

Support Staff Resources

Information specific to Support Staff.

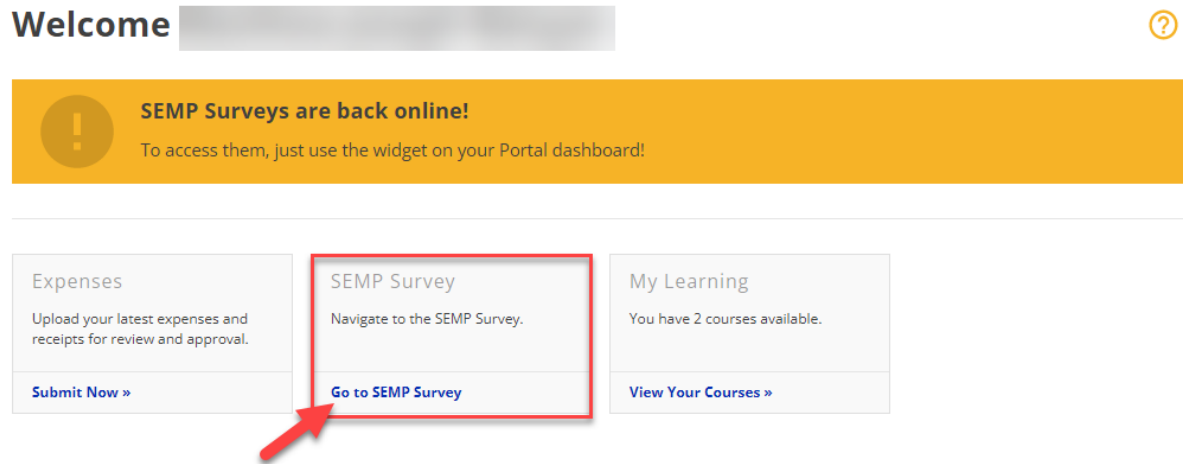
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Accessing the SEMP Surveys

Updated 4/5/2023

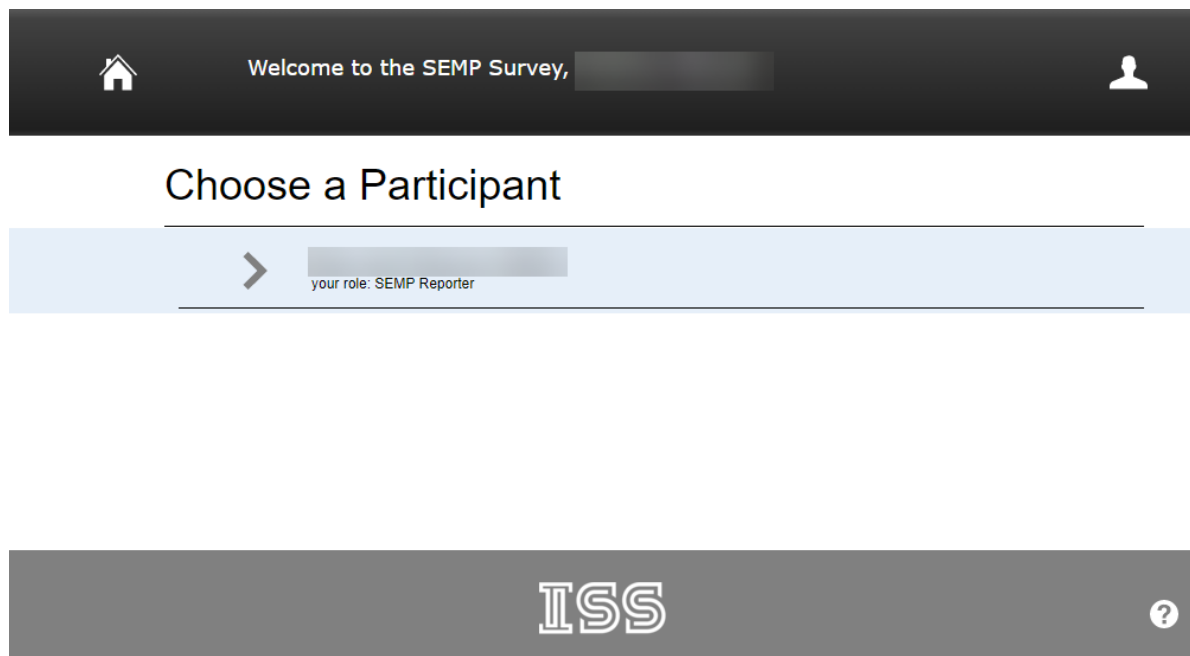
This guide will help you access the SEMP surveys from your ISS Portal homepage.

- To start, you'll need to go to the [ISS Portal and Login](#).
- Once logged in, find the **SEMP Survey Widget** and click on "Go to SEMP Survey"



You will have the SEMP Survey widget on your homepage if you are actively assigned as a SEMP Reporter. If you  do not see it, please reach out to the Self-Direction Coordinator (SDC) assigned to your case for further assistance.

- A new window will open with the SEMP Survey homepage. From here, you can access the surveys.



Inviting New Self Hired Supported Employment Staff to the Portal

Hello Self Hired Supported Employment Staff and Brokers!

We are very excited to invite you to access our easy to use Supported Employment portal.

An individual you support has Self Hired Supported Employment services (SEMP) built into their budget and we are asking you to be a "SEMP Reporter." In order to continue to be able to utilize SEM in their Self Direction Services, a "SEMP Reporter" role has been developed to share pertinent employment information with Independent Support Services and OPWDD regarding the individual's job.

