# Update Summary

## UKG Dimensions® Release 9 Update 3

*This document contains summary descriptions of the enhancements for this release and resolved issues.*

# Legal Statement



Published by UKG Inc.

900 Chelmsford Street, Lowell, Massachusetts 01851 USA

Phone: +1 978 250 9800, Fax: +1 978 367 5900

UKG Inc. Global Support: +1 800 394 HELP (+1 800 394 4357)

For links to information about international subsidiaries of UKG Inc., go to http://www.ukg.com

**Document Revision History**

| Document Revision | Update Version * | First Publish Date |
|---|---|---|
| A | R9 Update 3 | April 10, 2023 |

*** = See your local Trust Site for the date on which each update is applied, as these vary by location.**

# Contents

# UKG Dimensions Release 9 Update 3

Continuing to build on years of Kronos workforce management experience and with the combined power of Ultimate Software, UKG Dimensions Release 9 brings a host of new features and enhancements to our already robust offerings. To familiarize you with the current state of the product, the release documentation is detailed as follows:

- This document is an "Update Summary" and provides information about the latest version of UKG Dimensions: R9 Update 3.
- The previously released Release Notes contain information about the second release of R9.
- Express Upgrades (for example, R9 Update 3, Express Upgrade 1) will be listed in the document of the release to which they apply: either the Release Notes or an Update Summary. Express Upgrades have their own sections in the "Resolved Issues" and "What's New" sections (when applicable).

## What’s New?

**Note:**

- Most UKG Dimensions features are not enabled by default, and need to be enabled (for example, via **F**unction **A**ccess **P**rofiles or **D**ata **A**ccess **P**rofiles). The exception is features that are incorporated within the existing product capabilities (for example, data being added to a Dataview, or API additions/updates).
- New and enhanced API operations are not listed in the What's New Table. However, they are listed in the Important Notes on the Developer Portal, and new API operations are listed in the New API Operations tables below.
- To view a list of Dataview/Report Data Object columns (the labels and descriptions), refer to the Data Dictionary, or search for the entity name in the Column Selection User Interface (UI) in **Application Setup > Display Preferences > Dataview Management**.
- The release note for the feature “Configure Self-schedule requests to use shift templates” (DSCHED-243) introduced in R9 Update 2 did not mention that the feature was introduced with limited availability. This feature remains released with limited availability in R9 Update 3. Contact your UKG representative for more information.

### Release Notes / Update Summaries now available in HTML

The Release Notes / Update Summaries are also available now in HTML format and can be accessed through the online help.

### New Version of Mobile App available

A new version of the mobile app client, version 2.7.0 is now available for download from the Google Play and Apple App stores. This version requires devices to be running at least Android version 6 and iOS version 12. This version includes minor enhancements and resolves the following issues:

- **WFD-157764** – The Mobile App was not able to use the token method for Multi-factor Authentication. Now, if the user has a Password Authenticator installed on the device, Token Authentication will work through the app.

- **WFD-156375** (Android only) “404: Not found” error occurred when switching to Work Offline mode.

- **WFD-154561** (Android only) When opening the punch map, occasionally this would close the page and put the app in the background. This was causing a reload when viewing the map, potentially losing any changes.

- **WFD-149026** (iOS only): Push notifications action were not working correctly when the app was in a dismissed state. If the app was in the background when a push notification came in, pressing one of the actions on the notification failed to work.

## What's new for R9, Update 3

The features below were added for R9, Update 3.

## AI Apps

### Schedule Score DSAAS-5

The new Schedule Score functionality provides managers with the insight they need to make better scheduling decisions. The Schedule Score enables managers to assess the quality of the schedule and represents how well the schedule meets the organization's business needs.

In Administration > Application Setup > Scheduler Setup > Schedule Score > Schedule Score Definition, you can configure Schedule Score Definitions that include one or more weighted categories — Coverage, Employee Preference, and Budget, Cost, Hours — where each category includes one or more weighted category factors. In the Schedule Planner setup, you can then specify which Schedule Score Definition to associate with the schedule.

In the Schedule Planner, a new Schedule Score add-on enables managers to view the Schedule Score, which is calculated based on the selected location and timeframe, and the weighted categories and factors configured in the Schedule Score Definition. A score displays for each day for each category. Totals for each day display at the bottom of each column, and totals for each category and the overall Schedule Score display in the Total column. The overall Schedule Score also displays on the add-on tab.

When managers edit the schedule, it may impact the Schedule Score. An up arrow that displays next to a score indicates that the changes improved the score and a down arrow indicates that the changes reduced the score.

For more information, refer to the following help topics:

- Administration > Application Setup > Scheduler Setup > Configure Schedule Score Definition

- Schedule > Evaluate and maintain the schedule > View the schedule score

### Proactive Guidance enhancements DSAAS-43, DSAAS-32

A new Business Structure Dataview called “Proactive Guidance” is available and shows aggregated prediction data based on the selected timeframe, hyperfind (or location). This Dataview can be used, for example, as a proactive guidance “dry run” before notifications are enabled and sent to employees to see what notifications would have been sent based on the data.

New Dataview columns include (all in the Proactive Guidance entity):

- Location Status on Run Date

- Predictions Count

- Run Date

When the "Predictions Count" or "Location Status on Run Date" columns are selected, you can select the Proactive Guidance behavior by choosing a specific Assignment option (Breaks, Late In, or Unexcused Absences) in the Column Properties.

In addition, on the Proactive Guidance Behavior Configurations page and on the Proactive Guidance Behavior Configuration Items page there is a new read-only field called “Threshold”. If the threshold is set to the default value for the tenant, then the Threshold field shows as Default. If the default value has been changed then the Threshold value displays Overridden.

For more information, see Administration > Application Setup > Event/Notification > Proactive Guidance in the online help.

## Alerts & Notifications

### Control Center Mark Read to Mark Done Change ANOT-48

The label text of Mark Read has been replaced with Mark Done in the Control Center (preview panel and action bar) and in related notifications. The functionality remains unchanged.

## Data Hub

### Wrapper and Pipeline Job Status Visibility DHUB-69

The Data Hub Configuration Portal now allows you to subscribe to wrapper and pipeline job status alerts. These alerts give insight into the exact time pipelines finished running and whether pipelines and wrappers finished successfully. When you schedule an alert, you select the pipelines or wrappers you want to monitor.

If you extract data from BigQuery and deliver it to your enterprise data warehouse (EDW), verifying pipeline completion helps you better determine when to start your downstream extraction jobs.

Schedule alerts to be delivered by email or in your Data Hub BigQuery table in the pipeline alert, wrapper success, and mapping alert view. For BigQuery alerts, data is delivered into the following views in the detail dataset:

- vAlertAllCategory. Contains data for all alerts.

- vAlertPipeline. Contains pipeline success alert data.

- vAlertWrapper. Contains wrapper success alert data.

For more information, see the Data Hub Configuration Portal online help topic Alert Management.

### Change Indicator Adoption for Healthcare Productivity DHUB-237

Data Hub's change indicator service (CIS) support has been enhanced to provide change indicators (CI) for the Healthcare Productivity, timecardTransaction, and volumeForecast pipelines. Data Hub pipelines consuming data from APIs that deliver data from these domains have been modified to use change data capture (CDC) logic based on CIs rather than drop and replace logic based on date ranges specified in pipeline settings.

For more information, see the full UKG Dimensions Data Hub Release Notes (kronos.com) on Community.

### Secure FAP-Based Access DHUB-217

Configuration Portal Access

Security for Data Hub user access has been enhanced for the Data Hub Configuration Portal. Before users can access Data Hub Configuration Portal, in UKG Dimensions the Data Hub Configuration Portal control point must be allowed in their Function Access Profile (FAP). For more information, see the UKG Community Knowledgebase article Data Hub Config Portal - FAP Based Access With UKG Dimensions.

UKG Dimensions Data Hub Custom Tile

After the control point is allowed, users can create a UKG Dimensions Home page custom tile which allows them to access Data Hub Configuration Portal through UKG Dimensions. For more information about adding a Data Hub custom tile configured with the tenant URL, see the UKG Community Knowledgebase article How To Create Data Hub Configuration Portal Custom Tile in UKG Dimensions.

### Accrual Balances DHUB-154

UKG Dimensions supports recording accrual transactions based on configured policies and timecard transaction and maintains balances for specific accrual codes for employees.

Data Hub now includes the new accrualBalance pipeline. This pipeline captures employee accrual balance data, giving managers the ability to report on balances by accrual code for employees as of a specific date.

For more information, see the full UKG Dimensions Data Hub Release Notes (kronos.com) on Community.

### Data Hub Integration User Changes DHUB-138

Data Hub 9.2.0 introduces a UKG Dimensions Service Account that has the required permissions necessary to execute Data Hub pipelines. This account's introduction eliminates the need for customers to set up and configure a Data Hub Integration User and configure the Function Access Profile.

The Data Hub Integration User and UKG Dimension Application Key will no longer be visible in the Data Hub Administration Portal. For additional details, see the Using the DH Admin Portal section in the UKG Dimensions Data Hub Customer Setup Guide.

### Change Data Capture - Data Extraction Support DHUB-136

Change data capture-based data extraction support provides Data Hub users the ability to identify all changes that have occurred since the last execution of their extraction pipelines.  This data can subsequently be used to synchronize Data Hub with an external Enterprise Data Warehouse (EDW). This approach reduces volumes of data loaded into the EDW and ETL run times.

Note: Existing UKG Dimensions data in detail and summary tables are unaffected by this change and there are no configuration changes for this functionality to be enabled.

For more information, see the UKG Dimensions Data Hub Change Data Capture Data Extraction Support reference guide.

### Data Hub Maintenance Job Status Visibility DAHU-27

The Data Hub maintenance job synchronizes configuration data between UKG Dimensions and Data Hub. When the job finishes, from the new Configuration Portal Maintenance Job Status page you can view the name and status (Success or Failure) of maintenance jobs run within the last seven days, and the date and time they were last updated. This helps better track any potential data and configuration issues.

You can subscribe to the following types of maintenance job alerts:

- WFD Sync: These jobs extract mapping configuration details and deliver them to Data Hub.

- BigQuery Sync. These jobs deliver configuration details from Data Hub into Google Cloud BigQuery.

For more information, see the Data Hub Configuration Portal online help topic Maintenance Job Status.

### Data Hub Configuration Portal Online Help Availability DAHU-24

The Data Hub Configuration Portal user guide has been retired and the content is now delivered as online help available from within the Configuration Portal UI and in the UKG Dimensions help, under Dataviews & reports.

## Device Management

### Enforce HTTPS for screen saver if the device's communication protocol is HTTPS DM-350

If the device’s communication protocol is specified as HTTPS (SSL) (Device Configuration > Communication Settings tab), then the screen saver URL must also be HTTPS to match the device protocol. To enforce this, the tenant property “tnt.secure.screensaver.enabled” on the Tenant Property page is enabled as “true" by default.

### Additional Smart Views  are available to employees who are configured for Multiple Assignments DM-201

The following Smart Views are available to employees who are configured for Multiple Assignments:

- View Schedules Online. Employees can view the schedule and the assignment that a shift is scheduled for (includes single or multi-shift days.)

- View Timecard Online. Employees can view the timecard and the time associated to each worked assignment.

- Approve Timecard. Employees can view time associated to each worked assignment and approve the timecard with time associated to multiple assignments.

### For previously enrolled employees (who do not have consent), use a Smart View to gather consent DM-137

Update Consent is a new device transaction used to update the biometric consent agreement for employees who have already completed biometric consent enrollment, eliminating the need to go through the full enrollment process each time an organization updates a biometric consent agreement.

Update Consent is supported on all device types. Devices are not required to have biometric hardware installed to use Update Consent. Update Consent is a Smart View  transaction and requires devices to be online to function. If a device goes offline and an employee attempts to use the Update Consent Smart View , the device will return the message “Remote Service Unavailable.”

