

Frequently Asked Questions UltiPro® HR

HR has implemented the UltiPro information system to replace the Workday system that was previously used at ULH. With the August 18 pay cycle we have been able to activate many of the employee features of UltiPro, and are pleased to announce that employees can now log in to UltiPro to see information on their personal payroll, benefits, paid time off (PTO) and other HR related information.

As with all system conversions, we have had some issues arise on individual employee records, which your HR staff are working diligently to rectify. The FAQ below is being provided to answer questions that we have been receiving from some employees, or that we anticipate will be questions that will arise as employees begin to access the system.

We have created a special email address dedicated to questions related to the UltiPro implementation at HR@ULH.org. If you have any questions or concerns related to UltiPro or Kronos that are not addressed in the FAQ, please email them to this address so that they receive focused attention from the HR analysts that are working these issues on your behalf.

Q. How do I get logged in to UltiPro to access my information?

A. Access UltiPro at <https://e42.ultipro.com>.
Your initial login username is the first four letters of your last name followed by your employee ID. Your initial password is your birthdate (mmddyyyy).

Q. Where do I go to see my PTO balance and accruals?

A. PTO balances and accruals are now available to view in UltiPro. The screen shots following this FAQ demonstrate exactly how to navigate to your PTO information once you have logged in to UltiPro. We encourage everyone to verify that this information is correct.

Q. Why does the PTO information in UltiPro not match the information that I see in Kronos?

A. The PTO information within UltiPro is the most current available today. As part of completing the implementation, we will be synchronizing this information to Kronos and expect to have this synchronization completed by August 25.

Q. Why can't I see my PTO balance on my paystub?

A. The available PTO balance will not display on the August 18 paycheck, but we anticipate that it will display on the September 1 paystub, and on future paystubs thereafter.

Q. My PTO information in UltiPro is wrong. What do I do?

A. If any of your PTO information in UltiPro is not correct, (e.g., your available balance, or your hourly accrual rate) please email HR@ULH.org with a description of what is wrong, and what you think the correct information should be.

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- Q. My health care benefit deductions were not correct on my last check, or are not showing correctly in UltiPro. Did I lose benefits that I selected at the beginning of the year?**
- A. No, all of your benefits and coverages have continued uninterrupted throughout this process, even if your deductions were not taken correctly.
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- Q. I did not have the correct deductions taken out of recent (July 21 or August 4) paychecks. What will happen to reconcile those missed deductions?**
- A. Employees that did not have deductions on previous pay periods will have additional deductions on the August 18 payroll and possibly future payrolls. To help ease that reconciliation we plan to spread these deductions over one or more pay periods based on the amount involved.

Total Deduction Amount	Number of Pay Periods
\$0–\$50	1
\$51–\$100	2
\$101–\$200	3
\$201–\$300	4
\$301 and above	5

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- Q. What about other benefits such as 401K, supplemental insurance, etc.? What do I do if anything looks wrong there?**
- A. We believe that all these benefits are being accurately represented in UltiPro, but we encourage everyone to verify that their records in UltiPro are correct, and email HR at HR@ULH.org with a description of anything that looks wrong.
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- Q. I was a recent hire, but expected benefits to be activated by now. How long does it take for my benefits to become active?**
- A. Benefits become active after the first FULL month of employment (i.e., an employee that starts on July 8 will start to receive the benefits they select on Sep 1). If you believe you should have started receiving benefits but you are not, email HR@ULH.org.
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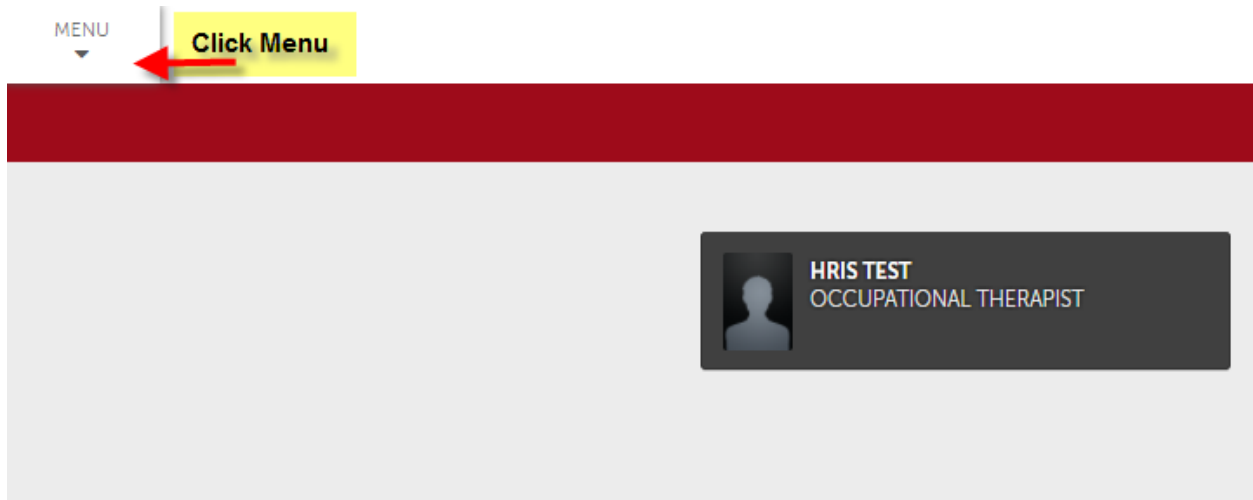
- Q. When can Managers see employees in Ulti?**
- A. We are working through the week of August 14 to ensure that employees have access to accurate records in UltiPro. We expect to have accomplished this by the end of this week (August 18) and will turn our attention to manager access at that point. We hope to provide manager access by end of day next Wednesday August 23. Managers will only have access to the information of their direct reports.
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Q. I emailed an issue to HR@ULH.org yesterday, but have not heard anything back?