The SEM portal will allow SEM staff to report where the individual is working, their job title, wage, and if it is an integrated setting. The SEM reporter will also be prompted to upload a current pay stub that corresponds to the month's survey that is being completed. Please work with the circle and employer to get a pay stub to upload. After uploading the initial paystub, you do not have to upload a new pay stub every month, unless there is a raise or the individual gets a new job! ISS is required to have this information on file as a SEM provider and OPWDD asks us to complete a report with this information on a quarterly basis.

We are asking that SEM staff report this information monthly for the individuals they serve. If an individual does not have a Job Developer, we are asking the Job Coach to report the information. If there is no Job Developer or Job Coach currently working, we are asking for the Broker's assistance to discuss why this is needed with the family and alert the SDC of who should be assigned as a SEM reporter going forward. A broker or parent can also be assigned as a SEM reporter.

Some reminders:

- If a person is still actively employed, just didn't work that month, on a temporary leave or has a seasonal position, please ensure you are selecting "YES" for if the participant was employed. For "Choose Level of Employment" select one of the options with "temporary time off."
- The information being provided will help us prepare and send a required report to OPWDD. Hopefully, the report will generate the data proving that Self Directing SEM services is the most effective way to get the individuals we support maintained jobs in the community!
- The Portal Help page for SEM (<https://help.issny.org/books/support-staff-resources>) contains important information to assist you with completing the "SEMP Survey". Please review the available documentation before logging into the system.

To further assist you, below you will find training videos to teach you how to use the portal.

Please take the time to log in, explore, and report accurate information! To reach the SEM Survey, log into the Portal (<https://portal.issny.org/>) and click the "Go to SEM Survey" link on your home page.

There are 2 training videos you can watch by clicking (or copy and paste link into your browser):

- Training Part 1: <https://youtu.be/9GPAQZdBsHQ>
- Training Part 2: <https://youtu.be/NTUejElyEYM>

Any questions please contact: Kim Warga, Assistant Director of Program Services & SEM Liaison at Independent Support Services, (631) 864-2536 x406, or Mary Abbatiello, Director of Program Services at Independent Support Services, (631) 864-2536 x403.

Thank you!

Updated 04/24/23.

Job Seekers (for New Applicants and Current Support Staff)

Beginning Monday, April 24, 2023, we will no longer be sending out resume and job posting eblasts through Constant Contact. Instead, resumes will be available through our website at <https://www.issny.org/job-seekers/> on a password-protected page.

On the Job Seekers page, you will see three boxes:

New Applicant, Current Support Staff, and Participants/Circles of Support. Click on the heading of the box you are interested in and you will see specific and relevant information explaining a little about Self-Direction.

Here is a brief explanation of each category:

New Applicant – This is for those interested in seeking employment and have never been a Support Staff through ISS. On this page, it gives details about Self-Direction and gives the applicant a link to UKG to complete an application and upload a resume. Once submitted, the resume will be posted on the resume page. We will no longer be accepting resumes for new applicants through our opportunities@issny.org email.

Current Support Staff – This is for staff who currently work for Participants through ISS and want to explore additional employment. On this page, the current Support Staff will see a link to an email address to submit their current resume. Once submitted, it will be confirmed they are able to work and the resume will be posted on the resume page.

Participants/Circles of Support – This is for our Participants and their Circles. This page has links to the password-protected resume page and the hiring form. Once on the resume page, you will see resumes listed by applicant location and includes the date submitted and if the applicant is a current Support Staff. For the password, please reach out to your Self-Direction Coordinator.

Overall, the advantage of this new process is that you can visit our website to view resumes any time without having to subscribe. For applicants, it gives them all the needed information about Self-Direction and the necessary links.

Additionally, for Participants and Circles, if the applicant has never been hired before, having them complete the application and submit their resume is one less step needed to be completed for the hiring process. With this new method, we will no longer be accepting job ads. If you have an opening, please go on the website and view resumes.

Job Seekers —

Please review the options in the boxes below and click on the title link for the category that best fits your interest.

New Applicant	Current Support Staff	Participants / Circles of Support
<i>You do not currently work for an ISS Participant.</i>	<i>You currently work for an ISS Participant.</i>	<i>ISS is currently providing you with Fiscal Intermediary Services.</i>

Updated 04/20/23.

SEMP Reporter Training Materials

Dear Self Hired Supported Employment Staff,

As you may know, we have a web-based software program we'd like you to use to submit monthly reports about your participants' employment pursuits and successes. In doing so you are a "SEMP Reporter," a role we're using to identify support staff who have participants in the SEMP program.

Please note that ISS is required to submit this job data to the state in a timely manner every quarter.

As a SEMP Reporter, please make it a habit to log into the SEMP Survey at the beginning of every month, and verify the jobs you've already entered, or provide employment updates (for example, if a participant was terminated). If everything is the same as last month, all you need to do is click through the screens and then mark the survey "Completed." It shouldn't take but a few minutes of your time every month.

If you've yet to enter any data in the survey for your participants, please get into the system and baseline your participants ASAP.

To reach the SEMP Survey, log into the Portal <https://portal.issny.org/> and click the **"Go to SEMP Survey"** link on your home page.

Not sure how to enter survey data?

- You can refer to the User Guide at <https://help.issny.org/books/support-staff-resources/page/sempr-survey-user-guide> which will walk you through the screens.
- We've also done an online training and recorded the session. Check it out at <https://youtu.be/ojEu3Myg2Vo>

If you have questions or concerns about using the survey, please send an email to websupport@issny.org.

Thank you!

Updated 04/24/23.

