

UKG (Formerly UltiPro)

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First Time Login

Updated 7/21/2022.

Initial Login & Creating your Password

For first time users, visit <https://ew33.ultipro.com/> and use the following information to login:

Company Access Code: ISS03

User Name: FIRSTNAMELASTNAME@I (I as in Igloo)

Password: your birthday (MMDDYYYY)



As an example, if my name were **John Smith** and my birthday was on **1/1/1999**, my username would be **JOHNSMITH@I** and the password would be **01011999**

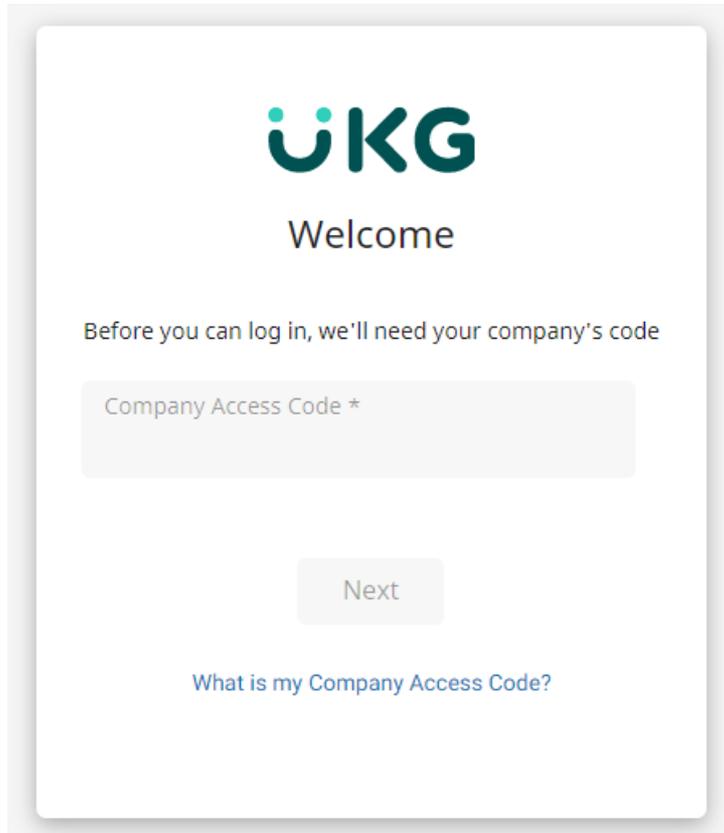
Once you log in using these credentials, you will be prompted to create a new password. Your account can be accessed through the UKG app, the UKG widget on your portal home page or on the desktop website of ew33.ultipro.com

Company Access Code

First Time Logging in

When logging into UKG for the first time, you will be asked for a company access code. ISS' Company Access Code is **ISS03**

 This is required only for the first time you login. However, if you ever delete the App, you'll have to put the code in again.



The image shows a mobile app login screen for UKG. At the top is the UKG logo in green. Below it is the word "Welcome" in a dark grey font. A message reads "Before you can log in, we'll need your company's code". There is a light grey input field with the placeholder text "Company Access Code *". Below the input field is a "Next" button. At the bottom, there is a link that says "What is my Company Access Code?" in blue text.

Updated 08/09/24.

How to Check your Pay Statements

Updated 10/19/2022.

 Payday is Friday. UKG is the source for your paystubs. Please get them there. Paystub and check information on the Portal is not guaranteed to be displayed.

In your web browser, go to <https://ew33.ultipro.com/> and log in using your user name and password.



Welcome,
come on in!

User name
FirstNameLastName@i

* Password

Sign in

[Forgot your password?](#)



Powered by UKG

Click on the menu icon (☰) at the top left. Under the **Myself** tab, locate the **Pay** section. Under that section, you can choose the following options:

- **Current Pay Statement** – This allows you to see the most recent Paystub. Alternatively, you can quickly access this by clicking on “View pay statement” link in the Pay section of your homepage.
- **Pay History** – This allows you to see everything, going as far back as 2016.

The screenshot shows the 'Home' page of the ISS Independent Support Services Inc. dashboard. The top navigation bar includes the company logo, the word 'Home', and search, notification, and help icons. A left-hand sidebar contains a list of menu items: Licenses, Skills, Tests, Previous Employment, Awards, Education, Career Development, Availability, Current, Completed, Pay, Time Management, Time Clock Entry, and Benefits. A red box highlights the user profile icon at the top of the sidebar, with a red arrow pointing to the 'Pay' menu item. The 'Pay' menu is expanded, showing options: Current Pay Statement, Pay History, YTD Summary, Direct Deposit, Income Tax, and W-2. The main content area features a 'Pay' card with the last pay date '10/13/2022' and a 'View pay statement' link. A 'To do' card shows 'There are no to dos.' and an 'Inbox' link. There are four utility cards: 'Direct Deposit', 'Contacts', 'Name, Address, and Telephone', and 'Income Tax'. A 'Mobile App' card provides instructions for downloading the UKG Pro Mobile App and includes an 'Enter ISS03 for the Company Access Code' and a 'View Instructions' link. The footer contains the copyright notice 'Copyright © 1997-2022. UKG Inc. All rights reserved.' and 'Powered by UKG'.