Update Consent uses the employee record to determine if the employee has a biometric template. If the employee has a template, the proper consent form is presented (finger scan or face). If the employee does not have a biometric template on the server in their employee record, the device returns the message “User is not enrolled for biometrics. Consent is not allowed without enrollment.” Update Consent follows the same behavior as the current Biometric Consent feature. When an employee accepts or declines consent, their selection is saved to the person record. If an employee declines consent, when using Update Consent, their biometric templates are deleted from the system.

This Smart View is available in both Employee Mode and Manager Mode, and can be configured at the following location in UDM: Device Profile > Soft Keys and Default tab.

Note: This feature does not require a device firmware update.

### Configure the clock to prompt the employee to consent at the next clock transaction DM-137

The clock can be configured to prompt an employee for consent at their next transaction at the clock when the employee has a biometric template in the system without an accepted consent. When enabled, at the next biometric transaction the employee attempts at the clock they will be asked to consent before the transaction is processed. If the employee accepts consent, the transaction will continue and the consent will be recorded. If the employee declines consent, they will be warned that by declining their biometric template will be deleted from the system. The employee can decline consent and the transaction is stopped, the consent is recorded and their biometric template will be deleted from both the clock and the server. The employee can also cancel during the consent process, if they cancel the transaction is not recorded, consent is not captured and the biometric template is not removed.

The configuration to enable this feature is within the Device Profile -> Cards and Readers -> Biometric tab: “Enable Biometric Consent for Prior Enrollments”. This is off by default. When enabling the setting the clock must be Initialized with Device Configuration for the update to take effect.

The feature requires minimum versions of clock firmware:

InTouch DX G2 (Version 4.3.0)

InTouch DX (Version 1.3.20)

InTouch 9100 (Version 3.4.2)

InTouch 9000 (Version 2.3.5)

### Migrate WFC biometric consent to WFD DM- 343

The Data Migration Tool has been updated to include the employee’s Biometric Consent when biometric templates are exported from WFC 8.1.13+. The export can be imported into UDM using the standard Import Biometrics action; consent will be attached to the person record along with the biometric templates.

## UKG Dimensions Information Access

### Show or hide multiple columns in a Dataview IA-62

When you select the Filter icon in a Dataview, you can now show or hide multiple columns at once. That is, when you select or deselect a column from the Filter list the list stays opens so that you can select as many columns to show or hide as needed. Previously, the list would close after one column was selected. To close the list when you are finished, select the Filter icon again or click off the list.

This functionality works in all types of Dataviews including landing pages such as Time > Employee Summary.

### Business Structure Dataview support for metric options DIA-28

The metric options Count and Unique Count (used to chart String, ENUM, Boolean, Date, Time, and Datetime data column values) are now supported for Business Structure Dataviews.

For more information, refer to the following help topics:

- Application Setup > Display Preferences > Information Access > Dataview Management > Create a Dataview

- Home > Overview of the Home Page > Using Charts

## Forecasting

### Peak Hours API FCST-2

Peak hours are reveal when a site (for example a retail store)  is expected to be busiest so managers can make sure they are fully staffed and hours are covered.

The Peak Hours access control point controls whether uses can view peak hours defined based on volume forecast.

The Peak Hours feature also introduces the following system settings:

- site.forecasting.PeakHours.intervalDurationInMinutes — Defines duration of intervals for which maximum volume forecast values will be calculated by the Peak Hours API. Available values are 15 minutes, 30 minutes, 60 minutes, 120 minutes, 180 minutes, 240 minutes.Default=60 (minutes)

- site.forecasting.PeakHours.numberPerDay — Defines number of intervals with maximum volume forecast values that will be returned per day by the Peak Hours API. Provide a value from 0 to 96

Default=0

- site.forecasting.PeakHours.numberPerSpan — Defines number of intervals with masimum volume forecast values that will be returned per span by the Peak Hours API. Provide a value from 0 to 672.

Default=0

### Labor Period Override FCST-144

The Labor Period Override feature introduces the The Add Labor Periods panel where you can  edit the labor periods associated with specific tasks. The Add

Labor Period panel is divided into the following sections:

- Tasks without Overrides — Displays the Department and Tasks.

- Tasks with Overrides — Displays the Department, Task and Status.

### Read-only Volume Drivers in Forecast Planner FCST-78

A new list option, “Read-only Volume Drivers,” has been added to the The Forecast Planner configuration that  includes all Volume Drivers. The selected Volume Drivers in the list will not be editable by users in the Forecast Planner.

## Gaming

### Exclude paycodes from tip and toke calculations GAME-46

For paycodes that do not need to be included for tip calculations or toke pool processing, for example training or absence paycodes, you can exclude these paycodes. When you use the option to exclude paycodes, you then need to configure tip calculation and toke multiplier settings for each paycode in the Pay Code Settings.

Configure paycode exclusion:

1. Within the Gaming application, go to Administration > Gaming Configuration.

2. Select the Pay Code Restrictions option. Note that the global toke pool hours multiplier options are now disabled. When the Pay Code Restrictions option is selected tip calculation and toke multiplier settings are configured by paycode in the Pay Code Settings.

Configure Pay Code Settings:

1. Go to Administration > Pay Code Settings.

2. Ensure the paycodes you want excluded from tip compliance calculations have a blank value in the Tip Compliance column and the paycodes you want included have a value of Yes in the Tip Compliance column. If you need to edit the paycode, select the paycode, select Edit, and then clear or select the Apply tip compliance rate to Pay Code

3. Also on the Pay Code Settings page, verify the toke multiplier for each paycode is set to the correct value. A value of zero (0) indicates the paycode is not included in toke pool processing.

4. Select Save.

Note: When the Pay Code Restrictions option is selected then the Apply tip compliance rate to Pay Code setting applies to manual timecard edits that use the pay code AND all hours assigned to the pay code by tip compliance processing. In addition, the toke pool multiplier setting applies to all toke pool allocation hours for this paycode, regardless of whether they are calculated or manually entered in the timecard.

For more information, see the following help topics:

Time > Gaming > Setup and configure gaming > Gaming Configuration and the Online Help Domain

Time > Gaming > Setup and configure gaming > Paycode settings

## HCM Integrations

### Create File from HCM Payroll Export-v2 Integration HCMI-44

The Create File process property of the HCM Payroll Export-v2 integration allows you to export payroll data to a comma-separated values (.csv) file. Also, you can import the payroll file in a batch process if you add Payroll Name and Payroll Pay Date to the payroll file.

## Healthcare Productivity

### Recalculate Agency Metrics for a Date Range HEPR-30

For Healthcare Productivity, you can recalculate metrics for agency workers for a date range longer than a pay period. Run the Agency Recalculate integration set in which you can set the date range to a maximum of 366 days and 5 recalculations a week.

### Include Agency Workers in Payroll Reports HCP-53

Typically in Healthcare Productivity, pay details — such as employment status and payroll job — for agency workers are reported separately from the details for regular employees. You can include the agency and regular workers in the same custom payroll reports as follows. Import the generic job mapping, configure the payroll job mapping import to provide the primary or paid job details for agency workers, and recalculate the agency hours.

### Custom Metrics and KPIs for Healthcare Productivity EA-47

You can create an unlimited number of custom metrics or key performance indicators (KPI) for Healthcare Productivity for display in the Daily Productivity tile or in Healthcare Productivity reports.

### Work Unit Hyperfind Selections for Variance Advisor DIM-443188

When you configure Variance Advisor and select a Work Unit Hyperfind, you can select All My Department Work Units (default), All My Work Units, or custom hyperfinds.

### Multiple Symbolic Time Period Support for Custom Report for Pay Period Productivity DIM-442936

Custom reports for Healthcare Productivity can have multiple symbolic time periods (STP). Example: A report can show Last 6 Pay Periods and Fiscal Year To Date time periods.

## Integration Platform

### Download All Cross-Reference Tables INTP-137

When you download cross-reference tables in an integration, you can download the tables one at a time or all at once.

## Mobile App

### Transfers and Renewing added to QR Code function OMA-31

The following enhancement have been made to the QR Code feature:

You can now include a job transfer in the QR Code setup used for punching. In the QR Code setup screen, you can enter the job manually, paste it in, or choose it from a slide-out list.

You can now Renew an existing QR Code to create a new version of the code and invalidate all current printouts of the code. Renewing is useful in situations where existing QR Codes have been moved or tampered with

For more information, refer to the Adminstration > Application Setup > Common Setup > QR Codes help topic.

## OnDemand

### Sorting in Schedule Group view and Employment Terms view in Schedule Planner OD-7

To enable managers to view their employees in a manner relevant to them, column sorting and Advanced Sort functionality are now supported in the Schedule Group view and the Employment Terms view in the Schedule Planner. Previously, sorting was only available when in the Employee view.

In both the Schedule Group view and the Employment Terms view, managers can now sort a single column alphanumerically by clicking on the column header. In addition, if Advanced Sort is configured for the Schedule Planner, managers can click the Sort button in the toolbar and select a procedure set for sorting the employees. In both of these views, the sorting is applied separately within each group of employees, including in the Ungrouped Employees group.

For more information, see the  Schedule > View the schedule > Sort employees with Advanced Sort help topic.

### Employee skills and certifications Dataview columns OD-6

Two new columns are available in the Schedule Group Totals entity for employee skills and certifications. These columns list the display names of the employee's assigned skills or certifications in a comma separated list. The new column names are:

- Employee Skills Display Names

- Employee Certifications Display Names

These columns can be useful, for example, when filtering in the Staffing Dashboard.

For more information see the Administration > Application Setup > Display Preferences > Create a Dataview help topic and the Data Dictionary.

### Extended Schedule Pattern Limit OD-5

To reduce maintenance tasks for customers who currently have long-term schedule patterns, the schedule pattern limit has been extended. Previously, schedule patterns could only have a maximum duration of 52 weeks. The schedule pattern limit is enforced in the Pattern Template configuration and when defining a schedule pattern in the Schedule Pattern Editor in the Schedule Planner.

With this enhancement, the default schedule pattern limit will now be whichever value is greater, either 52 weeks (364 days) or the value specified in the Days for pattern rollout setting configured in the Shift Builder Criteria. For example, if the Days for pattern rollout value is 490 days, your schedule pattern limit will be increased to also be 490 days. The current maximum value for the Days for pattern rollout setting is 550 days.

As part of this enhancement, a new tenant property was added to support customers who have patterns longer than 550 days. To have this property changed to set a higher limit, contact your UKG representative.

For more information, refer to the following help topics:

- Administration > Application Setup > Scheduler Setup > Shift Builder

- Administration > Application Setup > Scheduler Setup > Pattern Templates

### Viewing Base Wage in People Information History OD-4

To view Base Wage from the History menu in People Information you need the same function access control points set to allowed as you do to view this information in the person record.

The following function access control points need to be set to Allowed to view Base Wage information:

- Wages

- Timekeeper View

For more information, see Maintenance > People Information > View people information history in the online help.

### 24-Hour Schedule Rule OD-3

To support requirements that employees cannot be scheduled for two consecutive shifts if there is less than a specified number of hours (for example, 24 hours) between the start times of both shifts, an enhancement was made to the Minimum Time Between Shifts schedule rule. Previously, this rule only validated the elapsed time between the end of a shift and the start of the next shift. With this enhancement, you can specify that this schedule rule validates the elapsed time between the start of one shift and the start of the following shift.

In Administration > Application Setup > Scheduler Setup > Schedule Rules > Schedule Rule Sets > Employee Rule Sets > Shifts tab, a new Use Shift Start Times parameter is now available for the Minimum Time Between Shifts schedule rule. You can select this parameter if you want the system to use the start times of the shifts to determine the number of hours separating two consecutive shifts. This new parameter is also available in People Information > Scheduling when overriding the Minimum Time Between Shifts schedule rule.

Note: This feature is not enabled by default. Customers who want to use this feature must enable the feature switch Use Shift Start Times for Minimum Time Between Shifts Schedule Rule in Application Setup > System Configuration > Feature Switch. It is recommended that you do not enable this feature when using automatic schedule generation to avoid unexpected results due to legacy behavior.