SEMP Survey User Guide & Training Documentation

Before You Start the Survey

Understand the goals of the survey:

- Find out which of your participants are working, so we can begin to monitor their SEMP dollars accordingly
- Get required data ISS must submit to state monthly
- Get documentation about participant's job so we can meet state requirements

Gather info about the jobs your participants held in the month of October, 2016. You'll want to have the following ready:

- Name of employer
- Hire data (exact or approximate, if exact not known)
- Hourly wage
- Average weekly hours worked
- Termination date, if applicable, even if in a previous month
- Termination reason, if applicable, even if in a previous month
- Documentation proving employment that shows the wage
 - Paystub, proof of employment, or letter from the Dept. Of Labor

Training Goals

Once you complete this training, you'll understand:

- The goals of the SEMP Survey
- How to log into the software
- How to successfully complete the survey on a monthly basis

Attendees

- Mary Abbatiello - ISS
- Kim Warga - ISS
- SEMP Reporters - Various
- Maida Sussman - FullCity

Logging In

1. You'll receive an email with a link to the survey
2. Must be connected to the internet
3. For your first survey, please use a Desktop computer
4. Browser versions: Desktop:
 1. Internet Explorer
 2. Chrome
 3. Safari
5. Browser versions: Mobile ***while possible to do on a mobile device, it is strongly encouraged that the initial survey be done from a Desktop computer***
 1. Safari (iPhone)
 2. Chrome (Android)
6. Use your Participant Portal web username and password
 1. This will be in the email you receive
 2. Your password will be visible as you type it.

Training Agenda

Understand the Survey Goals

ISS is required by the state of New York to:

- Submit SEMP data to OPWDD every month
- Track SEMP dollars to prevent overspending
- Prove employment meets program requirements
 - Minimum wage, integrated setting
- Document outcomes of job coaching and job development

Your role: SEMP Reporter

Job Developers and Job Coaches are now considered SEMP Reporters.

For your participants with SEMP, you are required to:

- Demonstrate that your participants are working toward getting a job
 - If not, their plans need adjusting.
- Once employed, prove the job meets the program requirements
- Track dates of hire and termination

Using The SEMP Survey

1. Log in
2. Choose a participant
 - Note you can navigate between participants at this level
3. Choose a month
 - For the first survey, choose Oct 2016.
4. Answer the survey questions, using the “Next” buttons as they appear to progress through the survey.
 - Did the participant have a job in Oct 2016? yes/no
 1. Choose No to record a termination in the month of Oct 2016
 2. Choose No to record the case where the person didn’t work but received job development services
 3. Choose Yes if the person worked in Oct 2016:
 - Enter data about any job(s) the participant has
 4. Did the participant terminate a job in Oct 2016? yes/no
 - If “Yes”, fill out the Job data (place employed, etc.) and provide a termination date (*even if it is before Oct 2016)
 5. Does the participant want a job?
 - Choose Yes to indicate you’re still developing/coaching
 - Choose No (*and alert their Support Broker so they may remove from their budget)
 - Upload documentation of participant’s employed status
5. The “Next” buttons will light up based on the answers to the questions
 - After you enter Job info, and click the Next button, your job entries are checked for completeness

Special considerations if using a phone

- If at all possible, for your first survey, try not to use a phone.
- Smaller screens will be easier to use and understand once you're familiar with the data

How to Complete the Survey Online

Before You Begin

1. Gather information and documentation
 - Name of employer
 - Hire data (exact or approximate, if exact not known)
 - Hourly wage
 - Average weekly hours worked
 - Termination date, if applicable, even if in a previous month
 - Termination reason, if applicable, even if in a previous month
 - Documentation proving employment that shows the wage
 - Paystub, proof of employment, of letter from the Dept. of Labor

Logging in

1. If possible use a desktop computer, not a mobile device
 - Internet Explorer, Chrome or Safari browsers supported
2. Use the secure link that was emailed to you:
 - Check your Spam folder
3. Use your "portal" username and password
 - If you've forgotten your password, reset it on the portal, then use the survey
4. Click the blue "Login" button to login:.



Completing the Survey

1. Choose a participant from the list:
 - If your participant list is incorrect, please let Kim or Mary know.

Welcome to the SEMP Survey, Randy Green TEST

Choose a Participant

>

Barbara Martin TEST
your role: SEMP Reporter

>

Cynthia Gibson TEST
your role: SEMP Reporter

>

Juan Cunningham TEST
your role: SEMP Reporter

>

Robert Snyder TEST
your role: SEMP Reporter

>

Linda Burns TEST
your role: SEMP Reporter

>

Joyce Lane TEST
your role: SEMP Reporter

>

Fred Bennett TEST
your role: SEMP Reporter

>

Michael Cork TEST
your role: SEMP Reporter

2. Choose a month

- Click the pencil icon to complete that survey
- Complete November 2016 first
- Surveys for a given month are due by the 10th the following month.

browsing 21 of 27 participants

Juan Cunningham TEST

Period	Status
December 2016	Incomplete
November 2016	Incomplete
October 2016	Incomplete
September 2016	Incomplete
August 2016	Incomplete
July 2016	Incomplete
June 2016	Incomplete

3. Answer the survey questions, using the "Next" buttons as they appear to progress throughout the survey:

browsing 453 of 486 surveys

Juan Cunningham TEST

During November 2016:

Did this participant have a job? ☒ Yes ☐ No

Choose the level of employment:

Juan Cunningham TEST's Job History

Do you know the Hire Date?	Approx. Hire Date	Exact Hire Date	Place of Employment	Hourly Wage	Is setting completed?	Avg Weekly Hours Worked	Employment Setting
Yes		10 Aug 2016	Lowe's	\$10.75	Yes	18	Individual Placement

- Did the participant have a job in Nov 2016? yes/no
 1. Choose No to record a termination in the month of Nov 2016
 2. Choose No to record the case where the person didn't work but received job development services
 3. Choose Yes if the person worked in Nov 2016:
 - Enter data about any job(s) the participant has

Juan Cunningham TEST

During November 2016...

