



UKG Compatibility Guide

UKG Pro Spring Release (V16.0.0)

Revised: June 2, 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

UKG currently tests and actively supports.









SUPPORTED with ADDITIONAL INFORMATION









See the Additional Production Information section below for more details.





NOT SUPPORTED

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

UKG Pro™	Chrome 89	Edge 89	Safari 14	Firefox 86	
UKG Pro™ Pay					
UKG Pro™ People Center					
UKG Pro™ Life Events					
UKG Pro™ Open Enrollment					

UKG Dimensions™	 Chrome 89	 Edge 89	 Safari 14	 Firefox 86	
					

UKG Ready™	 Chrome 89	 Edge 89	 Safari 14	 Firefox 86	
					

UKG HR Service Delivery™	 Chrome 89	 Edge 89	 Safari 14	 Firefox 86	
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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







Cognos 11.1.7

Reporting	✓	✓	✓	✓	✓	✓
Administration	✓	✓	✓	✓	✓	✓
Dashboarding	✓	✓	✓	✓	✓	✓
Event Studio	✗	✓	✓	✗	✗	✗



Cognos 11.0.9

Reporting	✓	✓	✓	✓		
Administration	✓	✓	✓	✓		
Dashboarding	✓	✓	✓	✓		
Event Studio	✗	✓	✗	✗		

Optional Features	 Chrome 89	 Edge 89	 Safari 14	 Firefox 86	
UKG Pro™ Recruiting	✓	✓	✓	✓	
UKG Pro™ Onboarding	✓	✓	✓	✓	
UKG™ Employee Voice	✓	✓	✓	✓	
UKG Pro™ Benefits Administration	1	✓	✗	✓	
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.

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 recommends adjusting these settings.

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.

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.

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.

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.

Functionality #7: Google Maps

Domain:

- https://maps.googleapis.com

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

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

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

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.

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.

Functionality #13: Google Conversion

Domains:

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

Description: Adwords & Tracking for Marketing Conversions.

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 XMLHTTP 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

Below are the compatibility requirements for the UKG Pro™ Mobile App.



Download from Google Play
version 6



Download from Apple App Store
version 11

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