For more information, see the Administration > Application Setup > Scheduler Setup > Schedule Rule Sets help topic.

### Manager Access for Canceling Employee Time-Off Requests in Schedule Planner OD-11

Administrators can now use the Scheduling system setting site.scheduling.schedulePlanner.enterTimeOff.authorizeManagerWithJobMembershipInEmployeeGroup to control whether managers can cancel time-off requests in the Schedule Planner.

When this system setting is set to True, managers cannot cancel employees' time-off requests on shifts where the job is not included in the manager’s Employee Group on the date being modified. If the setting is set to False, managers can cancel time-off requests for any employees that are visible in the Schedule Planner.

For more information, see Administration > Application Setup > System Configuration > Scheduling in the online help.

## Payroll & Accruals

### Support of Cost Center in Payroll Integration Export DIP-24

Pro WFM Suite Integration now supports exporting UKG Dimensions Payroll cost center values to UKG Pro for each general ledger Timecard record.

Valid when the Dimensions cost center is maintained in a Pro Org Level and the Enable Org Relationship process property is set to ‘True’ for the Payroll Export configuration.

### Import and Export Payroll Paycode Mappings DIP-161

When you configure payroll paycode mappings for UKG Pro, you can export the mappings to and import the mappings from a comma-separated values (CSV) file rather than configure the mappings one at a time.

## People

### Display Fields Based on Package & Solution SSP-16

The data and fields visible in the product will now depend on the package you are licensed to use for your solution.

For example, if your license profile does not include the Communications package, your entitlement will not include Communications and you will not see the Communications tile on your Home page to access UKG Talk.

### People Integration - Pro-Dimensions Integrations Dashboard SSP-1

Pro WFM Suite Integrations Dashboard gives you the tools to manage and monitor the integration of UKG Pro employee data into UKG Dimensions. The Integrations Dashboard has an updated Pro-Dimensions Data Sync view that improves employee data search and filter capabilities, streamlines actions to take, and gives better insight into employee integration statuses and problems.

Features include:

- Employees to Review tile. This at-a-glance overview shows the total number of employees with one of the following statuses. Click a status to filter the dashboard table based on:

- Number of employees with errors. Employees with one or more problems with their record that must fixed before they can be properly integrated with Dimensions.

- Number of employees with warnings. Employee records with one or more problems that could be fixed, but the employee data can still be consumed by Dimensions.

- Number of employees ineligible. Employees that are not yet configured for Dimensions.

- Actions & Resources tile. Organizes actions to take, including filtering the table, searching for employees, supplying feedback, downloading employee data, and selecting which columns to view.

- Enhanced employee status. Information including whether an employee’s record is ineligible, successful, has an error or warning, and the reason. This helps you troubleshoot integrations and reconcile source data problems.

- Download employee data. Download a .CSV file that includes data for all integrated employees.

- Enhanced employee search. Apply filters to the dashboard table to show views based on employee status, detailed status, and date range.

- New employee name column. Click an employee’s name to navigate to their complete employee record.

### Customize and Save Parameter Ordering DIP-163

For parameters installed across standard People, Payroll, and Accruals iPacks, in the Install Integration slider on the Administration > Application Setup > Integration Setup > Install Integrations page, you can now change and save the order the parameter rows in the Integration Parameter table.

To change the row position In the table, select a row and click Increase Order or Decrease Order. This ordering is retained and displays in the Run Integration slider when you run integrations.

### Skills and Certificates Included in Pro WFM Integration DIP-130

For UKG Pro and UKG Dimensions (Pro WFM) suite customers, employee skills and certifications (licenses) in Pro are now included in the Pro to Dimensions integration process. This functionality replaces the need to enter these details manually into Dimensions for each employee or to request a supplemental integration.

Note: Valid for People API integration only.

Integration details:

- Pro employee skills and certification values populate Dimensions employee records (People Information page), and include certification number, effective date, expiration date, proficiency level, and so on.

- Values sent over populate into Application Setup in Dimensions with a status of "Active" (Administration > Application Setup > Scheduler Setup > Skills & Certifications).

- Values sent over also populate into Application Setup in Dimensions with a status of "Active" (Administration > Application Setup > Scheduler Setup > Proficiency Levels).

To support this integration, there is a new API setting called API Sync – Enable Skills and Certifications. Enabling this setting automates the population of employee's skill and certification data when you run an integration from UKG Pro into UKG Dimensions. By default, this setting is disabled (false).

### URL-Addressable People Record SSP-18

People Information shows all employee information that is available, including people records that are imported from an external system of record (SOR) or another HR system. As a result, people who can access People Information may see more information — such as wages or other sensitive information — than they need for their job. Also, they could edit that information.

The URL-addressable people record uses URLs to link to specific functions of People Information.

To create a custom, filtered view of People Information, you need to configure access to the people information. Then, use the addressable URLs in custom tiles to assign a restricted view of the People Information. This custom tile can be added to the person's home page for easy access.

The URL-addressable people record supports the following functions:

- Override wage and work rules

- Skills and certifications

- Manager role assignments

- Employee preferences for availability, days off, hours each week, types of shift

- Employee job preferences

## Platform

### Chart navigation behavior standardized for A11y DIM-443899

Accessibility enhancements have been made that now enable you to navigate charts using the keyboard and screen readers.

You can use the keyboard to navigate charts that display in tiles on the Home page and in the Auditor Dashboard. When focus is on a chart element, screen readers will announce the chart type, chart title, x-axis, and y-axis.

To navigate charts using the keyboard:

- Press Tab to focus on the chart.

- Press Tab again to move focus to the first data point.

- Use the left and right arrow keys to navigate through data points of the same series.

- Use the up and down arrow keys to navigate to data points of adjacent series.

- Press Tab again to move focus to the first legend item (if a legend is included) and use the arrow keys to navigate through legend items. When the focus is on a legend item, press Space to hide or unhide the series corresponding to the legend item.

For more information, refer to the MasterTopics > Accessibility > Accessibility help topic.

### Enhancements to Remove Test Data Process to handle On Demand RTD Jobs TENY-44

Enhancements were made to the Remove Test Data process to increase the number of job executions in a WFM cluster. These enhancements will enable Implementation consultants to submit Remove Test Data jobs on demand.

### Additional Import Templates added to Data Import Tool INTP-62

Additional Import templates are now available in the Data Import Tool.

### Metadata Utility Enable Services to Configure Metadata for Integrations Quick Setup Feature INTP-44

A new utility, Metadata Utility, enables Services to deliver and configure metadata for leveraging the Integrations Quick Setup feature.

### New templates added to the Data Import Tool BOLT-20

People-Person Load template

- A new column was added to include the Access Method Profile assignment in the People-Person Load template.

- The Person Access Effective Date field was changed to Employee JTS Effective Date

Data – Time-Off Request – Import

A new field called End Date was added to display the ending date of multiple day requests (when requests include more than one day).

### Export Templates now part of the Data Import Tool BOLT-16

The Data Import Tool now includes the option the export data using several newly added export templates. See the UKG Dimensions Online Help for the Data Import Tool.

### Accessibility enhancements for add-ons DIM-447325

An accessibility enhancement has been made to the add-ons in the application.

In the add-ons, the Full Screen, Collapse, and Close buttons now include the add-on name as part of the label that is announced by the screen reader. For example, in the Accruals add-on, the announcement for the Close button is now “Close Accruals button”.

### Accessibility enhancements for common components DIM-473637

Accessibility enhancements have been made to several common components in the applications.

For more efficient navigation for keyboard users, most pages now include a visually hidden in-page link to the main content of the page that is encountered and used by screen readers. Keyboard users can focus on the link by pressing the Tab key and the link takes the user to the main element on the page.

Additional context has been added to the Previous and Next buttons within components to improve screen reader announcements. For example, when navigating through a group of employees, the Previous button announcement is now “previous employee” and the Next button announcement is now “next employee”. Previously, the announcements were just “previous” and “next” with no context.

The focus order on sliders was updated to follow visual order. Previously, the behavior was inconsistent and often the button on the right (Submit/Apply) received focus before the Cancel button on the left. With this enhancement, the Cancel button now receives focus first.

## Scheduling

### Job Attributes and Shift Template Profile for Multiple Assignment Employees DSCHED-541, DSCHED-302

When creating or editing an assignment for a multiple assignment employee, you can now also specify job attributes for jobs in the selected job transfer set and select a Shift Template Profile for the assignment.

In the Assignments > Multiple Assignments > Timekeeper group, the job attributes table is now available. Here you can specify Seniority Date, Job Preference, and Scheduling Context for jobs in the selected job transfer set.

In the Assignments > Multiple Assignments > Scheduler group, you can now select a Shift Template Profile for the assignment.

In addition, the following related columns are now available for Dataviews:

- Job Attributes Scheduling Context (Job Attributes entity)

- Job Attributes Job (Job Attributes entity)

- Job Attributes Location (Job Attributes entity)

- Job Attributes Job Preference (Job Attributes entity)

- Job Attributes Seniority Date (Job Attributes entity)

- Shift template profile (Assignment entity)

For more information, refer to the following help topics:

- Maintenance > People Information > Multiple Assignments > Configure multiple assignments > Timekeeper

- Maintenance > People Information > Multiple Assignments > Configure multiple assignments > Scheduler

### Support for multiple assignments in shift swap requests DSCHED-531

Shift swap requests now support multiple assignments employees. Shift swap requests can still be initiated from these locations in UKG Dimensions:

- Manage My Schedule tile

- My Calendar

- Location Schedule

The employee's primary assignment is displayed by default when submitting the shift swap request, with these exceptions:

- If the employee initiates the request from a scheduled shift from a date on My Calendar, the system uses the assignment associated with that shift. In this case, the assignment cannot be changed in the current request.

- If the employee initiates the request from the Location Schedule and has used the schedule's Assignment field to change the assignment, that assignment becomes the default for the request, but can be changed when the employee is creating the request.

Submitted requests requiring approval are directed to the reports to manager associated with the assignment, and not to the employee's reports to manager. Once submitted, shift swap requests can be invalidated if the manager changes the assignment associated either shift involved in the request, or changes the primary job associated with the assignment. In both cases, both the shift swap requester and recipient are notified. See the Request Shift Swaps topic in the online help for more information.

New custom tags, Assignment Name – Recipient and Assignment Name – Requester have been added to the Shift Swap custom tags. See the Custom tags topic in the online help for more information.

### Assign workflow notifications and business processes to the start and end of employee visibility periods DSCHED-528

In UKG Dimensions R9U3, you can now configure actions and assign them to employee visibility periods. You can use these visibility period actions to initiate workflow notifications and business processes at the start or end of an employee visibility period. For example, you might choose to alert employees before both the open and closing times of an employee visibility period. Visibility period actions you assign respect the start and end times associated with rolling and recurring employee visibility period configurations. See these topics in the online help for more information: Configure Visibility Period Actions and Manage Employee Visibility Periods.

A new Time Zone field on the Add Period panel lets you specify which time zone, if any, you want to system to use when calculating the employee visibility period. This field is displayed only if you specify a start time for the visibility period's submission period. It is set to an empty value by default and has no effect on existing employee visibility periods. See this topic in the online help for more information: Manage Employee Visibility Periods.

Several new Function Access Profiles (FAPs) were added to support visibility period actions. See these topics in the online help for more information: Manager - Common Setup ACPs, Manager - Department Manager ACPs, and Manager - Department Manager ACPs.

### Daily Schedule DSCHED-525

The new Daily Schedule view of the Schedule Planner provides managers with a daily Gantt view of employees who are scheduled to work within a location on a given day. The Daily Schedule view supports most of the existing schedule planner functionality.

In the timeframe selector, you can choose a single day - either Yesterday, Today, Tomorrow, or a specific date. In the location selector, you can choose from the list of sites that you have access to. When displaying the schedule, you can toggle between the Site View that shows all employees scheduled for the site, and the Department View that shows employees grouped by each department within the site. Only employees with scheduled shifts or pay code edits within the selected site are shown. Rule violations can be viewed at the employee, department, or site level.