Did this participant have a job? ☒ Yes ☐ No

Choose the level of employment:

Juan Cunningham TEST's Job History

Do you know the Hire Date?	Approx. Hire Date	Exact Hire Date	Place of Employment	Hourly Wage	Is setting integrated?	Avg Weekly Hours Worked	Employment Setting
<input checked="" type="checkbox"/>		10 Aug 2016	Lowe's	\$10.75	Yes	18	Individual Placement

- The "Next" buttons will light up based on the answers to the questions
 - After you enter Job info and click the Next button, your job entries are checked for completeness
4. Did the participant terminate a job in Nov 2016? yes/no
 - If "Yes", fill out the Job data (place employed, etc.) and provide a termination date (*even if it is before Nov 2016)
 5. Does the participant want a job?
 - Choose Yes to indicate you're still developing/coaching
 - Choose No (*and alert their Support Broker so they may remove from their budget)

4. Upload documentation of participant's employed status:

- For each job upload at least 1 piece of documentation:

Choose a Document Type


 be sure to upload a document that lists the wage

-  SEMP Paystub
-  SEMP Proof of Employment
-  SEMP Dept. of Labor Letter




- Click the box to choose document from your computer to upload:

Juan Cunningham TEST

 For each job worked in November 2016, upload any supporting documentation that shows proof of Juan Cunningham TEST's employment at that job, and the wage. Click on a red upload icon to begin.

Hire Date/Approx. Hire Date	Place of Employment
8/10/2016	Lowe's

 (1)





place of employment
Lowe's

effective date or paystub date
8/10/2016

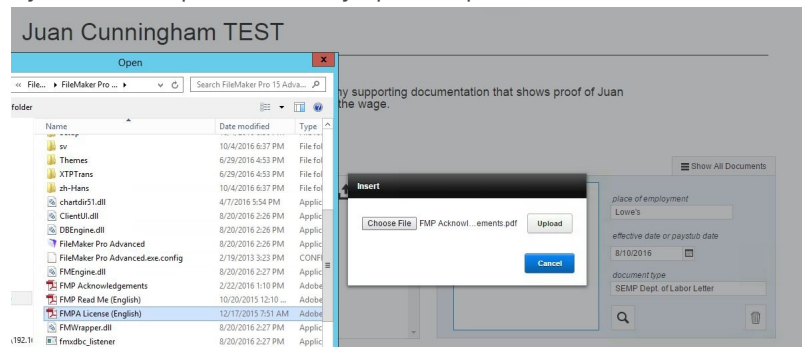
document type
SEMP Dept. of Labor Letter

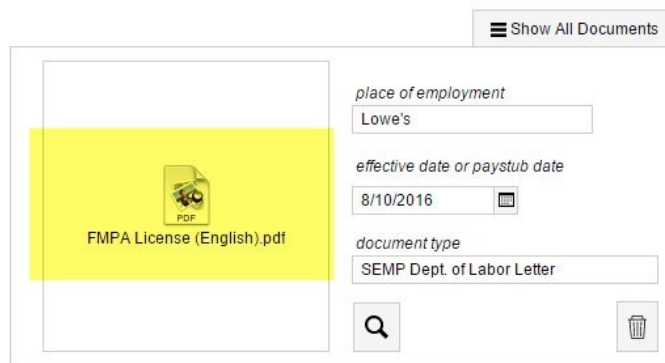
- **You don't need to upload a paystub every month; you only need to upload one paystub**

to prove the employment

- You need to upload a new paystub whenever the rate of pay changes, for instance, when the minimum wage changed on Jan 1, 2017.
- Browse to the file you want to upload. You may upload a picture or a PDF



- Click **Upload** and you'll see the file in the box:



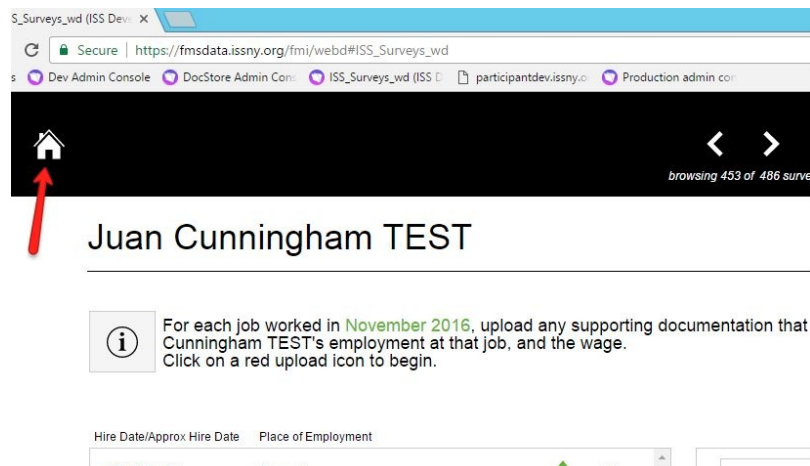
- Click the magnifying glass to see your document in a larger window

5. Complete the Survey, or save your work:

- If you've completed the job(s) and uploaded documents, or if your participant has been terminated or isn't looking for a job, you can click **Mark Survey Complete**



- You can then do a survey for another participant by clicking the Home icon to go back to your list of participants



- Alternately, you can navigate between your Participants from the list of Surveys for a given participant, using the arrows in the header



- Click **Log Out** to save your work and come back later



- You may also use the green button found in the footer area of some screens. They work the same way
- When you log out before completing, the survey you were workin on will be marked as "In Progress".