How to Find Your W-2

Updated 7/21/2022.

Login to UKG

Login to UKG by going to <https://ew33.ultipro.com/> and using your username and password.



Welcome,
come on in!

User name
FIRSTNAMELASTNAME@i

Password

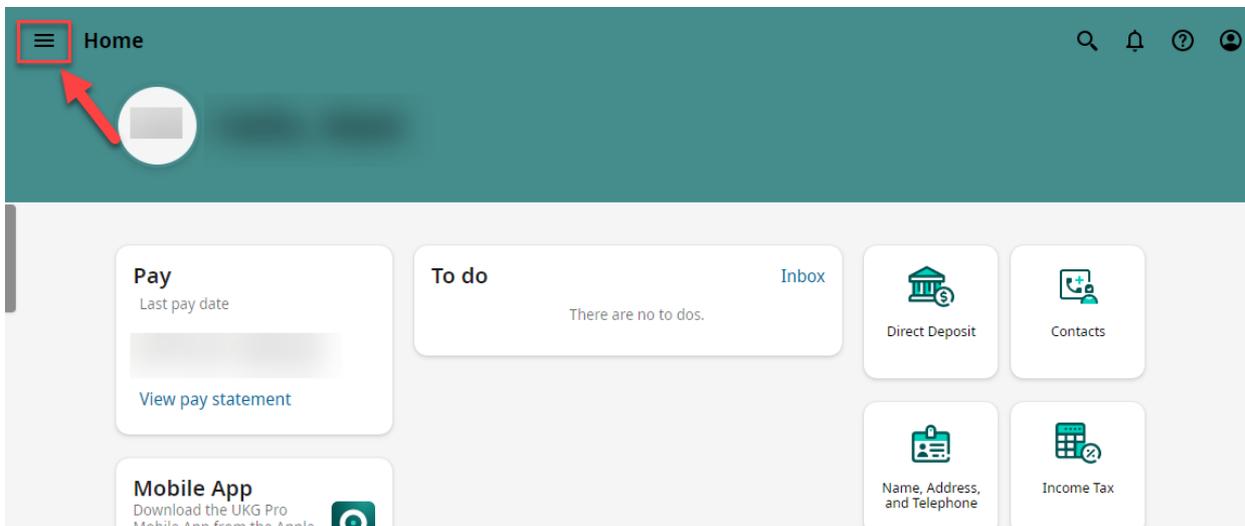
Sign in

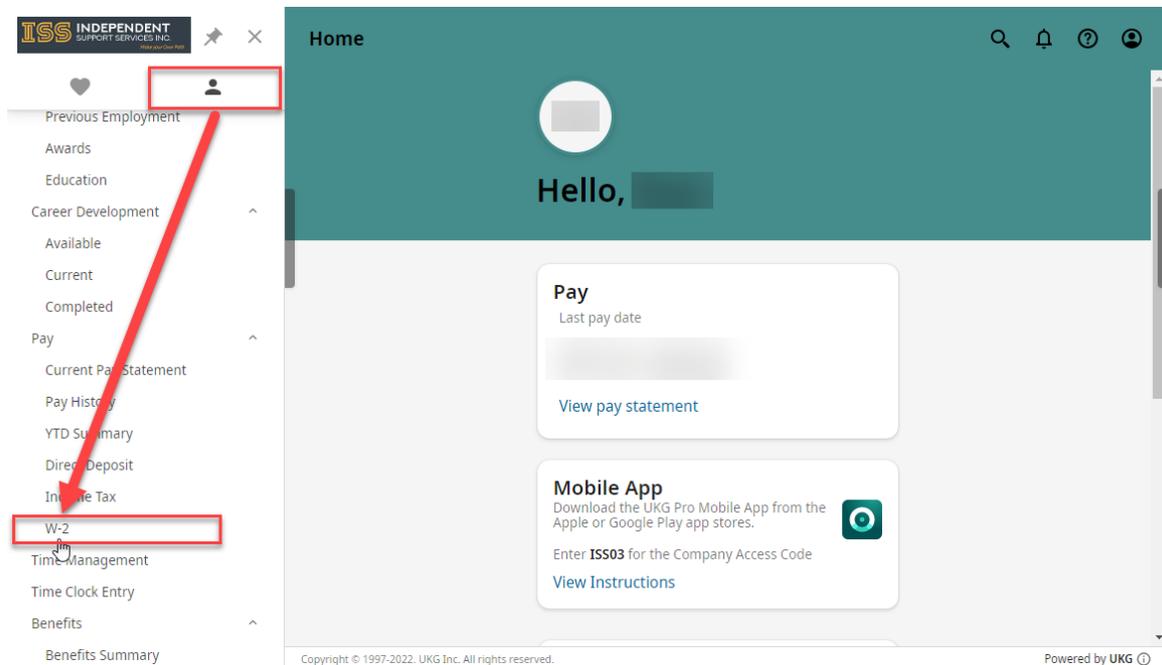
[Forgot your password?](#)