The Schedule Planner configuration now includes a Schedule Planner Mode setting, where you can specify either Standard mode or Daily Schedule mode. Not all standard Schedule Planner items are available for Daily Schedule mode. You also configure the Business Structure Location Type (Site) setting to define the locations available to select from, and the Business Structure Location Type (Department) setting to define the grouping within the site.

For more information, refer to the following help topics:

- Administration > Application Setup > Scheduler Setup > Configure Schedule Planner

- Schedule > View the schedule > Daily Schedule

### Imported Budget data for use in dataviews and charts DSCHED-572

Existing Labor Budget data sources now support imported budgets to non-forecasted locations. This data can then be retrieved in Information Access by leveraging the Analytics entity.

### Guided recommendations support for managers DSCHED-567

UKG Dimensions R9U3 introduces a new setting for time-off request subtypes -- Guided Recommendations To Manager. This setting provides your organization with the ability to configure time-off request subtypes to ensure that managers receive guided recommendations only for the types of time-off requests they want. With the addition of this setting, you also have the flexibility to enable guided recommendations for managers but not for employees for the same request subtype (or vice versa).

In previous releases, the system issued guided recommendations to managers for all time-off requests submitted by any employee who was defined as a member of the manager’s team **(Maintenance > Team Definitions).** This meant that managers received guided recommendations for both discretionary time-off requests (PTO, for example), and non-discretionary time-off requests (illness or jury duty, for example). This system behavior created inefficiencies for managers who were made to evaluate non-discretionary time-off requests they had no intention of or ability to refuse due to their nature.

The Guided Recommendations To Manager setting **(Administration > Application Setup > Employee Self-Service > Request Subtypes > Time-off)** is on by default to ensure backward compatibility with existing behavior. You must explicitly opt out of guided recommendations on an individual request subtype basis if you want to exclude a particular subtype from guided recommendations when the submitter is part of a Team Definition.

Team Absences, which controls guided recommendations and heatmap display for employees, functions as before.

See these topics in the UKG Dimensionss online help for more information:

- Configure Time-off Requests

- Define Teams

### Save Refine Shifts filters for Open Shift and Self-Schedule requests DSCHED-554

You can now save the filter you specify on the Refine Shifts panel when submitting Open Shift and Self-Schedule requests. You choose the settings you want for your filter as before, but when you click Apply the system now saves those settings for the duration of your session. The filter is stored in your browser’s cache and is not available to other users or from a different computer. The Refine icon changes to remind you that a filter is being used to display the shifts you want to consider for your request. Filters can be edited, and you can remove them by clicking the Clear Filter button.

See the Request Open Shift and Request Self-Scheduling topics in the online help for more information.

### Automatic break adjustment when using Quick Actions and inserting Shift Templates DSCHED-550

A new setting — Adjust breaks automatically for Quick Actions and glances — is now available in the Schedule Planner setup and Staffing Dashboard setup.

When this setting is selected:

- Breaks are automatically adjusted in the schedule when you use Quick Actions or shift glances to insert a shift template or perform actions on shifts (assign, unassign, copy, paste, or swap). The system adjusts the number of breaks and their placement within the shift (based on Automated Break Placement rules that are configured in employees' default work rules, such as required break length, time without a break, and coverage). The shift is visually updated in the schedule to show the modified breaks.

- The Assign Breaks option in the Insert Shift Template slider is selected by default.

For more information, refer to the following help topics:

- Administration > Application Setup > Scheduler Setup > Schedule Planner

- Administration > Application Setup > Staffing > Configure Staffing Dashboards

- Schedule > Modify the schedule > Add a shift

### Assign multiple open shifts in the Call List DSCHED-355

The Call List has been enhanced to allow managers to select and assign multiple open shifts at once. Previously, only one open shift at a time could be selected.

To enable this functionality, select the new Enable selection of multiple open shifts in Call List, in the Schedule Planner setup.

If multiple open shifts are selected in the Call List, when the procedure set is run, only those employees who can be assigned to all the selected open shifts are considered eligible.

Push notifications and the Add Outcome functionality are not available when more than one open shift is selected.

For more information, refer to the following help topics:

- Administration > Application Setup > Scheduler Setup > Schedule Planner

- Schedule > Modify the schedule  > Fill open shifts with the Call List

### Display Hours of Operation in the Schedule Planner DSCHED-271

To ensure schedules provide proper coverage and comply with opening and closing times, managers can now view the hours of operation, including override hours, for a selected location and timeframe in the Schedule Planner.

In the Schedule Planner configuration, you can select the new Show Hours of Operation option to display the hours of operation, either with or without the override icon. If selected, the override icon displays in the Schedule Planner for days where overridden hours are present.

In the Schedule Planner, you can display the Hours of Operation window by selecting Tools > View Hours of Operation. The name of the selected location displays along with the hours of operation for each day in the selected timeframe.

Note that hours of operation cannot be viewed on mobile phone devices.

For more information, refer to the following help topics:

- Administration > Application Setup > Scheduler Setup > Schedule Planner

- Schedule > View the schedule > View hours of operation

## Shared Business Structure

### Map Cost Centers to Organization Levels DIP-155

You can map organization levels to cost centers between UKG Pro and Dimensions if the Org Relationship Settings have org levels that are not mapped.

## Talk

### Content Moderation TALK-27

How UKG Talk manages inappropriate user content posted to Talk has been enhanced with an option for Talk to automatically detect and flag user posts and comments containing negative tone and language.

Admin Dashboard Content Moderation Page. To assist with moderating reported content, including user-reported posts, the Content Moderation page has been added to the Talk Admin Dashboard. Admins with content management permissions determine how to moderate both system- and user-reported content.

Posts on the Content Moderation page display one of four statuses. The status changes based on moderation actions:

- Hidden. When a user reports a post, it is automatically removed (hidden) from the feed. Admins either allow (restore) the post in the feed or block it to keep it hidden.

- Allowed. The admin has restored the post to the feed.

- Visible. When the system reports a post, it is still visible in the feed. Admins either allow the post to remain in Talk or block the post to remove it.

- Blocked. The admin has blocked the post from displaying in the feed. A blocked post can be restored later.

For more information, see the UKG Talk help topic Moderate Reported Content.

Note: Automatic system reporting is a new Content and Collaboration option admins enable from the Settings page.

Reported Content Analytics Charts. There are two additional line charts on the Analytics page that show trends for posts reported by users as inappropriate and flagged by the system for negative tone and language. For more information, see the UKG Talk help topic Review and Export Talk Analytics.

### Enhanced Export Functionality TALK-2

The ability to export chart data from the Talk Admin Dashboard Analytics page has been enhanced. Talk Admins with the View Analytics permissions can now export chart data for all available charts.

Note the following:

- Analytics chart data is exported to an .xlsx file that admins download to their system.

- Chart exports include all the data visible in the charts at the time of export. For example, if you configure the Analytics page to show Weekly chart details for a particular group in a time range, this filter criteria is applied to the export.

- Each exported chart is represented in the .xlsx file as a separate sheet named for the chart.

- The ten most recent exports are always available to download.

- Chart data for the last six months is available to export. Admins can export up to 30 reports a day.

For more information, see the Talk help topic Review and Export Talk Analytics.

## Timekeeping

### Timecard punch exceptions marked as reviewed TKEEP-86

In previous releases, when managers marked punch exceptions in an employee's timecard as reviewed, the timecard Audits tab and any Dataviews with this audit information displayed the type as "Punch - Edit". In addition, the edited indicator appeared in the timecard cell that contained the exception.

As of this release, when managers mark punch exceptions in an employee's timecard as reviewed, the timecard Audits tab and any Dataviews with this audit information display the type as "Marked as reviewed - Add" or "Marked as reviewed - Delete", depending on the action. In addition, the indicator in the timecard cell that contained the exception shows the Marked as Reviewed icon instead of the edited indicator.

Note: Only punch exceptions that are marked as reviewed starting with R9 Update 3 will use the new behavior. Any existing audit records where a punch exception was marked as reviewed will still display as Punch - Edit. If you remove the review and then mark it as reviewed again it will show up correctly.

For more information, refer to the following help topic in Time > Timekeeping > Use the Employee Timecards page > Resolve timecard exceptions (hourly timecard).

### Access request forms from the Knowledge Base tile TKEEP-715

You can now access HR request forms from the Knowledge Base tile. For example, if you are viewing a category called Benefits on the Knowledge Base tile, you can select the View Forms link and a panel opens with all of the available forms for that category. From here you can open the request form, fill in the necessary information, and submit the form.

On the Knowledge Base tile you can search for forms or view forms by category.

- Search for forms – Enter text in the Search box.

- View forms by category – Select View by > Categories, select a category, and then select View Forms.

If you don’t find the form you are looking for you can use the Create Request option to submit a generic form. Note that the option to create a request may not be available if a generic request form has not been configured for that category.

For more information, see the Home > Tile Library > Knowledge Base Tile.

### New "Month to Date" symbolic time period TKEEP-712

In previous releases, users had to use the Date Range timeframe to return “month to date” data. Doing so required numerous clicks and could be tedious and error prone. The absence of a month to date symbolic time period also prevented administrators from configuring scheduled reports that gathered this data.

The new Month to Date symbolic time period resolves these issues. The Date Range is no longer needed in the Timeframe Selector when month-to-date data is desired, and Month to Date can be used in Dataviews and to schedule reports, replacing the click-heavy specification required by Date Range.

The Month to Date symbolic time period includes the first day of the current month and the current day and is available throughout UKG Dimensions

### Employee Documents tile for managers TKEEP-699, TKEEP-635

The Employee Documents tile allows managers to view and access their employee's documents. Depending on access rights, managers can upload, download, preview, and update documents, as well as create document requests.

Note: To configure the Employee Documents tile, the feature must first be enabled. Contact support to open a case for this.

When the feature is enabled, the following function access control points are available under Manager - Department Manager > People Operations:

- Document Manager — Enables access to Document Manager (Employee Documents tile). Enable one of the following function access control points to make the tile visible in the user interface.

- Preview Documents — Enables access to preview documents from the Employee Documents tile.

- Download Documents — Enables access to download documents from the Employee Documents tile.

- Upload Documents — Enables access to upload documents on behalf of an employee to the Document Manager Portal.

- Update Documents — Enables access to open the Document Manager Portal and update documents.

- Create Document Request — Enables access for the manager to create document requests.

- Access HRSD Manager Document Portal — Enables access for the manager to access the HRSD Document Manager User Portal.

Once a manager has access to the tile, it needs to be added to their home page. For more information, see the following help topics:

Administration > Application Setup > Display Preferences > Home Page Management

Administration > Application Setup > Access Profiles > Manager - Department Manager

Home > Tile Library > Employee Documents Tile

### View extension names in the Rule Analysis Report TKEEP-664

In the timecard, when you open the Rule Analysis Report there is a new section called Extensions. If extensions are in use that impact totals then the names of the extensions are listed. If no extensions are in use this section still appears but extension names are not listed.

For more information refer to “Time > Timekeeping > Use the Employee Timecards page > Run the Rule Analysis Report” in the online help.

### Create extensions to Attestation workflows when managers save timecard edits TKEEP-651

UKG Dimensions Release 09.04.00 exposes manager attributes to the workflow API. Access to these attributes provides the ability to create extensions to Attestation workflows that are initiated when the manager saves their edits to the timecard.

This Attestation workflow extensibility is enabled through two new timekeeping system settings **(Administration > Application Setup > System Configuration > System Settings > Timekeeping):**

- timekeeping.managerAttestationProfile.enable – Enables manager Attestation when editing employee timecards.

- timekeeping.managerAttestationProfile.name – Specifies the name of the Attestation Profile used by managers when editing employee timecards.

Contact your UKG representative for more information on using Attestation workflow extensions for managers.

### Group edit support for multiple assignment employees TKEEP-639

Group edits are now supported for multiple assignment employees. Edits that are supported include Add Punch, Delete Punch, Add Paycode, and Delete Paycode. Group edits for multiple assignment employees can be made from a Dataview.

