

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

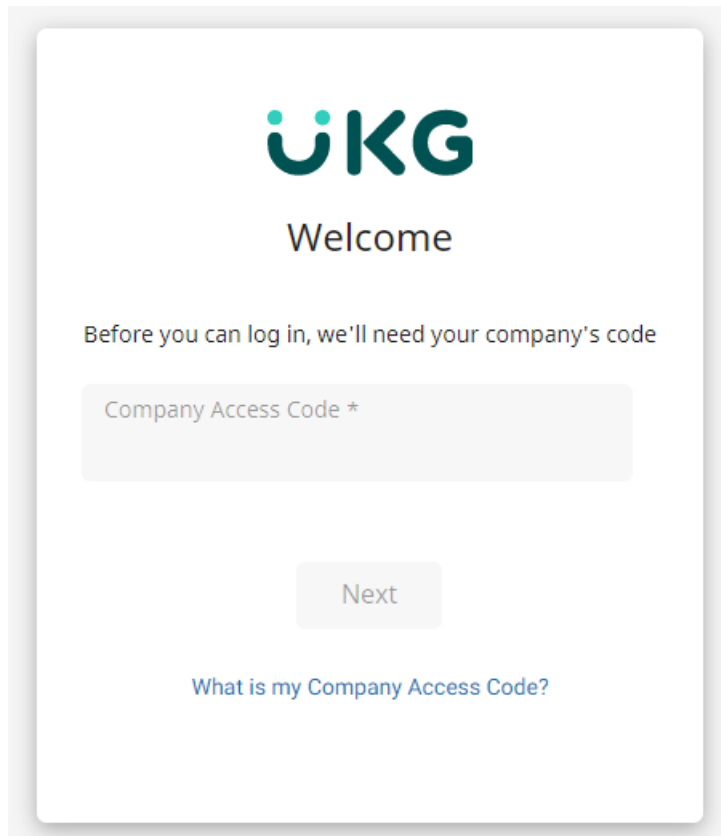
Company Access Code

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.

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.

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

ISS INDEPENDENT
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Home

Pay

Last pay date

10/13/2022

View pay statement

To do

Inbox

There are no to dos.

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

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

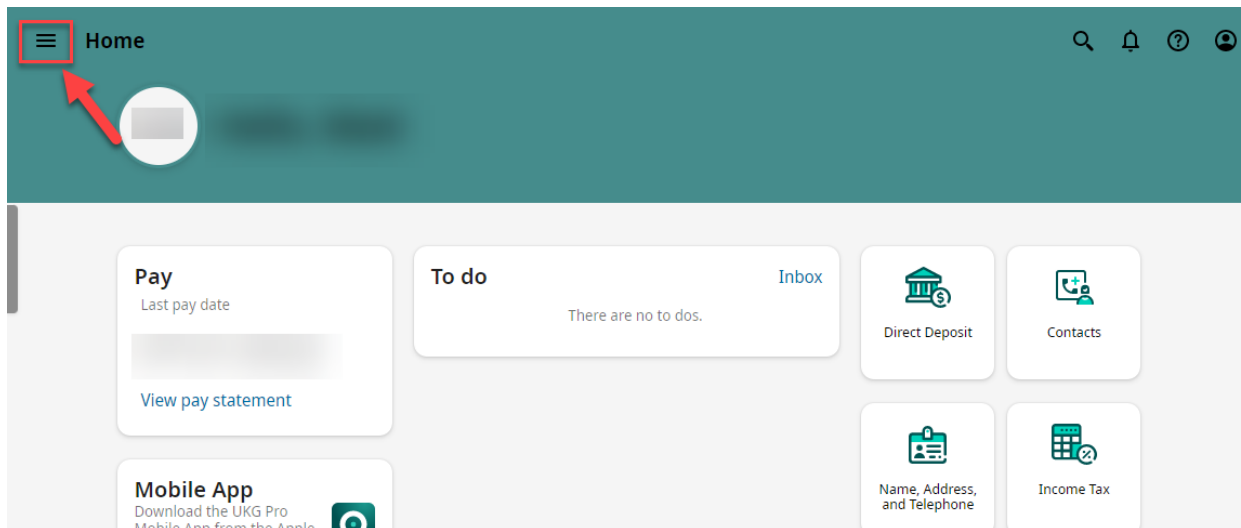
Sign in

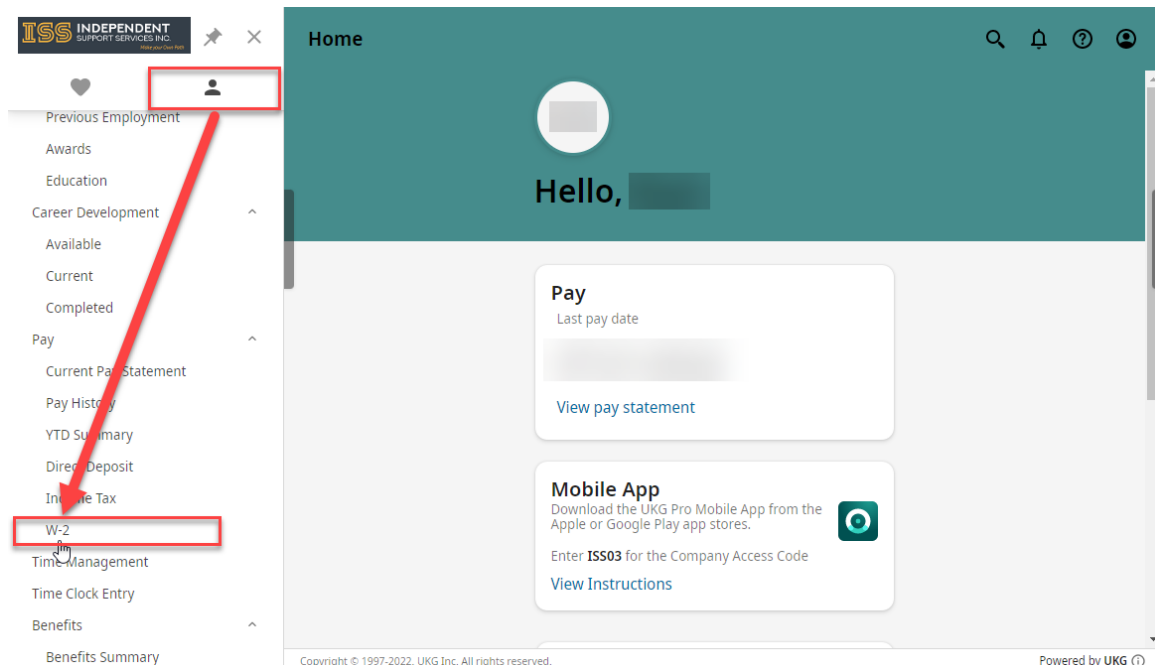
[Forgot your password?](#)



