UKG Dimensions FAQ for Employees

This FAQ is a living document and will continue to be updated as more questions arise and more information becomes available.

What is UKG Dimensions?

Our current timekeeping system, Kronos Workforce Central, has been rebranded to UKG (Ultimate Kronos Group) and they have provided us with new timekeeping platform called UKG Dimensions because Kronos will be sunset within the next few years. Ball State will launch UKG Dimensions on June 25, 2023. For more information about UKG Dimensions, check the Payroll webpage. There are some refreshing new features built into UKG Dimensions as well as the convenient familiarity of our existing Kronos system.

Is there a particular browser required to use UKG Dimensions?

No, but Google Chrome is recommended for maximum functionality.

Who will be affected by this change?

All employees will use the new UKG Dimensions platform to report time worked and request time off.

How do hourly employees record their time in UKG Dimensions?

Hourly employees will continue to punch in and out at the time clock or on their computers.

Will there be any changes to current payroll periods or paydays?

Current employee pay schedules will not change because of the implementation of UKG Dimensions. Employees will continue to be paid biweekly on the same schedule.

Will training be provided?

Payroll will provide in-person and online training. Be on the lookout for training opportunities through Learning & Development from ccoffman@bsu.edu. We will be offering a variety of training modalities (online videos, in person sessions, step by step users guide, Q&A sessions, etc.) to accommodate the various learning styles.

What are some of the new features for employees?

- A new home page called a control panel with various "tiles" for easy access to your personal information.
- Notifications in Control Center
- Time Off Requests
- Multiple Roles
- Employee Punch Corrections
- Mobile App
- [Click here](#) for detailed information about what is new and what has changed.

How will employees request time off in UKG Dimensions?

Employees will submit Time Off Requests for sick, vacation, pto, and other leave codes. All time off requests will be routed to their supervisor for approval.

How will employees report time off in UKG Dimensions?

If an employee does not submit a request for time off proactively, they can still add a pay code on their timecard which will be routed to their supervisor for approval.

Can employees use the UKG Dimensions mobile app?

Absolutely. You can download the mobile app on your smart phone or tablet. Employees can use the app to review timecards and submit time off requests.

Supervisors can use the app to review employee timecards, correct exceptions, and approve notifications of corrections or time off requests.

How can I access the mobile app after I have downloaded it?

Open the app from your device and you will be prompted to enter a *Tenant URL. Enter the link **https://bsu.prd.mykronos.com** then select save. You will be prompted to use the SSO Login to login.

Do Supervisors still have to submit a request for security access for a manager's license?

No. Supervisors will automatically be given access to UKG Dimensions for their direct reports. Timekeepers will still need to submit a Service Now ticket to request access.

If you have any further questions not answered in this document, please contact your Payroll Specialist or send an email to payrollprocessors@bsu.edu