To enable group edits for multiple assignment employees, set the following system setting to true:

site.timekeeping.MultipleAssignments.GroupEditEnabled

To use group edits for multiple assignment employees, do the following before performing the group edit:

1. Include the Assignment Name column in the Dataview. This column needs to be included so that you can select the assignments you want to make the edit for instead of selecting employee names.

2. In the Dataview, expand the employee's name and select the check box next to the assignment you want to edit. It is important here to make sure you select the check box for the assignment (not the employee's name) since that is where the edit will be made.

For more information see "Dataviews & reports > Dataviews > Working with Dataviews > Use the toolbar to perform actions > Group edits for multiple assignment employees" in the online help.

### Enhanced Audit data for online transfers TKEEP-623

In previous releases, when a manager viewed punch audit data (in the timecard Audits tab) for online transfers, the data source was listed as “External API”. Now, when you view the audit data for this type of transaction the Data Source column in the timecard Audits tab lists UDM, the device name, and the device ID, as follows:

UDM <device name> (<device ID>)

For more information, see Time > Timekeeping > Use add-ons > Audits in the online help.

### Punch Tile enhancements simplify punches for Attestation employees TKEEP-588

In previous releases, the Punch tile required Attestation employees to select the appropriate punch from the Type drop-down list and then click Submit, necessitating several actions before the employee could submit the punch. To streamline the user experience, the Punch tile now displays all applicable Attestation punch buttons on the Punch tile. If the number of buttons exceeds the vertical space on the tile, a vertical scroll bar is added to the tile to simplify the button review and selection process. Labels on the buttons wrap if they are too long to be displayed on a single line.

This feature is controlled by the Use Attestation Buttons on Punch Tile feature switch **(Administration > Application Setup > System Configuration > Feature Switch).** It is off by default. Functionality of the Quick Time Stamp is not affected by this feature switch.

### Paycode edit and report enhancements for 9/80 employees TKEEP-38

For 9/80 employees, paycode edits that cross the work week divide are now split correctly across the work weeks. Hours worked before the work week divide (the “Reset on” and “Reset at” values set in the Overtime Rule) are attributed to the first work week and hours worked after the work week divide are attributed to the second work week. Scheduled paycode edits and timekeeping paycode edits are split.

For example, a paycode edit from 11am-3pm is entered on the day of the employee’s work week divide. The employee’s work week divide time is set to 12pm so one hour of the paycode edit is allocated to the first work week and three hours are allocated to the second work week.

Note: If a start time is not entered for the paycode edit, then the amount is split evenly across the first and second week.

Support for paycode total splits include:

- Hours Worked Totals

- Paycode Edit Totals of type “Standard” (Hours only)

- Paycode Edit Totals of type “Duration”

- Cascading paycodes (except for Leave Edits)

In addition, reports now support Work Week timeframes and can be used to view correct totals for 9/80 employees. Dataviews can also be configured with Work Week timeframes (Previous/Current/Next Work Week). This allows managers to view 9/80 Dataviews without having to change the selected timeframe. Charts can also be created with the work week timeframes and then added to a tile on an employee’s home page, where they can see their actual 9/80 hours worked.

Known issue: The system’s default start time for a day is 12:00am. If a shift or paycode edit is entered on the employee’s work week divide day with a start time of 12:00am (either the default time or user entered time), the hours are split evenly across the first and second week and the work week divide time is not respected. If a symbolic amount is entered for a scheduled shift (for example “Full Scheduled Day”) and the shift starts at 12:00am (not user entered), the work week divide time is respected and hours are allocated accordingly.

For more information, refer to the following help topics:

- Administration > Application Setup > Pay Policies > Compressed Work Week (9/80)

- Administration > Application Setup > Display Preferences > Create a Dataview

#### Multiple Scheduled Work Rule Transfers for Duration Paycode edits TKEEP-683

For shifts that have work rule transfers, you can currently configure the system so that when you override these shifts with a duration paycode, the work rule transfer from the scheduled shift is retained. This can be helpful when you want to pay employees as if they worked a shift when they take time off.

In previous releases, if a scheduled shift had multiple segments and each segment had a different work rule transfer, the duration paycode was calculated using the work rule transfer that coincided with the start time of the duration pay code edit. As of this release, the behavior has changed and for scheduled shifts that have multiple segments (each with their own work rule transfer), the duration paycode is calculated based on the work rule transfer that is applicable for each segment of the shift the duration paycode replaces.

For example, an employee has a scheduled shift from 7am-3pm with a 30 minute break at 11am.

- The first segment of the shift (7am-11am) has a scheduled work rule transfer (WRT1) and the second segment of the shift (11:30am-3pm) has a different scheduled work rule transfer (WRT2).

- When the shift is replaced by a duration paycode edit:

- Previously, the entire duration paycode would have been calculated using WRT1.

- Now, the duration paycode is calculated using WRT1 for the 7am-11pm segment and WRT2 for the 11:30am-3pm segment.

Use the Rule Analysis Report to view details of each segment (also known as spans in the timecard).

For more information refer to these topics in the online help:

- Administration > Application Setup > Pay Policies > Duration paycode configuration options > Retain work rule transfers for duration paycode edits

- Time > Timekeeping > Use the Employee Timecards page > Run the Rule Analysis Report

### Pay Code Distribution Editor enhancements TKEEP-708

The default value for the system setting site.timekeeping.paycodedist.display_limit (which controls the maximum number of paycode distributions (PCD) to display in the Paycode Distribution editor) has changed to 0. The value of 0 means that there is no limit to the number of paycode distributions that display in the Paycode Distribution editor.

Note that you can't display other paycode distributions within a paycode distribution. The maximum is on the "kinds of time", or the sum of the Overtimes plus the Zones contained in the Combination Rule that must be displayed as rows and columns within the paycode distribution.

If you used the default value previously (which was 8), then the value changes to 0 on upgrade. If you had set the value to something other than the default, then on upgrade the value remains at what you have it set as.

Additionally, when you use the filter components option on the Paycode Distribution page, you can only select one item to filter on at a time. Note that the default row and column always display.

For more information, see the Administration > Application Setup > Pay Policies > Paycode Distributions help topic.

### Approving pending timecard changes TKEEP-671

In many cases, managers have permission to approve an employee’s timecard but they do not have permission to edit the employee’s timecard (for example, they cannot cancel meal deductions, make punch edits, paycode edits, leave edits, comments or notes edits). In circumstances where an employee edits their timecard and the edit requires manager’s approval, managers that did not have permission to edit the employee’s timecard were not able to approve the changes.

Now you can bypass this restriction by setting the following function access control point to allowed for managers:

- Bypass permissions for approving pending timecard changes - Allows managers to approve employee-submitted pending timecard edits without having the ability to edit the employee's timecard.

For more information, see the "Administration > Application Setup > Common Setup > Manager approval required before timecard saved" help topic.

### New Accrual columns for Dataviews TKEEP-629

The following columns are now available when creating a Dataview. These are all existing columns for accrual data. The difference is that when you use these columns totalized data is retrieved, but callable totalization (No CT) does not occur which can help to load data faster. For example, you may want to use these columns in an accruals tile on a home page.

The columns include:

- Current Vested Balance (Hours) No CT
- Current Vested Balance (Days) No CT
- Current Vested Balance (Money) No CT
- Available Balance (Hours) No CT
- Available Balance (Days) No CT
- Available Balance (Money) No CT
- Current Probationary Balance (Hours) No CT
- Current Probationary Balance (Days) No CT
- Current Probationary Balance (Money) No CT
- Accrual Code ID No CT
- Accrual Code Name No CT
- Accrual Code Type No CT

For more information, see the Administration > Application Setup > Display Preferences > Create a Dataview help topic and the Data Dictionary.

## WFMaaS

### Variable Licensing WFMAAS-121

UKG Dimensions now offers variable licensing so that customers can purchase product licenses without the need to specify a fixed seat license cap for each product.

### Hyperfind Pagination Support WFMAAS-142

Enhanced the Execute Hyperfind Query (POST /v1/commons/hyperfind/execute) API operation with pagination support.

## Workflow

### New data type conversion and date format for the Initialize Variables task WOR-55

In previous releases, the Initialize Variables task in Workflow Designer set all variables to the String data type regardless of how they were defined. Now, the Initialize Variables task converts variables to the specified data type; if conversion to the specified data type is not possible, the variable is converted to String.

In addition, a new Date Format field on the Initialize Variables pop-up window allows you to specify the desired date format. If the date cannot be converted to the specified format, or if the format is invalid, the date is converted to String. If you do not specify a format, the system uses the default format, d-M-yyyy.

See the Initialize Variables task section in the Business Processes Developer's Guide for more information.

## Workforce Strategic Planning

### Workforce Strategic Planning -

Strategic Workforce Planning provides an accurate calculation of workload and team capacity. This information is used to drive corporate budgets and to make more confident workforce planning decisions. Strategic Workforce Planning helps large and complex organizations plan their future workload using detailed labor modeling, scenario planning, and hiring recommendations.

Strategic Workforce Planning allows you to view data through a choice of several customizable dashboard views.

For more information about configuring access to Strategic Workforce Planning, refer to help topic at Home > Strategic Workforce Planning.

## New API Operations

In addition, the following API operation(s) were added for R9 Update 3.

| Domain | Resource | Operation | Method | URL endpoint |
|---|---|---|---|---|
| Forecasting | Peak Hours | Retrieve Peak Hours | POST | /v1/forecasting/peak_hours/apply_read |
| Forecasting Setup | Forecast Planner Settings | Retrieve Volume Drivers Available to Forecast Planner | GET | /v1/forecasting/forecast_planner_ settings/resources/volume_drivers |
| Healthcare Productivity | Labor Type Agency Recalculation | Recalculate Agency Asynchronously | POST | /v1/hca/agency/recalculate/async |
| Healthcare Productivity | Labor Type Agency Recalculation | Retrieve Agency Recalculation Asynchronous Request Status by Execution Key | POST | /v1/hca/agency/recalculate/{id}/status |
| Scheduling | Manager Schedule Actions | Send Combined Schedule Notifications | POST | /v1/scheduling/schedule_management_ actions/combined_notifications/apply_ update |
| Scheduling | Shift Profiles | Retrieve All Shift Profiles or by Name | GET | /v1/scheduling/shift_profiles |
| Scheduling | Shift Profiles | Retrieve Shift Profile by ID | GET | /v1/scheduling/shift_profiles/ {shiftProfileId} |
| Scheduling | Shift Profiles | Retrieve Shift Profiles | POST | /v1/scheduling/shift_profiles/multi_read |
| Scheduling | Shift Profiles | Create Shift Profile | POST | /v1/scheduling/shift_profiles |
| Scheduling | Shift Profiles | Create Shift Profiles | POST | /v1/scheduling/shift_profiles/multi_create |
| Scheduling | Shift Profiles | Update Shift Profile by ID | PUT | /v1/scheduling/shift_profiles/ {shiftProfileId} |
| Scheduling | Shift Profiles | Update Shift Profiles | POST | /v1/scheduling/shift_profiles/multi_update |
| Scheduling | Shift Profiles | Delete Shift Profile by ID | DELETE | /v1/scheduling/shift_profiles/ {shiftProfileId} |
| Scheduling | Shift Profiles | Delete Shift Profiles | POST | /v1/scheduling/shift_profiles/multi_delete |
| Scheduling | Shift Profile Sets | Retrieve All Shift Profile Sets or by Name | GET | /v1/scheduling/shift_profile_sets |
| Scheduling | Shift Profile Sets | Retrieve Shift Profile Set by ID | GET | /v1/scheduling/shift_profile_sets/ |

