

# 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](https://ew33.ultipro.com)

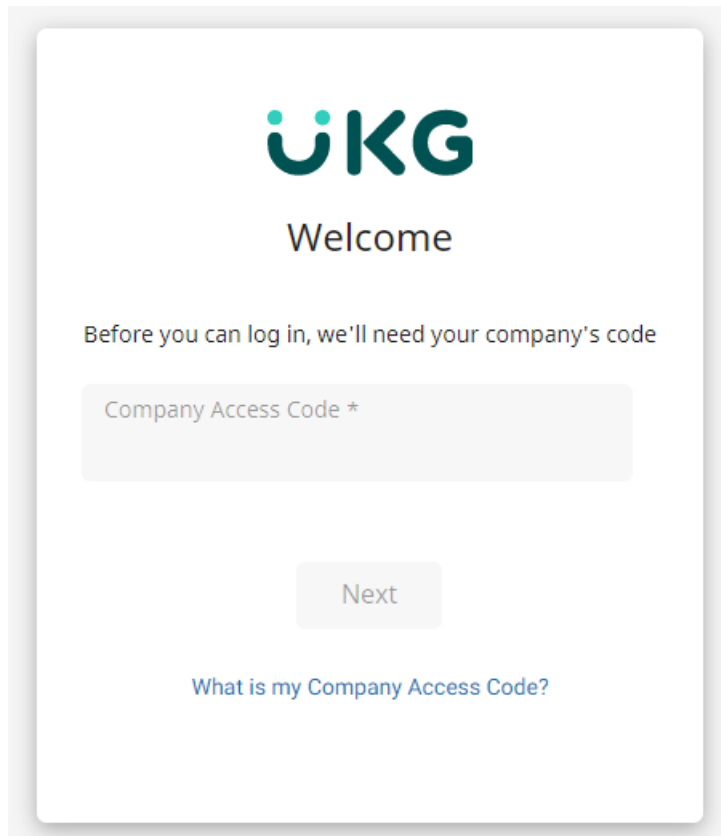
# Company Access Code

## 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.

A screenshot of the UKG mobile app's first-time login screen. The screen is white with a light gray border. At the top center is the UKG logo, which consists of a stylized 'u' with two dots above it, followed by 'KG' in a bold, dark teal font. Below the logo is the word 'Welcome' in a dark teal font. Underneath that is the text 'Before you can log in, we'll need your company's code' in a smaller, dark teal font. Below this text is a light gray rectangular input field with the placeholder text 'Company Access Code \*' in a dark teal font. At the bottom center is a light gray rectangular button with the word 'Next' in a dark teal font. Below the button is a link that says 'What is my Company Access Code?' in a dark teal font.

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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?](#)



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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.

Licenses

Skills

Tests

Previous Employment

Awards

Education

Career Development

Availability

Current

Completed

Pay

Current Pay Statement

Pay History

YTD Summary

Direct Deposit

Income Tax

W-2

Time Management

Time Clock Entry

Benefits

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SUPPORT SERVICES INC.

Home

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Pay

Last pay date

10/13/2022

View pay statement

Mobile App

Download the UKG Pro Mobile App from the Apple or Google Play app stores.

Enter **ISS03** for the Company Access Code

View Instructions

To do

Inbox

There are no to dos.

Direct Deposit

Contacts

Name, Address, and Telephone

Income Tax

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# 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@|