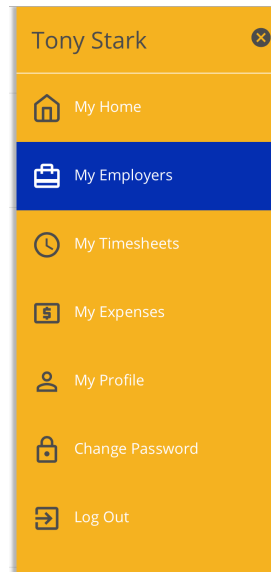


Support Staff Dashboard Guide

View Employer Details

To view details for an employer:

(1) Click **My Employers** from the navigation menu.



(2) Select an employer.

Note: An employer displays under the Inactive Employers section when no active jobs exist with you and that employer.

My Employers

Peter Parker

Active Roles: **2**
Last Worked: **11/10/2019**
Location: **Garden City, NY**
County: **NASSAU**

Steven Rogers

Active Roles: **1**
Last Worked: **11/24/2018**
Location: **Rockville Centre, NY**
County: **NASSAU**

Inactive Employers

James Bond

Past Roles: **1** Date End: **09/30/2019** Location: **N/A** County: **NASSAU**

Indiana Jones

Past Roles: **1** Date End: **09/30/2019** Location: **New Hyde Park, NY** County: **NASSAU**

Han Solo

Past Roles: **1** Date End: **09/30/2019** Location: **Baldwin, NY** County: **NASSAU**

Bruce Banner

Past Roles: **1** Date End: **09/30/2019** Location: **N/A** County: **ONONDAGA**

Luke Skywalker

Past Roles: **1** Date End: **09/30/2019** Location: **N/A** County: **NASSAU**

Summary Information

This section contains basic status and contact information for the employer.

EMPLOYERS

Peter Parker



Status	Email	Address
Active	pparker@example.com	123 Example Ave Garden City, NY 12345
	Phone	County
	(555) 123-4567	NASSAU

Expenses for Peter Parker

ID	DATES	TYPE	DATE PAID	TOTAL
2171296	09/04/2019 - 09/26/2019	Mileage	11/06/2019	\$116.58 »
2169972	08/07/2019 - 08/30/2019	Mileage	11/04/2019	\$144.37 »

Expenses

This section shows a list of your most recent expenses for the employer. • Select an expense to view its details.

• Click View All » to view all of your expenses for the employer.

• If you do not have any expenses for this employer, the Expenses section will not display

Expenses for Peter Parker

ID	DATES	TYPE	DATE PAID	TOTAL	
2171296	09/04/2019 - 09/26/2019	Mileage	11/06/2019	\$116.58	»
2169972	08/07/2019 - 08/30/2019	Mileage	11/04/2019	\$144.37	»
2143644	06/01/2019 - 06/27/2019	Mileage	07/24/2019	\$92.46	»
2137604	05/02/2019 - 05/30/2019	Mileage	07/01/2019	\$116.63	»
2119421	03/03/2019 - 03/26/2019	Mileage	04/16/2019	\$74.47	»
2109998	02/05/2019 - 02/28/2019	Mileage	03/15/2019	\$121.22	»
2103087	01/03/2019 - 01/31/2019	Mileage	02/20/2019	\$123.89	»
2090761	12/04/2018 - 12/19/2018	Mileage	01/23/2019	\$92.48	»
2090758	11/02/2018 - 11/30/2018	Mileage	01/23/2019	\$173.85	»
2081905	10/02/2018 - 10/30/2018	Mileage	01/23/2019	\$228.57	»

[VIEW ALL »](#)

Job Roles

The Job Roles section shows your active and recently inactive job roles for the employer. • Select the tab for a job role to view its information and related timesheets.

- Click **Archived Roles** to view your archived roles for the employer.

Job Roles for Peter Parker

Archived Roles

Please note that all employee job codes were updated on 10/1/2019. If you're looking for a timesheet prior to that date, please select the corresponding inactive job role.

COMHAB

PAID NEIGHBOR

JOB DEVELOPER (INACTIVE)

Job Code: **PARKEPR00000CH**

Rate: **\$20.00/hour**

Last Worked: **11/10/2019**

Submit Timesheet

TIMESHEETS

ID	UPLOAD	DATES	STATUS	HOURS	TOTAL	
-	7558	Submitted: 01/29/2020	Pending	-	-	»
-	7557	Submitted: 01/28/2020	Rejected	-	-	»
-	7556	Submitted: 01/28/2020	Approved	-	-	»
486198	-	10/28/2019 - 11/10/2019	Paid	51.00	\$1,020.00	»
480098	-	10/15/2019 - 10/27/2019	Paid	42.75	\$855.00	»
478003	-	09/17/2019 - 09/26/2019	Paid	16.00	\$320.00	»
477879	-	10/03/2019 - 10/13/2019	Paid	26.00	\$520.00	»

Archived Job Roles

When a job role ends, it will display as Inactive for 90 days. After 90 days, it will be moved to the Archived Roles section.

EMPLOYERS » PETER PARKER

Archived Roles

?

PAID NEIGHBOR

End Date: 09/30/2019

COMHAB

End Date: 09/30/2019

OVERNIGHT

End Date: 09/30/2019

JOB COACH

End Date: 09/30/2019

Timesheets

Under each job role is a list of your most recent timesheets for the employer. • Click on a timesheet to view its details.
• Click **View All** » to view all of your timesheets for the employer.