Access W-2 from the Menu

Click on **Menu**, at the top left of the webpage. Click on the **Myself** tab, Scroll down to the **Pay** Section, and click on the **W-2** link.





Selecting the Year & How to Print

Here, you can click on the year of the W-2 you are looking for to access it. You can also print the document by clicking on the Print Icon, at the top right of the screen.

☰ ← W-2

Form W-2 Wage and Tax Statement 🖨️ ⓘ >

print help

Find by Tax Year is ▼ ⊕ ⊖ Search

Year ↓	Form	Company	🗕
2021	W-2	Independent Support Services, Inc.	
2020	W-2	Independent Support Services, Inc.	
2020	W-2C	Independent Support Services, Inc.	
2019	W-2	Independent Support Services, Inc.	
2018	W-2	Independent Support Services, Inc.	

W-2

  
print help



 Click here to go to Turbo Tax to import your W-2 information and file your tax return.

Form W-2 Wage & Tax Statement 2021
Copy B - To Be Filed With Employee's FEDERAL Tax Return.

This information is being furnished to the Internal Revenue Service.

Department of the Treasury - Internal Revenue Service

OMB No. 1545-0008

a Employee's social security number [Redacted]	1 Wages, tips, other compensation [Redacted]	2 Federal income tax withheld [Redacted]
c Employer's name, address, and ZIP code	3 Social security wages [Redacted]	4 Social security tax withheld [Redacted]

Update Contact Info on UKG

Updated 05/10/22.

To update any of your contact information on UKG (formerly UltiPro), please email peopleservices@issny.org with your full name, what is being changed, and what it should now be.

For legal name changes, you must provide a copy of your new Social Security Card.

FAQ

Updated 10/19/2022

How can I reset my password?

At the login page, click on the **'Forgot your password?'** link

ISS INDEPENDENT SUPPORT SERVICES INC.
Make your Own Path

Welcome,
come on in!

User name

Password

Sign in

[Forgot your password?](#)

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You will then be prompted to enter your User Name. Enter your user name and click **Go**. You will then be asked to answer the security questions you made when your account was initially set up. When the security questions are answered correctly, you will be prompted to create a new password.

User Names are created using the staff's first name followed by their last name then "@i". For example, a staff named "Joe Dirt" would be "JoeDirt@i"

ISS INDEPENDENT SUPPORT SERVICES INC.
Make your Own Path

Forgot Your Password?

No problem. We can help with that.

Let's get started.
Enter your User Name and we will help you reset your password.

User name
FirstNameLastName

Received an access code or reset link?
Enter the access code along with your User Name below. If you received a reset link by email, please follow the instructions in the email.

User name

Access Code

Don't know your User Name? Contact your System Administrator for help.

Cancel **Go**

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If you have further issues with this, please reach out to staffsupport@issny.org

Where can I find my Paid Time Off (PTO)?

Accumulated Paid Time Off can be found on your Pay Statement in the **Paid Time Off** section. To learn how to access your Pay Statement, please see our help page here: [How to Check your Pay Statements](#)

The screenshot shows a web interface for ISS INDEPENDENT. The main header is "Current Pay Statement". Below it is the "Pay Statement" section with options for download, print, and help. The "Taxes" section lists various tax types. The "Paid Time Off" section is highlighted with a red box and contains a table with columns for Plan, Current, and Balance. The "Net Pay Distribution" section is also visible with columns for Account Number, Account Type, and Amount. The "Pay Summary" section at the bottom has columns for Gross, FIT Taxable Wages, Taxes, Deductions, and Net Pay.

Tax	Current	YTD
Federal Income Tax		
Employee Medicare		
Social Security Employee Tax		
NY State Income Tax		
New York R		
NY Paid Family Leave Employee		

Plan	Current	Balance
Paid Time Off		

Account Number	Account Type	Amount
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	Gross	FIT Taxable Wages	Taxes	Deductions	Net Pay
Current					
YTD					