

# FAQ

Updated 10/19/2022

## How can I reset my password?

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



Welcome,  
come on in!

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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"**



### 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

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#### 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](#)

The screenshot shows the 'Current Pay Statement' page for ISS Independent Payroll Services. The page is divided into several sections:

- Pay Statement:** Includes a header with the ISS logo and navigation icons (back, search, notifications, refresh, print, help).
- Taxes:** A table listing various taxes with columns for 'Current' and 'YTD'.
 

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:** A table with columns for 'Plan', 'Current', and 'Balance'. The 'Paid Time Off' row is highlighted with a red box.
 

Plan	Current	Balance
Paid Time Off		
- Net Pay Distribution:** A table with columns for 'Account Number', 'Account Type', and 'Amount'.
- Pay Summary:** A table with columns for 'Gross', 'FIT Taxable Wages', 'Taxes', 'Deductions', and 'Net Pay'. It includes rows for 'Current' and 'YTD'.

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