VIEW ALL TIMESHEETS & EXPENSES

To view a list of all of your timesheets or expenses for all employers:

1. Select **My Timesheets** or **My Expenses** in the navigation menu.
2. Use the filter dropdowns as necessary.
3. Click on a timesheet or expense to view its detail.

View All

[Add ▾](#)[Timesheets](#)[Expenses](#)

Pg. 1 of 8

Participant:

[Participant ▾](#)[Filter](#)

ID	UPLOAD	DATES	PARTICIPANT	STATUS	HOURS	TOTAL	
-	7558	Submitted: 01/29/2020	Parker, P	Pending	-	-	»
-	7557	Submitted: 01/28/2020	Parker, P	Rejected	-	-	»
-	7556	Submitted: 01/28/2020	Parker, P	Approved	-	-	»
486198	-	10/28/2019 - 11/10/2019	Parker, P	Paid	51.00	\$1,020.00	»
480098	-	10/15/2019 - 10/27/2019	Parker, P	Paid	42.75	\$855.00	»
478003	-	09/17/2019 - 09/26/2019	Parker, P	Paid	16.00	\$320.00	»
477879	-	10/03/2019 - 10/13/2019	Parker, P	Paid	26.00	\$520.00	»
473018	-	10/01/2019 - 10/01/2019	Parker, P	Paid	N/A	\$300.00	»
468883	-	08/21/2019 - 08/30/2019	Parker, P	Paid	25.75	\$515.00	»
468882	-	09/04/2019 - 09/14/2019	Parker, P	Paid	30.00	\$600.00	»

1 of 33 > »

327 items

VIEW TIMESHEET & EXPENSE DETAIL

View the detail of a timesheet or expense by selecting it from the Employer Detail page or the View All Timesheets & Expenses page.

Payment Breakdown

- In some cases, ISS may not pay 100% of a submitted expense. If this happens, click the memo icon next to a line to view the comment.
- If a timesheet upload is rejected, the reason for rejection will display on this page.

View and Download Documents

- To view the documents submitted for a timesheet or expense (scanned timesheet, expense report, receipts, etc.), click View Document.
- To download the images, click the Download button in the view window.

Request Documents

Due to the large number of documents associated with timesheets and expenses, some of them have not yet been moved to a location readily accessible to the portal. In this event, a **Request Documents** button will appear rather than the **View All Images** button. Clicking this button sends a request to the system for those specific documents to be retrieved and made available to the portal. The requested documents will be available in the portal no later than the next day.

Paid Holidays

A list of upcoming ISS-approved paid holidays can be viewed on the home page in the Paid Holidays section. The list shows the upcoming few holidays.

Note: These paid holidays are only applicable to staff who work a minimum of 20 hours/ week.

Welcome Tony Stark

Timesheets

Upload your latest timesheets for review and approval.

[Submit Now »](#)

Paid Holidays

Memorial Day

May 25

Independence Day

Jul 03

Labor Day

Sep 07

Thanksgiving Day

Nov 27

FAQ

Updated 05/10/22.

My Info is incorrect. How do I fix it?

If you need to change information in your profile, contact People Services at ISS to make updates.

My employer's information is incorrect. How do I fix it?

If you believe the information displayed for one of your employers is incorrect, contact ISS to make those changes.

I have a question about a timesheet or expense.

For expenses, contact Accounts Payable at ISS. For timesheets, contact Payroll. Be sure to have the Expense/Timesheet number, and/or the Upload ID for a timesheet that was uploaded.

Something about my job role/employment data is incorrect.

Contact People Services at ISS to resolve this issue.

I don't see one of my employers.

Contact People Services at ISS to resolve this issue.

I see an employer I don't work for.

Contact People Services at ISS to resolve this issue.

I don't see one of my job roles.

Contact People Services at ISS to resolve this issue.

I see an extra job role.

Contact People Services at ISS to resolve this issue.

Where did my job role go? I can't find it.

If your job role does not display on the Employer Detail page, check on the Archived Roles page by clicking Archived Roles in the Job Roles section of that employer. If the job role does not appear in the Archived Roles section either, contact People Services at ISS.

Why is the Amount Submitted different from the Total Paid? (Reimbursement Expenses)

There are two main reasons why Amount Submitted and Total Paid for a Reimbursement Expense may not match.

1. All lines were paid. However, the sum that was submitted is different from the sum that ISS calculated.
2. Not all lines were paid. Certain lines may not be paid for various reasons. In these cases, click the memo button on the line to see a note about why the line was not paid.

Why is the Amount Submitted different from the Total Paid? (Mileage Expenses)

There are three main reasons why Amount Submitted and Total Paid for a Mileage Expense may not match.

1. The most common reason is a rounding issue. Lines of a mileage expense are calculated on a per-line basis (miles * rate). The totals of the lines are then summed. You may calculate a slightly different number if you multiply the rate by the sum of the miles.
2. The rate used on the submitted expense may have been the incorrect rate.
3. Certain lines may not be paid for various reasons. Click the memo button on the line to see a note about why the line was not paid.