| | | | | |
|---|---|---|---|---|
| | | | | {shiftProfileSetId} |
| Scheduling | Shift Profile Sets | Retrieve Shift Profile Sets | POST | /v1/scheduling/shift_profile_sets/multi_read |
| Scheduling | Shift Profile Sets | Create Shift Profile Set | POST | /v1/scheduling/shift_profile_sets |
| Scheduling | Shift Profile Sets | Create Shift Profile Sets | POST | /v1/scheduling/shift_profile_sets/multi_create |
| Scheduling | Shift Profile Sets | Update Shift Profile Set by ID | PUT | /v1/scheduling/shift_profile_sets/{shiftProfileSetId} |
| Scheduling | Shift Profile Sets | Update Shift Profile Sets | POST | /v1/scheduling/shift_profile_sets/multi_update |
| Scheduling | Shift Profile Sets | Delete Shift Profile Set by ID | DELETE | /v1/scheduling/shift_profile_sets/{shiftProfileSetId} |
| Scheduling | Shift Profile Sets | Delete Shift Profile Sets | POST | /v1/scheduling/shift_profile_sets/multi_delete |
| Scheduling Setup | Schedule Groups | Create Schedule Group | POST | /v2/scheduling/setup/schedule_groups |
| Scheduling Setup | Schedule Groups | Create Schedule Groups | POST | /v2/scheduling/setup/schedule_groups/multi_create |
| Scheduling Setup | Schedule Groups | Update Schedule Group by ID | PUT | /v2/scheduling/setup/schedule_groups/{id} |
| Scheduling Setup | Schedule Groups | Update Schedule Groups | POST | /v2/scheduling/setup/schedule_groups/multi_update |
| Scheduling Setup | Schedule Groups | Delete Schedule Group by ID | DELETE | /v2/scheduling/setup/schedule_groups/{id} |
| Scheduling Setup | Schedule Groups | Delete Schedule Groups | POST | /v2/scheduling/setup/schedule_groups/multi_delete |
| Scheduling Setup | Schedule Score Definitions | Retrieve Schedule Score Definitions | POST | /v1/scheduling/setup/schedule_score_definitions/multi_read |
| Scheduling Setup | Schedule Score Definitions | Create Schedule Score Definitions | POST | /v1/scheduling/setup/schedule_score_definitions/multi_create |
| Scheduling Setup | Schedule Score Definitions | Update Schedule Score Definitions | POST | /v1/scheduling/setup/schedule_score_definitions/multi_update |
| Scheduling Setup | Schedule Score Definitions | Delete Schedule Score Definitions | POST | /v1/scheduling/setup/schedule_score_definitions/multi_delete |

| | | | | |
|---|---|---|---|---|
| Scheduling Setup | Shift Template Profiles | Retrieve Shift Template Profile by ID | GET | /v1/scheduling/shift_templates_profiles/{id} |
| Scheduling Setup | Shift Template Profiles | Retrieve Shift Template Profiles | POST | /v1/scheduling/shift_templates_profiles/multi_read |
| Scheduling Setup | Shift Template Profiles | Create Shift Template Profile | POST | /v1/scheduling/shift_templates_profiles |
| Scheduling Setup | Shift Template Profiles | Create Shift Template Profiles | POST | /v1/scheduling/shift_templates_profiles/multi_create |
| Scheduling Setup | Shift Template Profiles | Update Shift Template Profile by ID | PUT | /v1/scheduling/shift_templates_profiles/{id} |
| Scheduling Setup | Shift Template Profiles | Update Shift Template Profiles | POST | /v1/scheduling/shift_templates_profiles/multi_update |
| Scheduling Setup | Shift Template Profiles | Delete Shift Template Profile by ID | DELETE | /v1/scheduling/shift_templates_profiles/{id} |
| Scheduling Setup | Shift Template Profiles | Delete Shift Template Profiles | POST | /v1/scheduling/shift_templates_profiles/multi_delete |
| Timekeeping Setup | Adjustment Rules | Create or Update Adjustment Rule Versions | POST | /v1/timekeeping/setup/adjustment_rules/versions/apply_upsert |
| Work (Activities) | Activity Historical Net Changes | Retrieve Historical Net Changes for Activity Shifts | POST | /v1/work/activity_shifts/historical_net_changes/multi_read |

# Online Help Modifications

## R9 Update 3

The following documentation modifications were made for R9 Update 3.

### Historical Corrections and Payroll Processing

#### What are historical corrections and historical edits?

A historical correction is an adjustment to an employee’s totals record that reflects a difference in hours, pay, or both. Historical corrections are caused by a historical edit (some change made to an employee’s time record, in a signed-off time period, that impacts their totals). Historical corrections are needed for historical edits because the pay periods the edits occurred in have already gone through payroll processing. You can use the historical corrections to determine whether and how to process the difference in hours or pay for employees in the next payroll process.

#### When do historical edits occur and how do I resolve them?

While there are times when it is very clear when historical edits have occurred (for example, editing a timecard in a signed-off period), there may be instances when historical edits occur, resulting in pending historical corrections, that are not so obvious and may impact payroll processing, such as:

- An update to a person record that impacts totals for a signed-off period
- An update to configuration that impacts totals for a signed-off period
- Fixes introduced in a software update (rare)

For more information about how to identify and resolve these, see this article Historical-Corrections-in-Workforce-Dimensions.

### Online Help Resolved Issues

**WFD-153373 3562829** - The online help contained references to two access control points that are no longer present in the application: "Allow Entry of Durations as Hours in My Timecard" and "Allow Entry of Durations for Selected Time Period"

**WFD-156535 3661107 -** The content of the help panel for the Entitlement configuration page did not display correctly.

**WFD-157454 99999999 -** The Data Dictionary online help page for the Timecard Transactions entity threw a 404 not found error.

## Resolved Issues

Within each section, issues are listed in descending, numeric order by WFD tracking number. Salesforce case numbers are also included, when applicable.

### R9, Update 3

The issues below were resolved for R9, Update 3.

## Activities

**WFD-155412 3617573 -** When in the Timecard List view, users without punches were unable to select and apply an activity.

**WFD-152843 3537919 -** Hyperfind searches were not returning records for employees that contained system-generated activities (for example, Indirect Labor).

**WFD-149994 3473862 -** Customers may now submit a request to have the inactivity timeout for the Kiosk Home Page extended, from its default of 60 seconds to up to 300 seconds.

## Common Business

**WFD-152782 3526264 -** In People Information, when attempting to create a new person record using Duplicate, an error was received upon save.

## Common Components

**WFD-154816 3548342 -** The Retrieve Comments as Manager (GET /v1/commons/comments) API operation did not always refresh cached values after an import, resulting in delays when attempting to retrieve translated values.

**WFD-154515 3574703 -** The General Data Access Profile (GDAP) assigned in an employee's person record did not limit their access to organizational sets as expected.

## Cloud OSS

**WFD-147172 3410676 -** After upgrading, user accounts that were configured with Basic Authentication could no longer log in, but instead received an error message about a maintenance window. This issue has been resolved.

## Engines - Forecasting & Scheduling

**WFD-155152 3604460** - When the Schedule Generator was run, open shifts were being created even though the coverage requirements had been met.

## External Technologies

**WFD-156045 3643532** - The Dynamic Paycode Allocation integration failed when more than 1000 activities were returned. The integration now batches records to prevent service limit errors.

**WFD-156043 3591670** - Employees were not able to punch in for special events if the special event did not have anything selected for the optional “Allowed Jobs” configuration.

**WFD-155937 3635830** - Multiple tip compliance entries for the same day appeared on an employee’s timecard.

**WFD-155533 3627641** - Data sync that included terminated employees failed. This caused an error when attempting to access employees and toke processing could not be configured or processed.

**WFD-155452 3622175** - Some tips did not appear in the employee’s timecard when the tip compliance event was run.

**WFD-155293 3609051** - Running the Flexible Breaks integration for a large date range caused incorrect break adjustment times, and missed punches if punch rounding was enabled.

**WFD-154599 3592899** - Special Events that had a start date prior to today's date could not be enabled at the clock using the Special Event Smart View transaction.

**WFD-154598 3566413** - When attempting to access hyperfinds, some employees received an error message indicating they did not have access to hyperfinds.

**WFD-154591 3592878** - When attempting to edit a Retrieval Sequence whose location name contained an ampersand (&) or comma (,), upon save an error message was received.

**WFD-153277 3540648** - Tips were not calculated for an employee that punched in during the third shift and punched out during the first shift.

**WFD-153144 3546580** - When a Special Event was enabled and an employee selected the Transfer Smart View transaction, the most recently used (MRU) list was shown.

**WFD-152560 3534931** - For an employee working a shift that crossed the daylight savings time (DST) divide, tip compliance was calculated for 7 hours when it should have been calculated for 5 hours.

**WFD-152368 3538771 -** For an employee working a shift that crossed the daylight savings time (DST) divide, toke allocations were calculated on 4.75 hours when their timecard had 6.85 hours.

**WFD-152346 03489331, 03630342 -** Multiple tip compliance entries for the same day appeared on an employee's timecard.

**WFD-151361 3509198 -** Running the Sickness Period Management Extension as a user with a non-English language locale policy created duplicate paycodes in the timecard.

## Forecasting

**WFD-154758 3534286 -** Improved performance of the Update Average Pay Rate Sets (POST /v1/commons/average_pay_rate_sets/multi_update) API operation, which sometimes timed out and returned an HTTP status code 504 error.

**WFD-154701 3596260 -** Manual edits to the Hours of Operations configurations took longer than expected to complete.

**WFD-151736 3519960 -** When a Generic Department contained a high number of Task Groups, the system was unable to retrieve the Task Groups.

**WFD-145001 3309184 -** Managers were able to view or edit all Volume Drivers assigned to their department in Forecast Planner.

## HCM

**WFD-156308 3642399 -** The HCM Person Import-v2 integration tried to delete profiles for employees who had multiple direct assignments in HCM for Percentage Allocation Rules even though the rule assignments did not change.

## Integration Hub

**WFD-155060 3604139 -** The Schedule Import-v1 integration did not delete schedules before it imported new schedules. As a result, service limits were exceeded and employees got multiple schedules. The integration now batches records to prevent service limit errors and handles errors to stop the integration before it duplicates schedules.

**WFD-154774 358,942,603,623,863 -** The Transaction Assistant showed failed records but without the data from the request. The request query has been corrected to retrieve details in order.

**WFD-154391 3562023 -** The superuser account could not delete terminated employees by using the Delete Person by ID (DELETE /v1/commons/persons/{personId}) API operation. A condition was added that finds inactive and terminated employees outside of the current pay period and allows the API to delete the terminated employees.

**WFD-145892 3393046 -** The configuration of the TeleStaff Schedule Import-v1 integration was corrected to delete paycodes before adding paycode edits in order to prevent duplication of paycode edits and avoid overpayments to employees.

**WFD-127600 2965748 -** The Accrual Balance Reset integration failed because the Retrieve Base Person (POST /v1/commons/persons/base_persons/multi_read) API operation did not always honor the onlyActivePerson boolean property.

## KPI

**WFD-153927 3573246 -** The Retrieve Target Thresholds (POST /v1/platform/target_thresholds/multi_read) API operation did not contain a correct request payload in the Developer Portal.

## Leave

**WFD-155687 3620523 -** The Create Leave Edits (POST /v1/leave/leave_edits) API operation did not correctly add comments even when correctly specified in the request payload.

## Platform

**WFD-157733 3678931 -** When using the Data Import Tool to import Data - Pay Code Edit, the import failed and the following error message was received: "Unexpected error occurred while executing the Data Import. For more details, please contact your System Administrator."

**WFD-156647 3660269 -** When viewing data on a custom tile for Overtime Tracking, the following error was received when opening the Dataview for details: "Invalid Id or Hyperfind ID or Saved Location ID."

**WFD-156139 3646263 -** The Update Batch Task by ID (PUT /v1/platform/batch_processing/batch_tasks/{id}) API operation did not recognize backslash as an escape character in the request payload.

**WFD-155491 3622823 -** The Original Value for datePicker.months.monthsLong in the French language translation incorrectly spelled Février (February) as "Jévrier."

