pay and Direct Deposit

- **Do students need to re-sign up for direct deposit or will it transfer from ARTICtime?**
 - If they were already using direct deposit in UKG, there is no change needed. Students only need to set up direct deposit if they are brand new to student jobs.
- **How does a student make changes to their bank account information for direct deposit?**

- In UKG, navigate to “Pay” and then “Direct Deposit” for your existing direct deposit set up. Changes can be submitted at this page by editing an existing item or clicking “Add” to add a new account.
- **Where can a student access their pay statement?**
 - Pay advices/statements can be found in UKG Pro under the menu item “Pay”. The most recent payment statement is under “Current Pay Statement”. Past UKG pay statements are under “Pay History.”
- **My student cannot update their payroll address in UKG.**
 - They should update their payroll address in Self-Service by selecting "Student Payroll Address", and in 24 hours the update will flow to UKG.

Paid Sick Leave requests

- **Are sick days paid?**
 - Yes, once a student accrues the sick time, enters a request, and the request is approved, they will be paid accordingly.
- **How is Paid Sick Leave calculated?**
 - A student employee must work 80 hours in 120 days to become eligible for sick pay. Students earn one hour of sick time per every 35 hours worked. They can start using their accrued sick leave after 30 days of employment.
- **Does Paid Sick Leave roll over between years? Will it carry over from ARTICtime?**
 - Yes, it will roll over. Students can carry over 40 hours year to year, so if they earned 40 hours and roll over 40 hours they can carry a maximum of 80 hours. All sick balances transferred over from ARTICtime.
- **Who enters Paid Sick Leave requests? Who approves them?**
 - All students will be expected to enter sick leave requests directly into UKG where their direct supervisor will review and approve the requests. Sick leave can only be requested and taken in hour increments.
- **If I am planning PTO and not able to approve a student’s sick leave request, may I delegate to someone else to do so?**
 - Yes, your delegate will be able to approve a student’s sick leave request and timesheet.
- **What about Chicago Paid Leave time?**
 - Less commonly, student employees will accrue Paid Leave after working 700 hours in any one fiscal year (July 1 through June 30). Once the 700 hour requirement is satisfied, they will earn one hour of Paid Leave for every 35 hours worked, up to 40 hours of Paid Leave per 12-month fiscal year. The 700 hour requirement need only be satisfied once, and a maximum of 16 hours of earned but unused Paid Leave will carry over from one fiscal year to the next.
 - Unlike Paid Sick Leave, which is forfeited upon termination, a maximum of 56 hours of accrued, unused Paid Leave will be paid upon termination.

- The request and approval process for Paid Leave is the same as Paid Sick Leave, just with a different bucket. This request type will only be available to students who have met the qualifying criteria.

Location Settings

- **My student employee is receiving an error message when they try to clock in stating “Punch Rejected - No Location Data”.**
 - This error is due to location sharing settings. In order to correct this, the student should do the following:
 - if using the mobile app, turn on location settings in their phone settings.
 - If using a laptop/computer, or a web browser on a phone, change the privacy and security settings on the browser they’re using to allow or prompt for location sharing.
 - Here are more specific steps if using Chrome:
 - Open Chrome and at the top right, click the three dots icon for "More" and then select "Settings"
 - Select “Privacy and Security” from the left-side menu, then click “Site settings”.
 - Click “View permissions and data stored across sites”.
 - Search for the site called "mykronos.com" in the list. If it lists multiple sites under mykronos.com, select "artinstitute-sso.prd.mykronos.com"
 - Under Permissions - Location, change the drop-down box to “Allow” or “Ask”. If set to “allow”, they should not receive that error again. If set to “ask”, they should see a popup next time they try clocking in or out, and should select "allow when visiting the site." They should only have to do this once per device.
- **What if a student clocks in before they arrive to work?**
 - It is possible for supervisors to review clock-in location, if necessary. Supervisors can monitor locations of clock-ins via the UKG mobile app by going to Manage Timecards, opening the timecard for an hourly web clock employee, selecting the "More Actions" icon, and then "View Map".
- **Can students clock in from anywhere?**
 - Yes, there are no location restrictions from a UKG perspective.
- **Is there a limitation for student workers needing to work remotely within the state?**
 - Student workers may only work remotely from WI, IL, IN for tax purposes.
- **Will students select a location of the various facilities workshops before clocking in to UKG?**
 - No, they just select their assignment when clocking in in UKG. The location is programmed in the background.