

## UKG (Kronos) Client/Manager Troubleshooting:

### I am a client and/or a manager and -

I need to unlock and/or reset a password for an employee.

The first steps are to unlock and then reset the password following the paths below:

### Resetting and Unlocking Employee Passwords

To reset or unlock an employee's password, navigate to **Team > HR > Employee Maintenance** and select either **Password Reset** or **Password Unlock**.

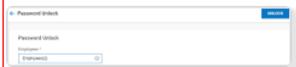
#### Resetting Passwords

Select one or more employees from the lookup and click **Reset Password**. When a password is reset, the employee will be required to create a new password upon their next login.



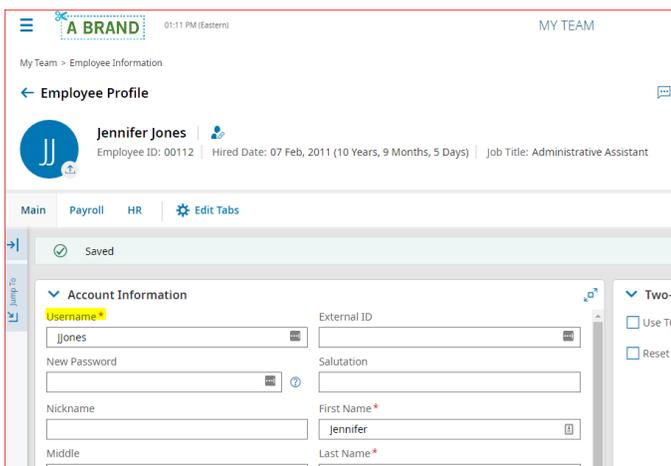
#### Unlocking Passwords

Select one or more employees from the lookup and click **Unlock**.



After you have successfully done so, you'll want to inform the employee that the account was unlocked, and the password was reset. The default for passwords usually is the last four of the employee's SSN. The only exception to this is if your company has requested a different default (for example a client may request that the password defaults to "PropelRocks!")

Next, you will want to grab the employee's username off their employee profile.



Let your employee know to log in using

The URL: [secure2.saashr.com](https://secure2.saashr.com)

Company Short Name: (insert company short name)

Username: JJones (from the EE's profile)

Password: Default Password (Usually the last four of the EE's SSN)

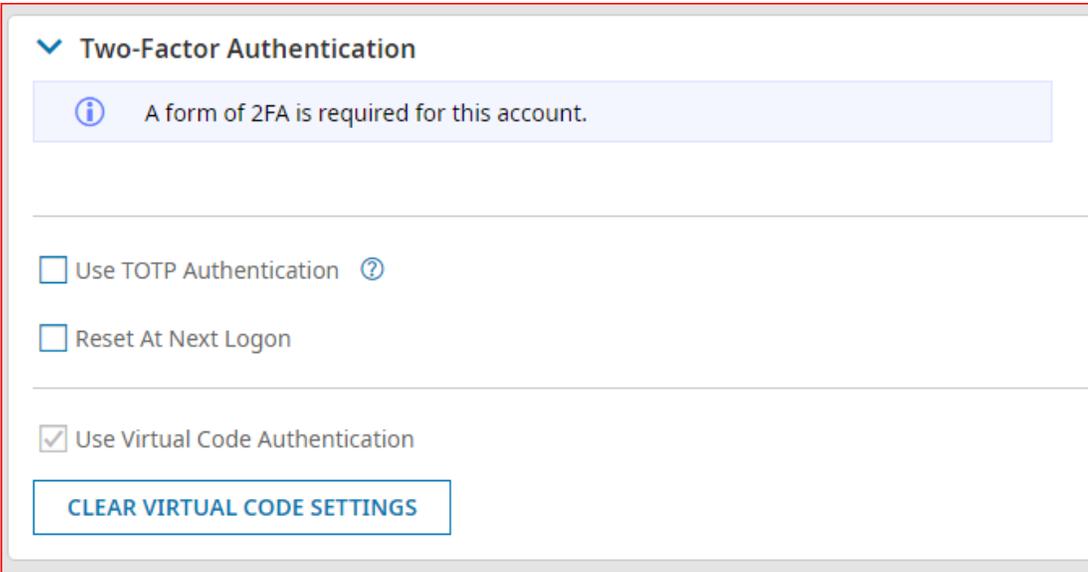
Note: The employee will first be prompted to change the password. The "old" password after a reset will be the default password and the new will be of the employee's own creation.

## Still having trouble?

You'll want to repeat the steps to unlock and reset the password.

The next step is to clear the VCA Codes:

Navigate to the employee's profile and then under the main tab, find the Two-Factor Authentication widget to Clear Virtual Code Settings.



The screenshot shows a settings panel for Two-Factor Authentication. At the top, there is a dropdown menu labeled 'Two-Factor Authentication' with a downward arrow. Below this is a light blue information box containing an information icon and the text 'A form of 2FA is required for this account.' Underneath the information box, there are three settings, each with a checkbox and a help icon: 'Use TOTP Authentication', 'Reset At Next Logon', and 'Use Virtual Code Authentication'. The 'Use Virtual Code Authentication' checkbox is checked. At the bottom of the panel, there is a blue button labeled 'CLEAR VIRTUAL CODE SETTINGS'.

Approvers from the Admin List will receive a My To-Do item requesting approval of those credentials.

Once approved, the employee should attempt to login again using the defaulted password.

**At any point if you need help or if the employee still cannot log in, please reach out to your Payroll Specialist for help.**