



## UKG Compatibility Guide

UKG Pro 2020 Fall / Year-End Release (V15.0.0)

Revised: February 8, 2021

Thank you for being a wonderful UKG customer and visiting the Compatibility Guide. To ensure you always have the best possible experience with our products, we continually test new Web browsers for compatibility and performance. This website provides an overview of our current browser support by product features, system configuration best practices, as well as device and operating system support for the UKG Pro™ mobile app.

### Compatibility Updates

#### January 15, 2021

As of December 31, 2020, Adobe® ended support for Flash Player. Continuing use of Flash Player can adversely affect your experience with UKG™ products. Adobe® strongly recommends that all users immediately uninstall Flash Player.

#### December 15, 2020

Microsoft® recently announced plans to end support for Internet Explorer® 11. As a result, we want to give you advanced notice that your UKG Pro™ solution will begin phasing out IE 11 support in April 2021, while UKG HR Service Delivery will conclude support on August 15, 2021.

## Desktop

### Browser compatibility by product feature

**SUPPORTED**

**SUPPORTED with ADDITIONAL INFORMATION**

**NOT SUPPORTED**

UKG currently tests and actively supports.

See the Additional Production Information section below for more details.

UKG does not test or support; browser is not recommended for use.

UKG Pro™	Chrome 84	Explorer 11	Firefox 79	Edge 17	Safari 13
UKG Pro™ Pay					
UKG Pro™ Life Events					
UKG Pro™ Open Enrollment					
Quick Tours					

UKG Dimensions™	 Chrome Latest	 Explorer 11	 Firefox Latest	 Edge Latest	 Safari Latest
					

UKG Ready™	 Chrome Latest	 Explorer 11	 Firefox Latest	 Edge Latest	 Safari Latest
					


UKG HR Service Delivery™	 Chrome Latest	 Explorer 11	 Firefox Latest	 Edge Latest	 Safari Latest
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UKG HR Service Delivery™ is a multi-tenant SAAS solution therefore we manage all hardware, software, enhancements, and maintenance to the application code layer. The only software required to be loaded on each employee's computer is a supported internet browser such as Internet Explorer, Firefox, Google Chrome, or Apple Safari.

UKG HR Service Delivery™ is web browser agnostic and is compatible with all popular browsers including Internet Explorer 11, as well as the latest versions of Chrome, Firefox, Safari and Edge. For self-updating browsers, HR Service Delivery supports the two latest versions released by the browser vendor. HR Service Delivery™ does not support browsers that have been sunset by their providers. UKG HR Service Delivery™ may still work with unsupported versions, however we cannot guarantee the performance, rendering, usability, or end-user experience in earlier, unsupported browser versions.

UKG HR Service Delivery™ is built using Responsive Design technology which means a specific mobile app is not required and the solution is designed to optimize the user experience while allowing full feature access through mobile devices. The UKG HR Service Delivery™ application is accessed through a device's browser and the screen resizes based on the mobile device (for example, phone versus tablet).

UKG™ People Assist					
UKG™ Document Manager					

UKG Pro™ People Analytics	 Chrome Latest	 Firefox 68 ESR	 Edge 44	 Edge Chromium	 Safari 9,10,11
Reporting					
Administration					
Dashboarding					
Event Studio					

Optional Features	 Chrome 84	 Explorer 11	 Firefox 79	 Edge 17	 Safari 13
UKG Pro™ Recruiting	✓	✓	✓	✓	✓
UKG Pro™ Onboarding	✓	✓	✓	✓	✓
UKG™ Employee Voice	✓	✓	✓	✓	✓
UKG Pro™ Benefits Administration	1	2	✓	✓	✗
UKG Pro™ Learning	✓	✓	✓	✓	✓
UKG Pro™ Performance Reviews	✓	✓	✓	✓	✓
UKG Pro™ Career Development	✓	✓	✓	✓	✓
UKG Pro™ Succession	✓	✓	✓	✓	✓
UKG Pro™ Compensation	✓	✓	✓	✓	✓
UKG Pro™ Time and Attendance	✓	✓	✓	✓	✓
UKG Pro™ Time Management	✓	✓	✓	✓	✓
UKG Pro™ Time Classic	✓	✓	✓	✓	✓
UKG Pro™ Scheduling Classic	✓	✓	✓	✓	✓
UKG Pro™ Payment Services	✓	✓	✓	✓	✓
UKG Pro™ OSHA Tracking Tool	✓	✓	✓	✓	✓
UKG™ Ultimate Community	✓	✓	✓	✓	✓
Learning Center	✓	✓	✓	✓	✓
UltiUniversity	✓	✓	✓	✓	✓



#### Additional Product Information

1. 3rd party cookies must be enabled to use Benefits Prime. Please visit the Configuration helpful hints section for specific information.
2. There is a known memory leak issue specific to IE11. Workarounds include disabling all plugins, using a different browser, or upgrading to Microsoft Edge.

## Browser configuration helpful hints

### Cookies

#### **UKG Pro advises that you allow internet cookies.**

UKG Pro requires that you enable Internet Cookies.

### Browser Data

#### **UKG recommends you clear browser data.**

Please clear browser data by clearing cache and cookies.

### Pop-Ups

#### **UKG recommande d'ajuster ces paramètres.**

Please enable pop-ups to use UKG Pro and disable third-party toolbars, as compatibility issues have been detected with some vendors.

### Client Workstation

#### **UKG™ recommends configuring Internet Explorer to clear the Temporary Internet Files folder upon closing the browser.**

To configure Internet Explorer to clear the Temporary Internet Files folder upon closing the browser.