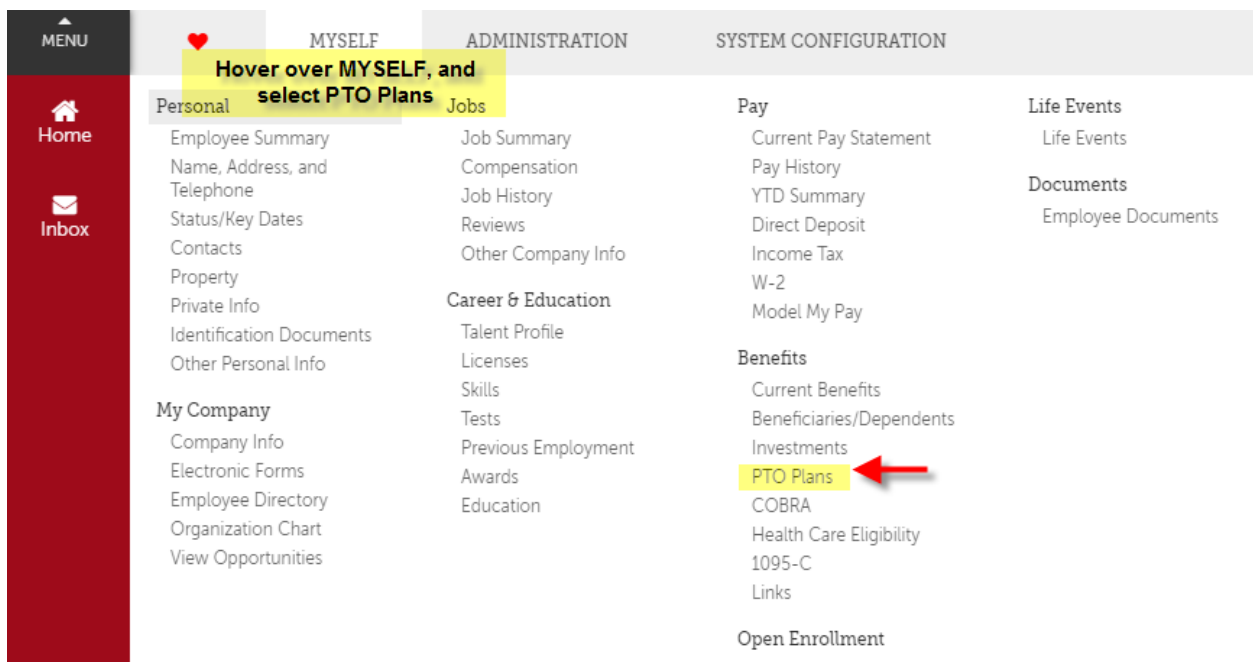
A. We are allocating additional HR staff time to work on the issues and questions coming through the HR@ULH.org email list and will address these issues as fast as possible. It may take a few days to resolve issues where we need to seek assistance from other organizations such as CHI, MetLife or Lincoln Financial. Be assured that your issue is important to us, and will be resolved as quickly as possible.

Process for Accessing PTO Information in UltiPro

Go to the UltiPro screen <https://e42.ultipro.com> and log in. Click on the Menu button.



Hover over the “MYSELF” tab on the top menu, then select “PTO Plans” under the Benefits section in the third column of menu items.



Examine the values in the PTO table to validate that they are correct: Available time, accrual rate etc. Note that the “Earned through” date will depend on where you are in the pay cycle.

MENU Myself Benefits

UL Hospital

Current Benefits Beneficiaries/Dependents Investments PTO Plans COBRA Health Care Eligibility 1095-C Links

PTO Plans

Length of service as of 07/29/2017
2 months 7 days

Plan	Earned	Processed	Available	Last	Unprocessed	Approved	Estimated Total Plan	Earned Through	Reset Date
Holiday	8.0000	0.0000	8.0000	0.0000		0.0000	8.0000	07/01/2017	01/01/2017
Personal Time	0.0000	0.0000	0.0000	32.0000		0.0000	0.0000	07/01/2017	01/01/2017
Vacation EX	33.1200	0.0000	33.1200	0.0000	Accrual rate per hour worked		Last pay cycle date for 8/4 check	07/29/2017	01/01/2017