Thompson Health Associate "Ultipro" Self Service portal

(Where you can find your pay statements, personal and other information)

Keep in mind, in order to access this website from within Thompson Health, you are required to know your network pc login credentials.
Each Associate has been assigned a network pc log in.
If you do not have this information, you must contact IT Helpdesk at 585-396-6675.

There are 3 ways to get to "Ultipro"

1. Find "Ultipro" on the **Intranet** home page under **Useful Links** or find "Ultipro Associate Access website" along with instructions under **Departments,** under **Associate Services**.

2. Find "Ultipro Associate Access" under **Careers Opportunities, Compensation & Benefits,** on our Thompson Health Corporate Website, www.thompsonhealth.com

3. From any computer, anywhere you can get on the **Internet Explorer**, type in this URL address: https://E14.Ultipro.com

This is the login screen that will appear.

Log In:

Your **User Name** is your **Associate** (employee**) Number with either a leading Zero (0) or the letters TH**.

- Associate numbers that are 4 numbers will need a leading 0. Therefore, if your number is 1234, your user name for Ultipro is 01234.
- Associate numbers that are 5 numbers will need a leading TH. Therefore, if your number is 12345, your user name for Ultipro is TH12345.
- Associates that have been rehired please call Payroll at extension 6417 for your user name.

Places you can find your Associate number if you do not know it:
 - First pay statement will show your Associate number with one or two leading zeros
  - Ask Your Manager
  - Ask Payroll
  - Ask Associate Services

The first time you log in, **your current, default Password** is your 4 digit birth year (eg. 1980) plus the last 4 digits of your Social Security Number. This makes it an eight digit password.

The **first time you log** in you will see the following screen:

This screen is asking you to immediately change your current, default password.

PLEASE note the Password Requirements on the screen.
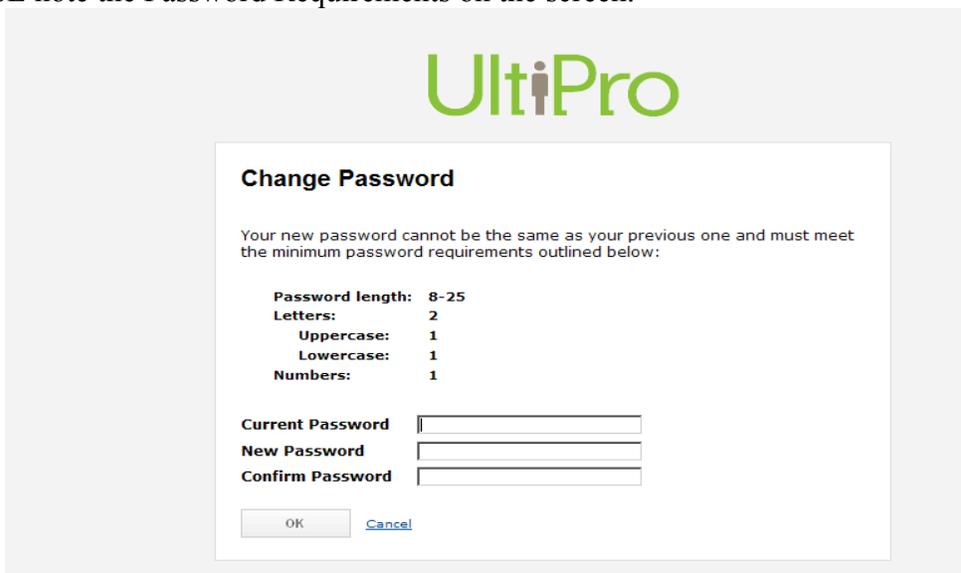
UltiPro

Change Password

Your new password cannot be the same as your previous one and must meet the minimum password requirements outlined below:

Password length: 8-25
Letters: 2
    Uppercase: 1
    Lowercase: 1
Numbers: 1

Current Password
New Password
Confirm Password

OK   Cancel

IMPORTANT NOTE: ***Security Enhancement***

Upon initial login, you are REQUIRED to choose and provide answers to three (3) security questions.

So if/when you forget your password, you can use the link on the login page, "Forgot your Password?" to help yourself.

If you still need assistance, contact Payroll at 585-396-6417 or HRIS at 585-396-6024.

The next time you log in, you will use the same User name and the new password that you created.

Once logged in you will see this "**Home**" screen. Go to **"MENU"**

Finding your pay statement:
On the **Myself** page click **Current Pay Statement**, under section labeled **Pay**.

Print Pay Statement:

Click on the printer friendly icon to print, but be careful while at work.
Make sure to pick it up from the printer!

Logging out of Ultipro:

Click on Logout on the top right hand corner.

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