Ensure that you add the following URLs to your trusted sites:

- \*.ultimatesoftware.com
- \*.ultipro.com
- \*.salesforce.com
- \*.ultiprotime.com
- \*.ultirecruit.com
- \*.ultipro-time-management.com
- \*.force.com
- \*.intersourcing.com
- \*.plansource.com

### UKG Pro™ Learning

Although no longer supported, you may have existing Flash Player content in our system. We do not govern the implementation and compilation of the SCORM/AICC content itself. You must ensure that all of your SCORM/AICC files have been updated to account for the discontinued support of Flash Player. Coordinate with your vendors or content creators to update your courses as they may be negatively impacted.

#### **Acceptable domains for UKG Pro Learning**

This information presents the domains that should be added in the firewall's list in order to allow UKG Pro Learning to work without any restriction.

##### **Functionality #1: Access UKG Pro™ Learning**

Domain:

- \*.schoox.com (<http://schoox.com/>)

Description: This domain will allow access to UKG Pro™ Learning platform.

##### **Functionality #2: Upload Content**

Domain:

- \*.schoox.com (<http://schoox.com/>)

Subdomains include:

- <https://dialog.filepicker.io>
- <https://www.filepicker.io>
- <http://api.filepicker.io>

Description: This domain will allow the module to Upload Documents on UKG Pro Learning to work without any issue.

### Functionality #3: Receive Real Time Notifications

Domain:

- \*.pusher.com

Subdomains include:

- https://stats.pusher.com

Description: This domain is used to send real time (in app) notifications in UKG Pro™ Learning.

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### Functionality #4: Document Viewer

Domains:

- https://api.box.com
- https://public.boxcloud.com
- https://cdn.polyfill.io/v2/polyfill.min.js?features=Promise
- https://cdn01.boxcdn.net/

Description: These domains are used for the Document Viewer functionality.

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### Functionality #5: Fonts within documents

Domains:

- \*.googleapis.com (<http://googleapis.com/>)
- https://www.google.com/jsapi
- excel.officeapps.live.com (<http://excel.officeapps.live.com/>)

Description: These domains are used for the Document Viewer functionality.

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### Functionality #6: Video Player

Domain:

- https://www.gstatic.com/cv/js/sender/v1/cast\_sender.js

Description: Required for videos by the flowplayer video player that we use.

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### Functionality #7: Google Maps

Domain:

- https://maps.googleapis.com

Description: Required for ILT Events and Course Geo-locking.

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### Functionality #8: Virtual Classroom Events

Domain:

- https://global.tottraining.schoox.com

Description: Required for GoToTraining Events in UKG Pro™ Learning

### Functionality #9: WalkMe (User walkthroughs)

Domains:

- <https://playerserver.walkme.com>
- <https://cdn.walkme.com>
- <https://d3b3ehuo35wzeh.cloudfront.net>
- <https://d3sbxpiag177w8.cloudfront.net>

Description: Required for the WalkMe functionality to work properly

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### Functionality #10: MixPanel (User Action Tracking)

Domain:

- <https://cdn.mxpnl.com/libs/mixpanel-2-latest.min.js>

Description: Not required but It's best to whitelist it to keep track of the client

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### Functionality #11: JavaScript Libraries - Visual Aspects of UKG Pro™ Learning

Domains:

- <https://ajax.googleapis.com/ajax/libs/jquery/1.12.4/jquery.min.js>
- <https://ajax.googleapis.com/ajax/libs/angularjs/>\*
- [//code.jquery.com/ui/1.12.0/jquery-ui.js](https://code.jquery.com/ui/1.12.0/jquery-ui.js)
- [//cdnjs.cloudflare.com/ajax/libs/jquery-scrollTo/2.1.0/jquery.scrollTo.min.js](https://cdnjs.cloudflare.com/ajax/libs/jquery-scrollTo/2.1.0/jquery.scrollTo.min.js)
- <https://cdnjs.cloudflare.com/ajax/libs/jquery-ajaxtransport-xdomainrequest/1.0.0/jquery.xdomainrequest.min.js>

Description: Required for various visual aspects of platform, but basic UKG Pro™ Learning will work.

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### Functionality #12: Google Analytics

Domain:

- <https://www.google-analytics.com/analytics.js>

Description: User action Tracking. It's best to whitelist it to keep track of the client.

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### Functionality #13: Google Conversion

Domains:

- <https://googleads.g.doubleclick.net>
- <https://www.googleadservices.com/pagead/conversion.js>

Description: Adwords & Tracking for Marketing Conversions.

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### Important for emails

We use Amazon SES service for sending emails.

These are the IP ranges provided by Amazon at the time being.

- 199.255.192.0 - 199.255.195.255
- 199.127.232.0 - 199.127.235.255
- 54.240.0.0 – 54.240.63.255

## IE Adjustments

### UKG recommends additional adjustments for Internet Explorer 11.

UKG Pro recommends additional adjustments for Internet Explorer 11.

1. Ensure the Compatibility View settings are disabled.
2. Enable Downloading in Internet Explorer 11 to ensure that you can download files from the UKG Pro solution.
3. Enable Native XMLHttpRequest Support in Internet Explorer 11 to ensure UKG Pro functions properly:
4. Disable User Name and Password Autocompletion in Internet Explorer 11, to enhance security while using the UKG Pro solution with Internet Explorer 11 in kiosk or other public environments.
5. Allow Automatic Logoff with Internet Explorer on Windows 10. The automatic logoff issue is caused by the DO NOT TRACK feature in Windows 10 Internet Explorer 11. As a workaround, we recommend to disable the [DO NOT TRACK](#) feature, which prevents the logout issues being experienced by users in this configuration.

## Mobile

### UKG Pro™ mobile app v2.0.0

Below are the compatibility requirements for the UKG Pro™ mobile app v2.0.0.



Download from Google Play  
version 5.1+



Download from Apple App Store  
version 10.3+

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