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

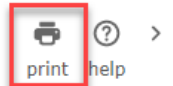
Form W-2 Wage and Tax Statement ⓘ


print
help

🖨️ ? >

| 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



[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 [redacted] | 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.

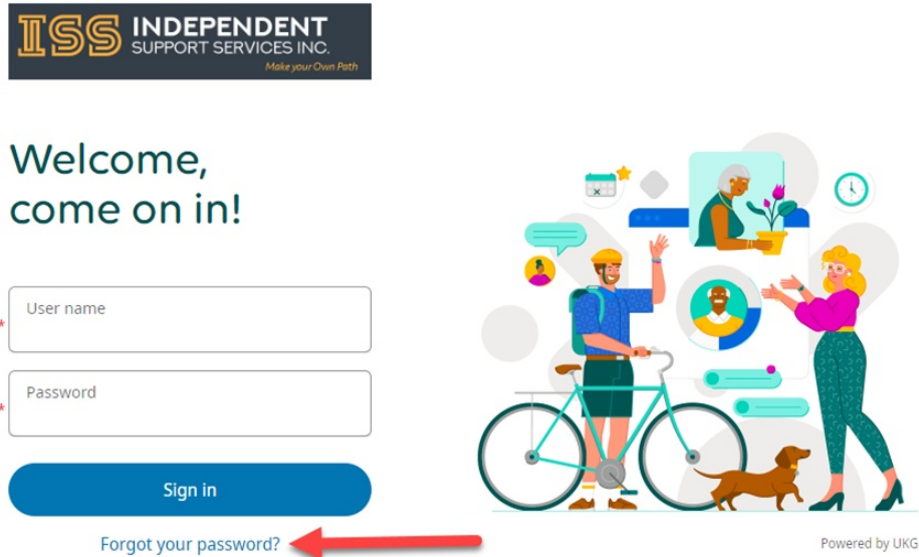
For legal name changes, you must provide a copy of your new Social Security Card.

FAQ

Updated 10/19/2022

How can I reset my password?

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



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Make your Own Path

Welcome,
come on in!

* User name

* Password

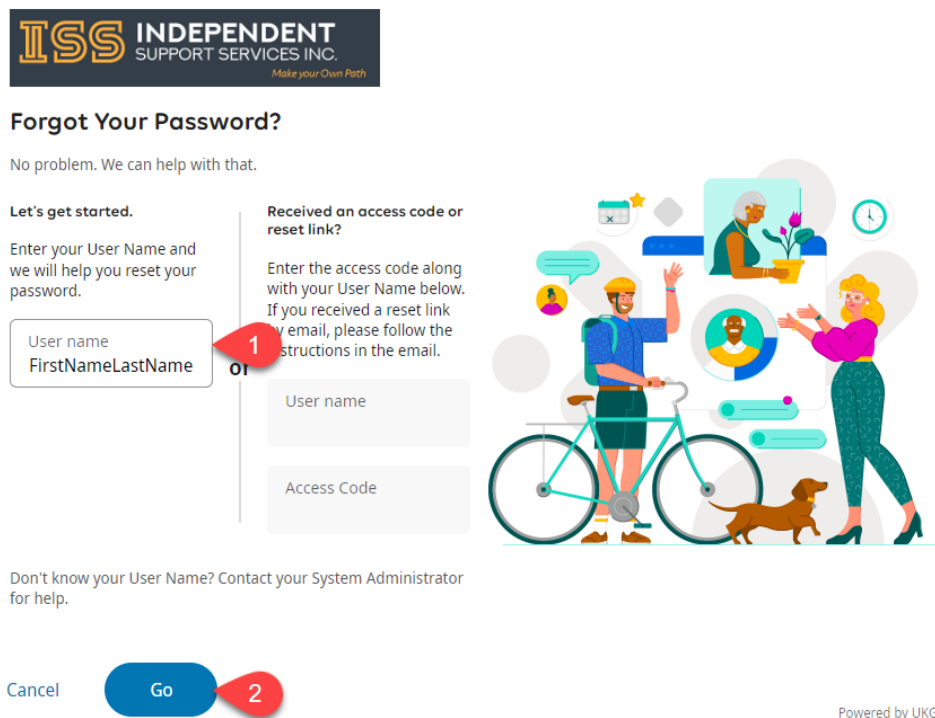
Sign in

[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

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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SUPPORT SERVICES INC.

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 |
|----------------|--------------|--------|
|----------------|--------------|--------|

Pay Summary

| | Gross | FIT Taxable Wages | Taxes | Deductions | Net Pay |
|---------|-------|-------------------|-------|------------|---------|
| Current | | | | | |
| YTD | | | | | |