Password

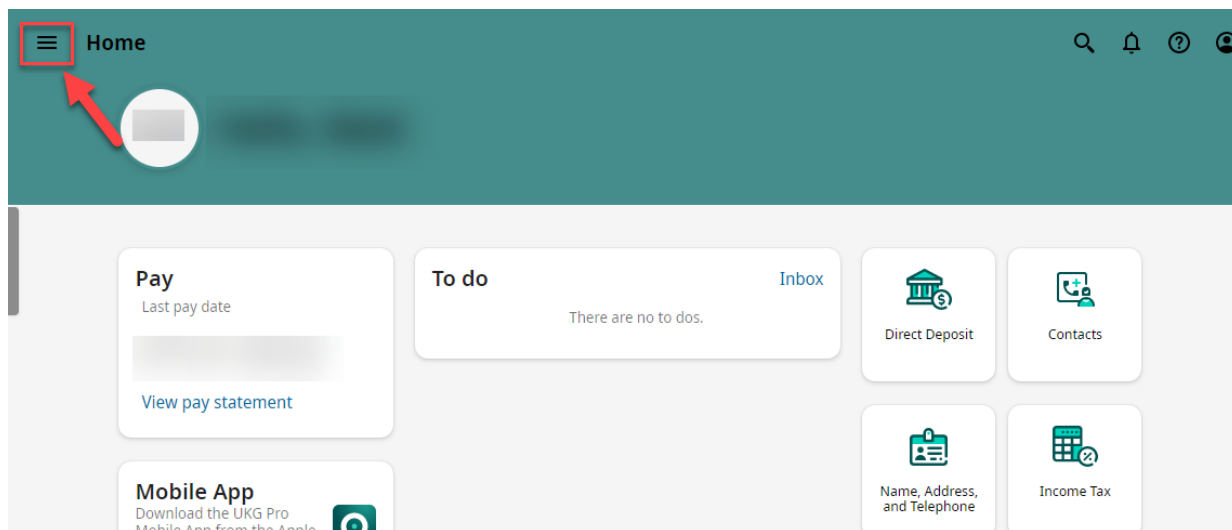
Sign in

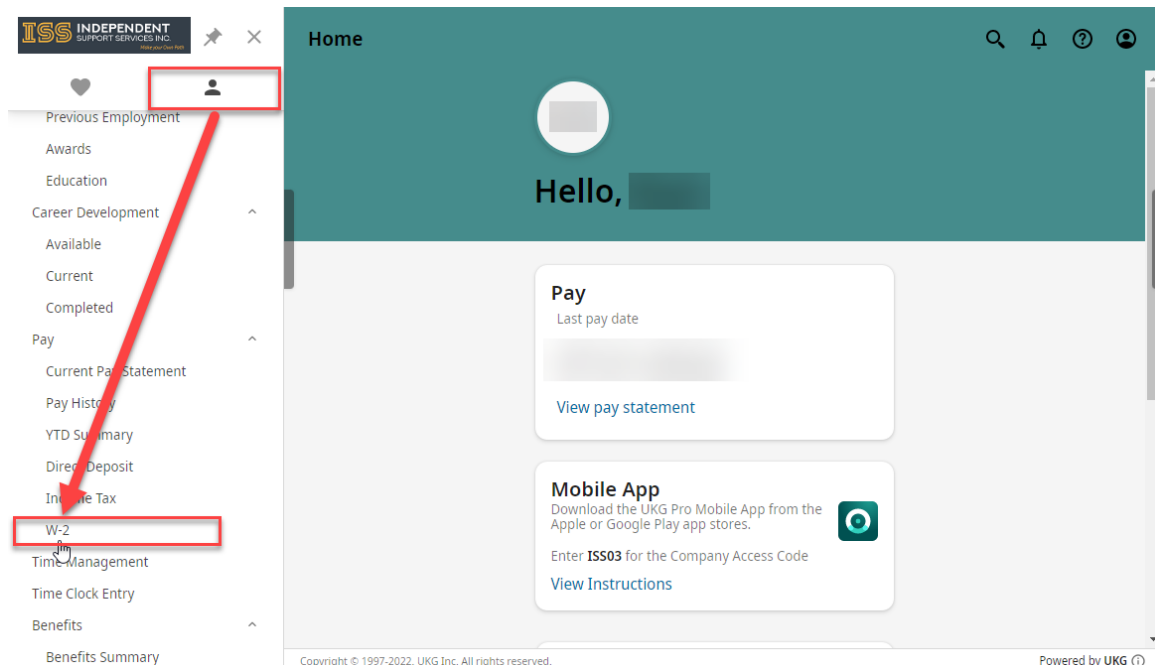
[Forgot your password?](#)



## 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

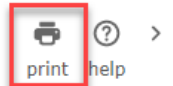
### Form W-2 Wage and Tax Statement ⓘ


🖨️ ? >  
 print help

Find by Tax Year is  + - Search

Year ↕	Form	Company	🗕
<a href="#">2021</a>	W-2	Independent Support Services, Inc.	
<a href="#">2020</a>	W-2	Independent Support Services, Inc.	
<a href="#">2020</a>	W-2C	Independent Support Services, Inc.	
<a href="#">2019</a>	W-2	Independent Support Services, Inc.	
<a href="#">2018</a>	W-2	Independent Support Services, Inc.	

## W-2





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

<b>a</b> Employee's social security number [redacted]	<b>1</b> Wages, tips, other compensation [redacted]	<b>2</b> Federal income tax withheld [redacted]
<b>c</b> Employer's name, address, and ZIP code [redacted]	<b>3</b> Social security wages [redacted]	<b>4</b> 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](mailto:peopleservices@issny.org) with your full name, what is being changed, and what it should now be.