**WFD-155438 3614120 -** When translating values for the user interface **(Application Setup > System Configuration > Translation > User Interface)**, the html5.timecardLandingPage.title changed in the wtk_web-timekeeping_landing-action-bar_strings.properties file reverted to the original value when the properties file was imported into UKG Dimensions.

**WFD-155278 3602224** -When displaying shift information from the My Schedule tile, business structure paths that were too long for the details pop-up were truncated instead of wrapping to show the full path. This issue occurred only in Chrome browsers.

**WFD-154575 3583164** - The field label "Search" on the Transfer panel could not be translated to the German "Suchen" using the standard UKG Dimensions translation interface.

**WFD-154517 3590980** - The Available Items filter on the Process Profiles page displayed Business Processes that were not displayed on the Business Processes page.

**WFD-154358 3578762** - A custom Person Import integration did not import or update employee records because of duplicate key values. A change to table handling resolved this issue. A table lock was introduced to prevent synchronization issues.

**WFD-154010 3576088** - The Data Import Tool applied incorrect effective dates to employee records. Resolution of the override effective date error also corrected this issue.

**WFD-151541 3519932** - When a job was scheduled to run a report, and the Include Pay Codes setting was selected as a report option, the setting was not saved when the report was run.

**WFD-149395 3461049** - The Submit Business Process Form Data (POST /v1/platform/workflow/business_processes/tasks/forms) API operation did not correctly process integer offsets and threw an error when they were specified in the request payload.

**WFD-147479 3422086** - When attempting to view Report Profiles the following error was received: "An error occurred while retrieving Report Profiles."

**WFD-109288 02579882, 02993289, 03219941** - Customers incorrectly received a class.java.lang.NullPointerException error when adding a data object to an existing custom report.

**WFD-156075 03643659, 03655559** - Logins failed authentication after updates to the seed user and resets to credentials. The logon profile id has been corrected for the default logon profile.

**WFD-155228 INC4836330** - Retrievals of report run histories failed because the 'report_executions' API is deprecated. The 'report_executions/apply_read' API replaces the deprecated API.

## Scheduling

**WFD-156794 3662066** - The system displayed this error when deleting a submitted (auto approved) time-off request: “Some Unknown Error Occurred. Error Details Not Available". The delete operation failed.

**WFD-156335 3641666** - Updated the Retrieve Employee Schedule Changes (POST /v1/scheduling/schedule/changes/multi_read) Developer Portal documentation to include the service limit.

**WFD-156178 3649038 -** When a manager attempted to add a pay code to an employee in the Staffing Dashboard, the UI did not reflect the change and the Save button was not available.

**WFD-156096 3651363 -** Self Scheduling shifts do not appear when the job transfer set (JTS) includes an expiring job.

**WFD-155918 3629187 -** The Update Manager Role Assignments (POST /v1/commons/persons/manager_ role_assignments/multi_update) API operation sometimes returned an HTTP status code 500 Internal Server Error when attempting to update role assignments.

**WFD-155858 3632469 -** Durations specified in a request subtype with a default pay code of Sick (Full Day, Half Day, Hours, and so on) were not displayed correctly on the My Time Off tile if the employee was assigned a pay code value profile (PCVP) whose duration values differed.

**WFD-155834 3634354 -** When the Audit tab was selected in the Schedule Planner, no data was loaded and the following error displayed: "Error - Some Unknown Error Occurred. Error Details Not Available."

**WFD-155754 03572157, 03651104 -** The email notification that managers received after an open shift was accepted by an employee via the Call List did not include the employee's name, which prevented managers from knowing which employee was assigned to the shift.

**WFD-155320 999999 -** The businessMessaging-KronoMessagingExecutorService exhibited very high CPU usage.

**WFD-155243 3612205 -** In the Schedule Planner, managers could not add a pay code to a Schedule Group and the error that displayed did not provide an explanation.

**WFD-154931 3600287 -** When attempting to delete a shift from a Workload Shift Set in Workload Setup, the shift was not deleted and the following error displayed: “WTK-02542 The Workload Span Set in the Volume is different from the Workload Span Set configured for the Location"

**WFD-154926 3573139 -** Attendance events were not displayed on My Calendar unless the calendar layers were disabled and then enabled.

**WFD-154291 3576092 -** In the Schedule Planner, when managers selected Insert Shift Template from Quick Actions, the shift template descriptions in the drop-down were incorrectly displayed in the Name column instead of in the Description column.

**WFD-153805 3559398 -** When managers ran the Staffing Sheet Detail - Daily report for multiple weeks in the future, the report output did not correctly display the days in chronological order.

**WFD-153609 3526738** - When one employee was assigned a shift with a job transfer, the value for the Headcount indicator on the Indicators add-on increased by 2 instead of 1.

**WFD-153211 3553498** - After the Staffing Dashboard loaded with the default timeframe and location, attempting to select another location resulted in an error: "Unknown error. Contact your system administrator."

**WFD-153056 3525381** - The system did not issue Employee Visibility Period notifications at appropriate times.

**WFD-153011 3524808** - Accrual balances displayed on the Details pane of the Control Center for one employee were not updated when a different employee was selected from the Control Center Employee Requests list.

**WFD-152718 INC4705724** - Due to issues where a large amount of obsolete data that accumulated from completed background processing tasks was not being removed from the server, the Scheduling Background Processing framework now removes obsolete data in batches.

**WFD-152404 3541636** - Edits that were performed on the Schedule Rule Sets were not included as expected in the Audit report.

**WFD-152394 3541409** - When the workload was generated in the Workload Planner for Actual workload, the Workload Audit incorrectly displayed this information as Budget workload.

**WFD-151526 3520574** - In some environments, the Accrual Detail Report and the Accrual Detail Report with Running Balance showed "WFD" instead of "Workforce Manager" in the Source column.

**WFD-151391 3496722** - When requesting an open shift using the UKG Dimensions mobile experience, the screen displayed the first part of the business structure, and not the last, as is displayed on the UKG Dimensions desktop.

**WFD-151289 3488739** - When scrolling through the rows in the Workload Planner, the data listed in the last row was cut off when the browser was not fully maximized.

**WFD-151136 3363404** - Comments that employees had included in their time-off requests were not being displayed to managers who were responding to the requests.

**WFD-150935 3468448** - Pending time-off request notifications were sent to the employee's new manager when the employee was rehired.

**WFD-150440 3492855** - When submitting a request to cover, the Employees list on the Cover My Shift Request panel displayed only a single employee. Further, the system allowed the request to be submitted even though the covered shift violated the No Save schedule rule validation and resulted in this error: "Error Some Unknown Error Occurred. Error Details Not Available."

**WFD-150212 3483916 -** In the Schedule Planner, managers were incorrectly able to save shifts that violated rules specified as No Save.

**WFD-149754 3469067 -** Guided recommendations incorrectly recommended refusal for request subtypes that were not configured to contribute to the team's absence quota once the quota had been met.

**WFD-149146 3455170 -** The Hyperfind in the Add Period slider that is displayed when creating an employee visibility period did not display queries in the same alphabetical order in which the queries were sorted on the Hyperfinds page.

**WFD-147499 03420504, 03472738 -** When an employee was added to an Employment Terms group, the Pay Code Values Profile they inherited from the Employment Terms was ignored by the system and had to be manually assigned to the employee in their People Record.

**WFD-140104 3249188 -** Rule violations did not occur for employees as expected on the Minimum shift length that can be scheduled and Maximum shift length that can be scheduled schedule rules. To resolve this issue, a new Shift length uses parameter was added to these two rules. Administrators can now select either Elapsed time or Effective time as the method for the system to calculate the shift length for these rules.

### Talk

**WFD-158276 3693464 -** When UKG Talk users attempted to create groups using automation rules, they were logged out and a permissions error was returned.

### Tenant Management

**WFD-151848 03527877, 03527311,03527802, 03523106, 03529386 -** After tenant refresh, tenants failed to authenticate. Data cleanup has resolved this issue.

## Timekeeping

**WFD-156121 3647355 -** When viewing an employee timecard in list view and then logging out or closing the browser tab, after logging back in and opening the same timecard in table view, the Accrual Actions button was not visible.

**WFD-156109 3647678 -** The expected data did not appear in the Actual Pay Period Week column (Actual Totals Include Corrections entity) for a Dataview with a symbolic time frame.

**WFD-155825 3619936 -** Custom tags for Timecard Change Request notifications displayed in the Control Center were not translated to German.

**WFD-155012 3580143 -** When adding a trigger to a Percent Allocation Rule and manually entering the job for Allocation (either by typing the job string, pasting the string, or selecting the job from the most recently used list) the job name was not saved and an error was not received to indicate this.

**WFD-154951 3493939 -**Some attendance action data that was included in the Attendance Detail Report was not included in a Dataview that included the attendance actions.

**WFD-154420 3580383 -** When viewing the timecard in a German locale, accrual codes in error messages were not translated to German as expected.

**WFD-154388 3550985 -** Cascading pay codes entered in the timecard as Full Scheduled Day for amount didn't show 8 hours as expected but still showed Full Scheduled Day.

**WFD-154295 3582863 -** When attempting to open an employee's timecard for two specific days, an error message was received.

**WFD-154186 3542300 -** When running a report, results showed values with the incorrect amount of decimals (it showed $1.5 when it was expected to show $1.52).

**WFD-154150 3564127 -** Justification did not appear in the timecard when part of the justified time was deducted.

**WFD-154027 3572206 -** When migrating Holiday Profiles using SDM, the migration failed when the source profile name was upper case and the target was mixed case.

**WFD-153902 3565875 -** After adding punches to the timecard and then saving, the punches disappeared from the timecard grid but still appeared in the Audits tab.

**WFD-153614 3563925 -** When attempting to import a configuration using SDM, the following error message was received: "System Error. Please contact your system administrator."

**WFD-153504 3566322 -**When attempting to duplicate a Pay Code Distribution, the screen went blank.

**WFD-153376 3558105 -** When modifying a punch by canceling a deduction, the word “deduction” was misspelled “duduction” on the Pending Changes slider.

**WFD-153184 3522757 -** After selecting Save on the timecard, the spinning wheel appeared but did not complete.

**WFD-153130 3557135 -** When running a report in PDF format, some values in the Location column were not completely visible.

**WFD-152979 3553265 -** When attempting to sign-off an employee's timecard, an error was received that edits needed to be enabled. After edits were enabled, historical corrections were incorrectly generated for dates prior to the primary labor category change.

**WFD-152869 03540478, 03597399 -** When attempting an accrual payout, an error was received that indicated the daily maximum taking limit, which did not apply to a payout.

**WFD-152466 3523314 -** In some situations, using the Attestation Tool Kit (ATK) to punch out on the InTouch DX device caused this error: "WTK-113007 : You do not have permission to edit future timecards."

**WFD-152104 03518880, 03547314, 03570542 -** A People Import integration failed to import people records because of exceptions. Changes to property files resolved this issue.

**WFD-152018 3504536 -** When running the Condensed Employee Detail Report for an employee with the Time Entry Method set to "Project View", the in and out times were duplicated.

**WFD-151625 3502866 -** An Adjustment Rule was not triggered for a duration paycode that was added in the timecard (or the schedule).

**WFD-150131 3478435 -** When attempting to edit an Adjustment Rule, the following error messages were received: "The rule's first revision does not begin at the beginning of time." "The rule's revisions are not continuous and contain gaps in time."

**WFD-148549 03445137, 03567957 -** When attempting to update a Pay Code Distribution, the following error was received:

"Cannot delete or update an entity that is new."

**WFD-148409 3431876 -**When running the Accrual Detail with Running Balance report, the correct running balance was not shown for some employees.

## UDM

**WFD-158098 3683755 -** On the InTouch DX, the Request Time Off Smart View did not translate the Request Subtypes to German.

**WFD-152601 3540333 -** When a device was moved to a different environment, the clock configuration for the Attestation Smart View became out of sync and an Attestation punch was discarded with no accompanying error message. This occurred because the device profile was not initialized. A new error message informs users that the device may need to be initialized when the device is out of sync.