UKG (Formerly UltiPro)

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

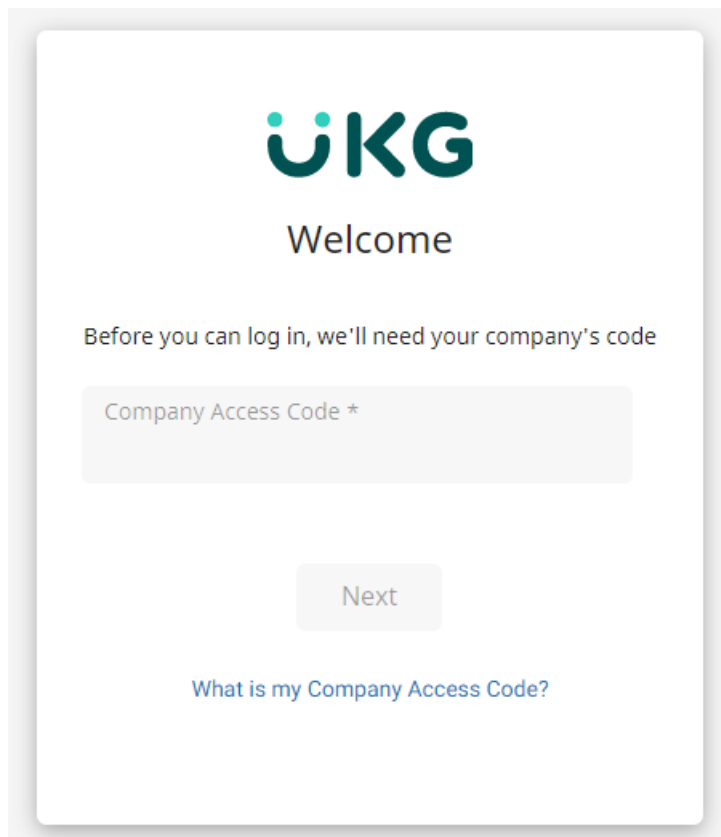
Company Access Code

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 welcome screen. At the top is the UKG logo in teal. Below it is the word 'Welcome' in a dark grey sans-serif font. A line of text reads 'Before you can log in, we'll need your company's code'. Below this is a light grey rectangular input field with the placeholder text 'Company Access Code *'. Underneath the input field is a light grey button with the word 'Next' in dark grey. At the bottom of the screen is a blue hyperlink that reads 'What is my Company Access Code?'.

UKG

Welcome

Before you can log in, we'll need your company's code

Company Access Code *

Next

[What is my Company Access Code?](#)

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!

FirstNameLastName@i

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
SUPPORT SERVICES INC.

