

# UKG Log In

## Logging into UKG

Associates can log into UKG once a link and username with a default password is provided to them.

Navigation: Enter the URL provided into the internet web browser

<https://n35.ultipro.com/login.aspx>

1. Enter your provided username
  - Employee ID number followed by last name
  - EX: 12345678Smith
  - Usernames can be found by running a BI report. See instructions below.
2. Enter your provided default password
  - Default password is date of birth in the format MMDDYYYY
  - EX: Birthday is January 01, 1980, default password is 01011980
3. Click Sign in

### Sign in

  
  
  
  
[Forgot your password?](#)

**Note:** Google Chrome is the preferred application browsers for UKG Pro.

## To Change Password

When logging in for the first time you will be asked to **Change Your Password** page in your browser, follow the instructions displayed on the screen:

4. Chose a new password, following the provided password requirements
5. Enter your current default password in Current password
6. Re-enter the new password in Confirm password
7. Once you have met the password requirements the OK button will display
8. Click **OK**
9. Choose your **Challenge Questions**
10. Enter the Challenge Question answers
11. Once entered the **Continue** button will display
12. Save these answers and your new chosen password in a secure place

**Challenge Questions**

Please select and answer your challenge questions from the list below. The selected challenge questions will be used to verify your identity when you request to reset your password.

Question 1 In what city were you born? ▾	Answer 1 Chicago
Question 2 What was your first car? ▾	Answer 2 Mach68
Question 3 What was the name of your f ▾	Answer 3 Spot

Cancel Continue

13. Select **Continue**

## Additional Information

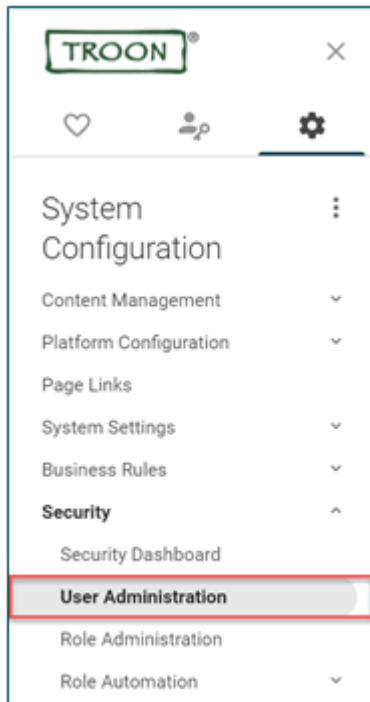
### BI Report for Usernames

### Resetting Your Own User Password

Associates can reset their password using the **Forgot your password?** link when logging in to UKG. However, this requires the associate to know their User Name and have previously logged in and gone through the steps to set their challenge questions. If they do not know their username, an administrator can provide it to them and reset their password in UKG through the **User Administration** page.

### Resetting Other Associates User Password to the Default

Navigation: System Configuration > Security > User Administration



To reset a User's password in UKG:

1. On the **User Administration** page, use the **Find by** search area to specify the search criteria for the associate whose password you would like to reset.
2. Select the check box to the left of the desired associate's name and click the **Reset password** button.

User Administration edit labels | add | print | help >

Find by  starts with

Filtered by Full name - starts with testtroon, staff [Clear Filters](#) Displaying all records

Actions

<input type="checkbox"/>	Full Name	User Name ↑	User Type	Account Status	Employment Status	Default Password	Last Logon
<input type="checkbox"/>	<a href="#">TestTroon, Staff</a>	00999902TestTroon	EMPLOYEE	Active	Active	<a href="#">View password</a>	

Note: the Username is visible from this screen.

4. After the password has been reset, the associate will be prompted to login and create their password, create Challenge Questions and then will be able to log in.

### **Trouble Shooting Questions**

1. What is the URL that you are trying to login to?
  - n35.ultipro.com/login.aspx
2. Which browser are you using?
  - Note UKG is most compatible with Google Chrome
  - Ask the associate to clear cache
3. Have you logged into UKG and created a password and security questions before?
4. Have you tried using the forgot your password link from the login screen?
5. What username and password are you entering?

### **Still having problems?**

**If these questions have been asked and the steps above have been executed, please escalate to the next support tier.**