Accessing & Completing Open Enrollment

Before You Start

- You **do not** need VPN access to log in.
- You **do** need your **TEAM** Microsoft email and network password (the same one used for Outlook or Teams).
- If you've forgotten your password or it has expired, contact the **IT Helpdesk** to reset your TEAM credentials before trying to log in.
- **Chrome** is the recommended browser for UKG. However, some employees have reported that they have been successful using **Microsoft Edge**.
  - If you experience issues, attempt clearing your browser's cache and cookies before retrying.

Logging in from a computer

1. Navigating to UKG: **UKGPro Login**
2. Click on **Sign in with your company (SSO)**
3. Enter your **TEAM Inc.** email and password (*i.e. John.Smith@teaminc.com*)
4. Once you are logged into UKG, click **Benefits>Manage My Benefits**
5. If you are presented with a PlanSource login screen, allow Third-Party cookies

Logging in from a Mobile Device

1. Download the **UKG Pro** app from the **App Store** or **Google Play Store**:

Apple App Store **Google Play Store**

2. Enter "**TEAMINC**" as the Access Code.
3. Enter your **TEAM email address** and **password**. If prompted, always select the **SSO** option
4. Follow any security prompts (Face ID, verification, etc.):
5. Once logged in, click on **Benefits → Update My Benefits**

What You Might See

- Some employees may briefly see **"PlanSource"** during login. This is part of the secure redirect process and will take you to the correct UKG open enrollment screen.
- If you are presented with a PlanSource login screen, turn on Third-Party cookies by clicking on the icon in the URL/Address bar.

Need Help?

If you're not sure of your **TEAM Inc.** login details, contact IT:

- Submit a support ticket via the **TEAM IT Service Desk** (Microsoft Edge browser is recommended), or
- Call the **Service Desk**:
  - **U.S., Canada, & LATAM:** +1 281-388-5600
  - **UKAC-Europe & ME:** +44 (0)1539 817555
  - **APAC:** +65 6320 9576

For questions about open enrollment itself and the different benefit offerings, contact the **Benefits** team at Benefits@TeamInc.com.

If you continue to experience login issues, please contact the **HRIS** inbox at HRIS@TeamInc.com.