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@I

Password

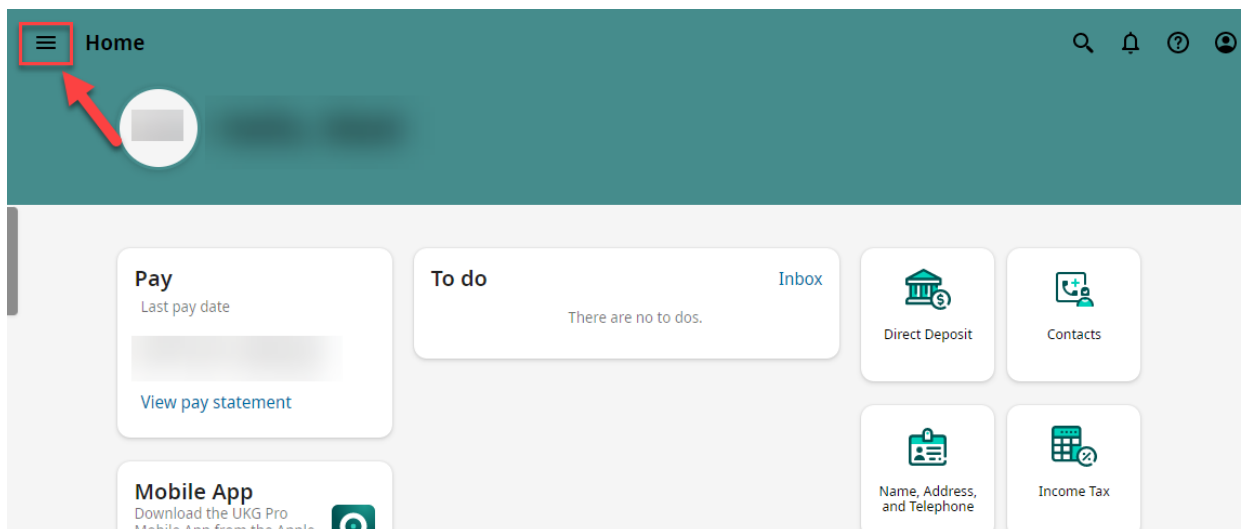
Sign in

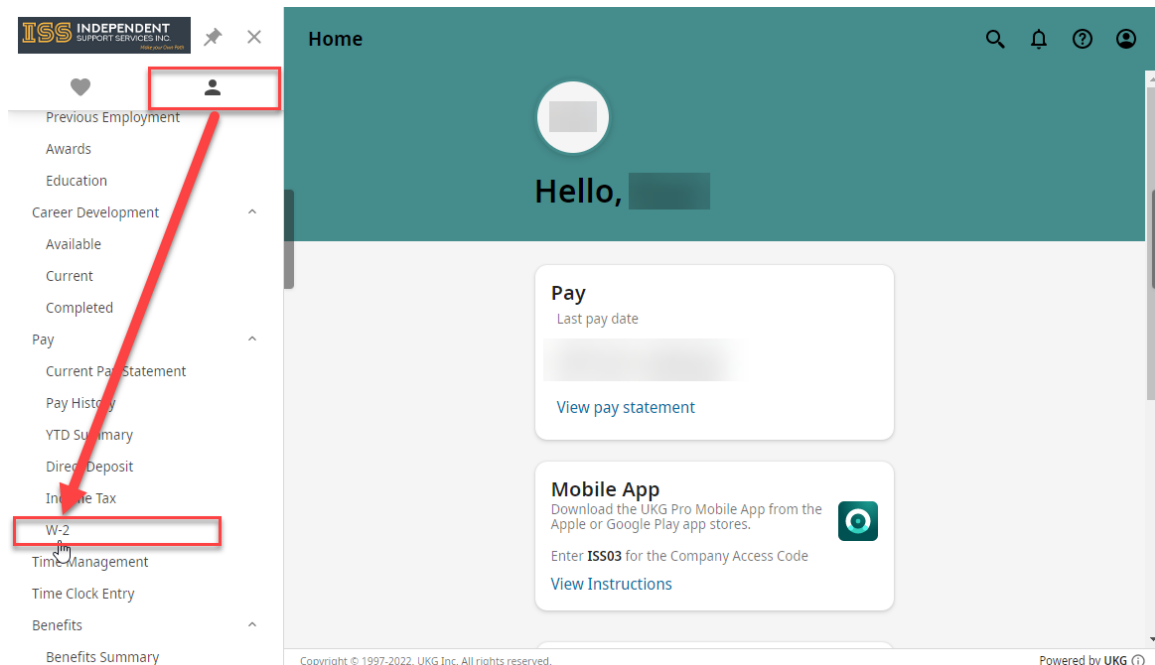
[Forgot your password?](#)



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.

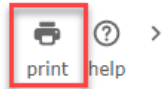
≡
←
W-2


Form W-2 Wage and Tax Statement ?

print
help

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]

UKG (Formerly UltiPro)

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.

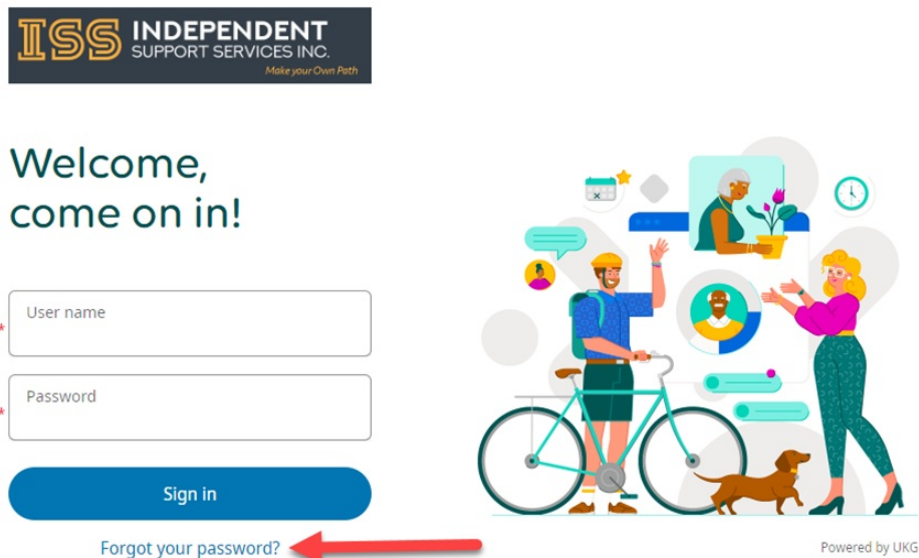
For legal name changes, you must provide a copy of your new Social Security Card.

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

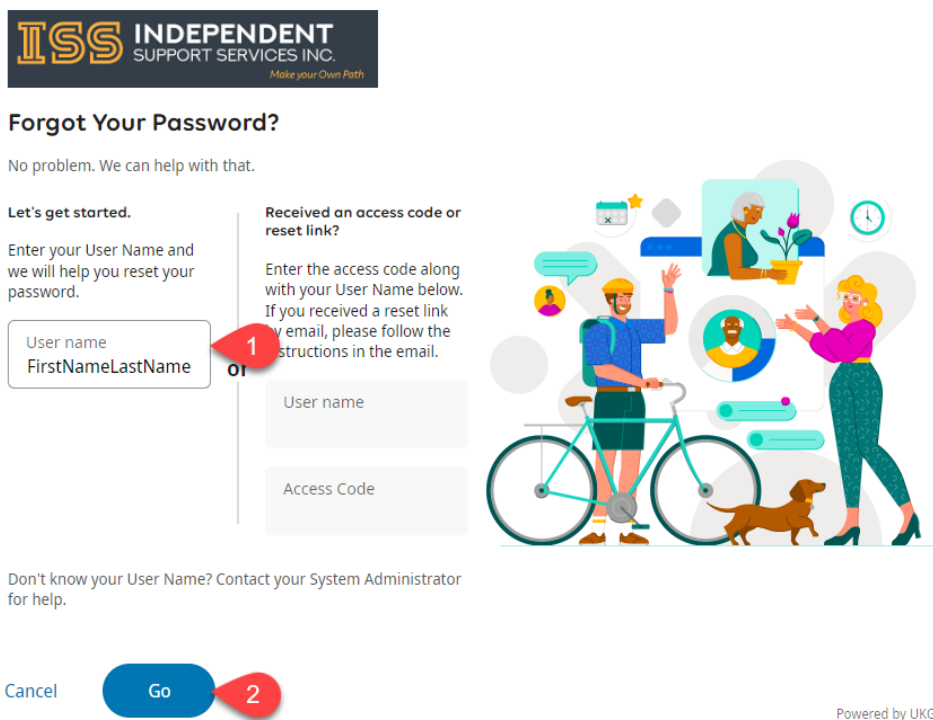
[Forgot your password?](#)

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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](#)

ISS INDEPENDENT SERVICES INC.

Current Pay Statement

🔍

🔔

?

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					