

Employee FAQ

1. Will I be asked to “punch” in and out for my shifts? If so, why?

- Yes, you will be required to capture your time worked per shift. You will be able to do this by either tapping your badge using self-serve terminals/clocks or by signing in to the application on a computer or personal smart device at the beginning and end of your shift.
- Punching in and out will allow UKG Pro Workforce Management to calculate premium pay entitlements such as end of shift overtime that follows collective agreement language.

2. What happens if I punch in early or arrive late?

- If you punch in early for a shift and you were not asked to start prior to your scheduled start time, UKG Pro Workforce Management will correct your punch to your scheduled start time. If you punch out beyond your scheduled end time, your manager will be notified and accept or adjust the additional time based on the reason the punch occurred late.
- UKG Pro Workforce Management has been configured with our collective agreements language and non-union employee policies so that when you punch in and out, the system will apply premiums if applicable. Tag on overtime will now be automatically captured by the system for manager approval; however, you will still need to identify if you missed a meal or would like overtime converted to banked time by submitting a request in UKG Pro Workforce Management.

3. Do I need to punch in and out for my breaks?

- No, you do not need to punch in and out for regular breaks.
- You will only be required to punch at the beginning and at the end of your scheduled shift.

4. I have a remote work agreement on file? How will I punch in at home?

- The UKG Pro HSC icon will be added to the Citrix homepage for all employees with approved remote work agreements on file. If you are a remote worker and do not have the icon, contact the Help Desk.

5. I work at a satellite location in the city or in the region. How will I punch?

- TBRHSC employees who work at other locations in the city or region will likely have access to a hospital workstation. You can access your “Punch” tile by signing into the Pro Workforce Management icon on your hospital workstation.
- You will also be able to access the “Punch” tile by downloading and signing in to the mobile application, should you choose to. You will need to enable location services to enable the “Punch” feature.

6. **I am required to work at an alternate location or attend an offsite meeting at the beginning or end of my shift and won't be able to punch. What do I do?**
- There are some jobs where staff may need to attend a meeting or event off-site and will not be able to punch in or out. In these occasional circumstances, your manager will receive notification that you missed a punch, and can correct the punch and add a comment that you were working off site.
7. **Can I punch from my phone at the Tim Hortons?**
- No, if you choose to download the app on your personal device, you will need to enable location services if you would like to access the punch feature. You will need to be within the perimeter of the hospital or any of the other work locations in the city or region for the punch to register.
 - Don't worry, if you don't want to enable location services on your app, all other features of the app will still work such as viewing schedules, requesting time off etc.
8. **What is the reason for the scanning my badge ID#?**
- Your ID badge has a unique internal number that is required by the self-serve terminals/clocks in order to utilize the punching in and out feature.
 - Other future software programs planned for implementation at the hospital will also require this number.
9. **What does my ID badge have to do with UKG Pro Workforce Management?**
- Punching in and out with your ID badge will be one method of capturing time worked in UKG Pro Workforce Management.
10. **Are you monitoring me using my ID badge and punch activity?**
- The intent in having you punch in and out for your shift is to ensure accurate time is captured and paid. Punching captures a point in time and is not used to track your whereabouts throughout the day.
11. **My ID Badge does not work. I get a big red "rejected" screen. What should I do?**
- If your badge doesn't work, first try it again. You will need to "tap and hold" your ID badge for 2-3 seconds until you see the green accepted screen.
 - If you have any other information cards or coffee cards in front of your ID badge, the punch may not register.
 - If you still get the red screen contact the Help Desk, log a Help Desk Self service request with your icon on your Zenworks desktop, email the Help.Desk@tbh.net or by phone at 807-684-6411.