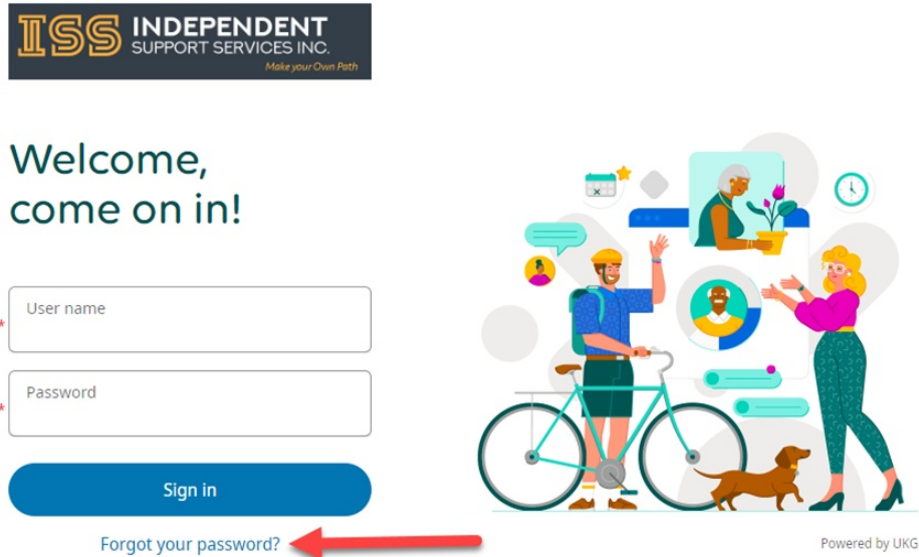
For legal name changes, you must provide a copy of your new Social Security Card.

# FAQ

Updated 10/19/2022

## How can I reset my password?

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



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SUPPORT SERVICES INC.  
*Make your Own Path*

Welcome,  
come on in!

\* User name

\* Password

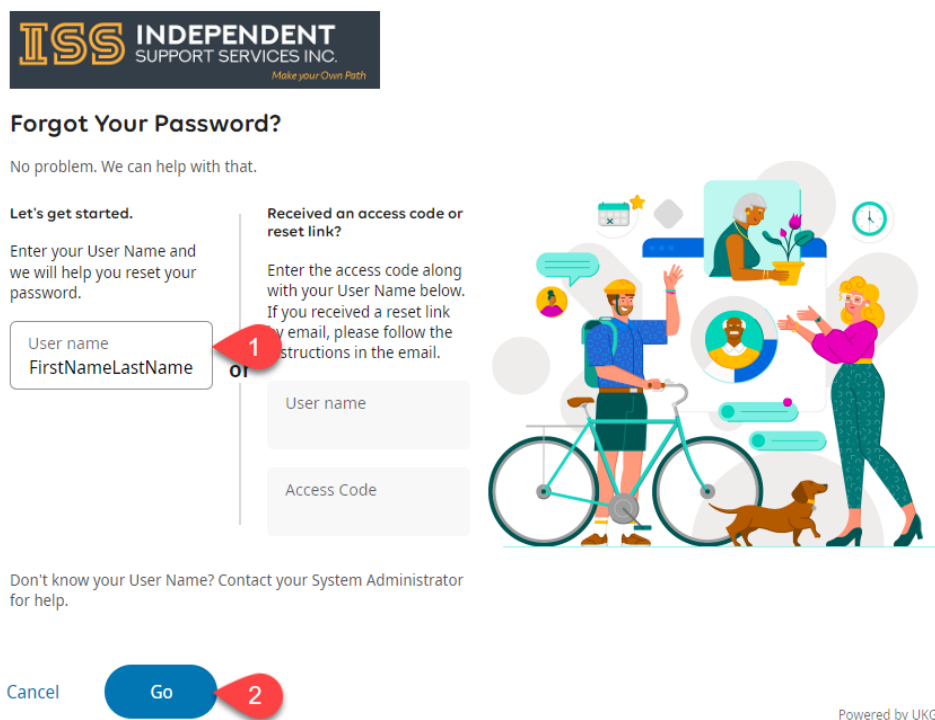
Sign in

[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"**



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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](mailto: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](#)

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Current Pay Statement

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Pay Statement

download

print

help

Taxes

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

Paid Time Off

Plan	Current	Balance
Paid Time Off		

Net Pay Distribution

Account Number	Account Type	Amount
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Pay Summary

	Gross	FIT Taxable Wages	Taxes	Deductions	Net Pay
Current					
YTD					