**WFD-151353 INC4606310 -** A device took a long time to complete a query and collect employee details. Consequently, enhancements have been made to gather and build data more efficiently.

**WFD-154364 3585521 3591150 -** Gold biometric consent templates could not be moved from the non-production environment (NPR) to the production environment (PRD.)

## UltiPro

**WFD-155975 3640748 -** Users had a difficult time interpreting the error message for the following scenario: When an employee without an appropriate primary job (for example, assigned to 'Work') was included in the request payload for v1/ultipro/payroll/data/apply_read, the call would fail for that employee.

**WFD-153857 3569684 -** After a UKG Pro unification tenant was provisioned, when the UKG Pro unification details were saved, the tenant failed at the Integrated Product step.

## International and customization considerations

Besides US English, UKG Dimensions provides translation of the application into the following additional languages:

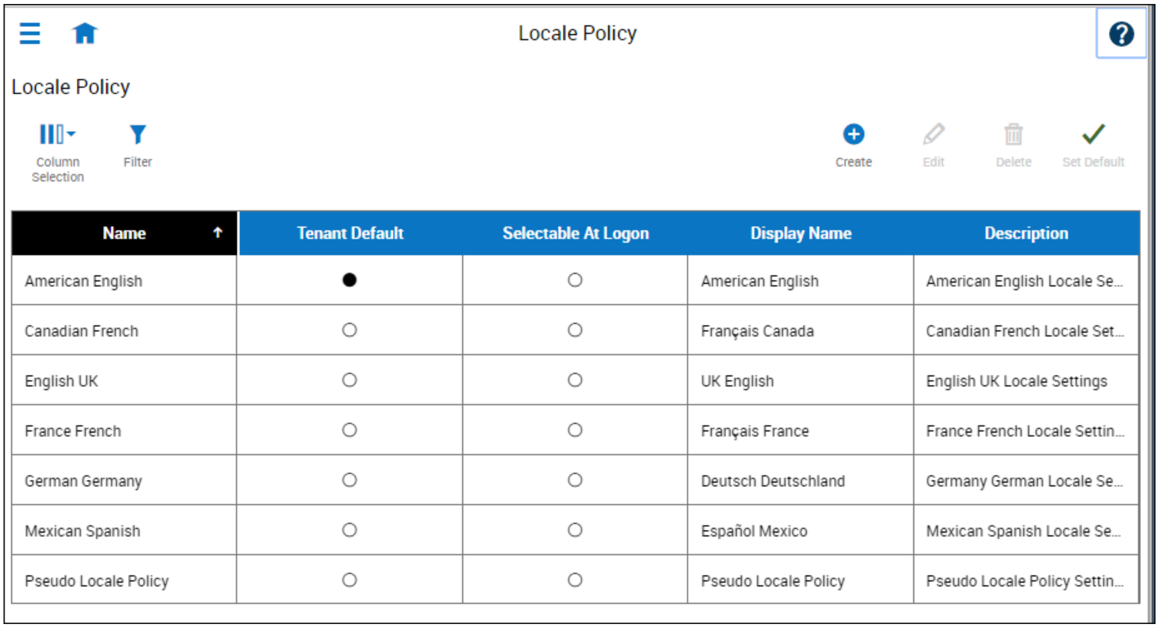
- Castilian Spanish
- Czech

> **Note:** UKG Dimensions supports Czech. However, the Kronos 4500 device, which is compatible with UKG Dimensions, does not support Czech.

- Dutch
- French
- French Canadian
- German
- Japanese
- Polish
- Spanish (Mexico)
- Swedish
- UK English

To change the user interface to one of these languages:

1. Go to **Administration** > **Application Setup** from the Main Menu.
2. From the Application Setup page, select **System Configuration** > **Locale Policy**. The **Locale Policy** page contains regional settings (language locale, date format, number format, and currency format) that can be assigned as the tenant default or to individual users. The users' settings take precedence over the default setting for the tenant default settings. Users see the user interface in the language and regional settings assigned to them in their locale policy. The locale policy is assigned to users in **People Information**.




| Name | Tenant Default | Selectable At Logon | Display Name | Description |
|---|---|---|---|---|
| American English | ● | ○ | American English | American English Locale Se... |
| Canadian French | ○ | ○ | Français Canada | Canadian French Locale Set... |
| English UK | ○ | ○ | UK English | English UK Locale Settings |
| France French | ○ | ○ | Français France | France French Locale Settin... |
| German Germany | ○ | ○ | Deutsch Deutschland | Germany German Locale Se... |
| Mexican Spanish | ○ | ○ | Español Mexico | Mexican Spanish Locale Se... |
| Pseudo Locale Policy | ○ | ○ | Pseudo Locale Policy | Pseudo Locale Policy Settin... |

3. To change the default setting, select one of the listed languages in the **Tenant Default** column.
4. To have one or more languages selectable from the logon page, select the applicable languages from the **Selectable at Logon** column.

   Users can then change their locale profile by clicking one of the options on the logon screen. The new locale profile is valid only during the logon session.
5. To assign different languages for people to select at logon:
   a. Go to **Maintenance** > **People Information** from the Main Menu.
   b. Select **Access Profiles** and then select a Locale Policy from the **Locale Policy** drop-down list.

## Translation and customization

In addition to the translations provided, you can translate and customize the user interface using a language or terminology that is familiar to your users. From the Translation Support - Locale Support page, you can:

- Extract, customize and import text strings used by the user interface.
- Extract the text strings to Excel.
- Extract text strings from selected domains of the product (for example, Timekeeping, Scheduling).
- Extract text strings in their context (for example, exceptions).
- Use find and replace functionality when editing individual property files.

For example, you want to change the name of "Employee Timecards" to "Associates Timecards."

1. On the Translation Support - Locale page:
   a. Select **English** as the baseline language and specify the **United States** as the country.
   b. Select the **Timekeeping** domain and then select the **wtk_web-timekeeping_timecard_strings.propertie**s group.
   c. Click **Export**.
2. Open the downloaded **en_US.xls** file and locate the **html5.timecard.pages.title** key, then enter **Associates Timecards** in the TRANSLATED_VALUE column and save the file.
3. On the Translation Support - Locale page, click **Import**, then click **Choose File** and locate the **en_US.xls** file in the download folder. Click **Upload**.
4. Navigate to the Employee Timecards page, and verify that the title is now Associates Timecards.

## Translation Language setting

The **Language** drop-down on the *Translation - User Interface* page and on the *Translation – Setup Data* page includes all languages, enabling you to select any language as the baseline and ensures that the UI will be 100% translated.

## Implementation considerations

Because UKG Dimensions is hosted in the cloud, implementation considerations are minimal, but you should be aware of the following.


- UKG Dimensions device-specific support on page 63
- UKG Dimensions supported data-collection devices (terminals) on page 64
- Implementation considerations on page 63
- Homepage wallpaper on page 65
- Enhanced Branding Capabilities on page 65


### UKG Dimensions device-specific support

UKG Dimensions can be accessed through browsers on desktop and laptop computers as well as through tablets and mobile devices such as smartphones.

#### Desktop requirements

| | CPU | Memory |
|---|---|---|
| Recommended for best performance | 4 Core Intel i7 2.3GHz or equivalent | 16 GB |
| Minimum | 2 Core Intel i5u 1.9GHz or equivalent | 4 GB |

#### Browser support by operating system

| Browser | Windows 7 | Windows 10 | OSX | iOS | Android |
|---|---|---|---|---|---|
| Microsoft Edge (HTML)* | | ✓ | | | |
| Microsoft Edge (Chromium) | | ✓ | | | |
| Internet Explorer 11* | ✓ | ✓ | | | |
| Chrome | ✓ | ✓ | ✓ | | ✓ |
| Safari | | | ✓ | ✓ | |
| Firefox | ✓ | ✓ | | | |

*For these browsers, "https://*.mykronos.com" must be added to the browsers Trusted Sites setting.

### Mobile app: minimum operating system support

- **Android OS**
  - Phones and tablets with Google Services support version 6 or greater
  - Zebra devices (TC51/TC52) with Google Services Support version 6 or greater
- **iOS**
  - iPad and iPhone: iOS version 12 or greater
- **iPadOS**
  - iPadOS version 12 or greater

## UKG Dimensions supported data-collection devices (terminals)

UKG Dimensions supports the following devices:

| Device Type | Part Number | Minimum Software/Firmware required |
|---|---|---|
| Kronos 4500* | 8602000-xxx | Not supported |
| Kronos 4500* | 8602004-xxx | 02.03.16 - 2.X.X** |
| Kronos 4500* | 8602800-0xx through -499 | 02.03.16 - 2.X.X** |
| Kronos 4500* | 8602800-500 through -999 | 03.00.18, 03.00.20 and greater (03.00.19 is not supported) |
| Kronos InTouch 9000 | 8609000-xxx | 02.02.02 and greater |
| Kronos InTouch 9100 | 8609100-xxx | 03.00.02 and greater |
| Kronos InTouch DX | 8610000-xxx | All versions |

* The Kronos 4500 devices do not support the Gaming solution.
Also note that while UKG Dimensions supports Czech, the Kronos 4500 device, which is compatible with UKG Dimensions, does not support Czech.

**Server Initiated Communication via VPN Required.

**Note:** For customers migrating clocks from UKG Workforce Central to UKG Dimensions, it is required to update the clock to the latest version of Firmware that is available.

## Accessibility support in UKG Dimensions

You can access most features of UKG Dimensions using low vision accommodations, the keyboard, and common screen readers. Supported screen readers are JAWS (with Chrome browser) and NVDA (with

Firefox browser) on Windows, and VoiceOver (with Safari browser) on MacOS and iOS. The online help includes component-specific guidelines.

For more specific component information, refer to the MasterTopics > Accessibility > Accessibility help topic.

### Homepage wallpaper

Change the homepage wallpaper – you can now change the background image which appears on the homepage.

From the Main Menu, and **Administration > Application Setup > Common Setup > Branding**, the following default value has been added:

- **Wallpaper** – The Wallpaper will support a maximum file size of 1 Mb. There is no maximum height or width. The supported file types are JPG and GIF.

### Enhanced Branding Capabilities

In addition to adding a logo and wallpaper background image, companies can now customize the colors used in the Main Menu as well as the page header. Specifically, the UI branding functionality (**Administration > System Settings > Common Setup > Branding**) has been enhanced for the following:

• Main Menu – Administrators can change the background color and label color. They can also change the label color when the user's mouse hovers over it and when the user selects it.

• Header – Administrators can change the color of the background, text, and icons as well as the color of the icon when the user's mouse hovers over it or selects it. They can also change the color of disabled icons and the color of the number of notifications.

## Known Issues

### R9 Update 2, Express Upgrade 2

#### Self-schedule requests with shift templates performance issue (WFD-155523)

R9 Update 2 introduced a feature that allowed administrators to configure self-schedule request subtypes to display available shifts. These subtypes were based on the shift templates specified in the employee's Data Access Profile. This feature was released with limited availability until known performance issues are resolved. Contact your service representative for more information.

## R9 Update 2

### Visual Editor not working in Chrome (WFD-144293)

When using the Visual Editor in Workflow Designer to edit a business process model, referenced forms for workflow elements do not open in Chrome. To work around this issue until a fix is available, use the Microsoft Edge Browser.

### Employee Self-Service self-schedule request panel performance issues (WFD-154279)

Release 9 Update 2 introduces a feature that allows request subtypes to be configured to display available shifts to employees based on the shift templates specified in the employee’s shift templates Data Access Profile. One of the request subtype’s attributes, *Allow Over Coverage*, makes coverage a factor used to determine which shifts can be displayed. This Allow Over Coverage attribute has caused performance issues. Thus, support for the Allow Over Coverage attribute has been removed as of Express Upgrade 1. The attribute will be restored in a future release when these performance issues are resolved.

### Custom process model's referenced forms not opening in Chrome (WFD-150042)

When using the Visual Editor in Workflow Designer to edit a business process model, referenced forms for workflow elements do not open in Chrome. To work around this issue until a fix is available, use the Microsoft Edge Browser.