# TABLE OF CONTENTS

- Introduction ........................................................................................................................................................................ 3
- Contact Information ............................................................................................................................................................ 3
- Logging into UltiPro .......................................................................................................................................................... 4
  - Forgot your Password / Locked out ................................................................................................................................. 5
  - Log Out ............................................................................................................................................................................. 5
- Employee Self-Service ....................................................................................................................................................... 6
  - Personal ........................................................................................................................................................................... 6
  - Payroll ............................................................................................................................................................................ 8
  - View/Edit Direct Deposit .................................................................................................................................................. 8
  - View/Edit Taxes ............................................................................................................................................................. 9
  - View/Print Paystubs ....................................................................................................................................................... 9
INTRODUCTION

UltiPro is your web-based provider for Payroll, Benefits, and HR needs. You have access to an “Employee Self-Service” portal which gives you access to view, edit, or update your personal information including name, address, telephone, email, emergency or beneficiary contacts, direct deposit, taxes, and so much more!

*It is important to regularly login and check your personal portal to ensure your pay, benefits, deductions, contact information, etc. is appropriate.

You will gain access to UltiPro upon your first day of employment. If you are unable to access this system or have any questions, please email hr@onebridge.tech.

Contact Information

- Questions regarding your personal employee portal, information listed, or system administration should be sent to hr@onebridge.tech
- Questions regarding your pay, taxes, PTO, 401(k), HSA, or direct deposit should be sent to payroll@onebridge.tech
- Questions regarding timesheets should be sent to timesheets@onebridge.tech
- Questions regarding Expense Reimbursements should be sent to ap@onebridge.tech
- Questions regarding your benefits (medical, dental, vision, STD/LTD, life insurance should be sent to support@callthecareline.net
- Questions regarding Workers’ Compensation, FMLA, Leaves of absence, VISA/H1B/Employment status should be sent to compliance@onebridge.tech
LOGGING INTO ULTIPRO

• Open your internet browser to https://ew43.ultipro.com/login.aspx
  • This link is specific to SmartIT – you will not be able to access UltiPro elsewhere.
  • For an optimal experience, use these browsers. Unexpected results may occur when using other browsers.
    ✓ Internet Explorer 11.0
    ✓ Firefox 51.0
    ✓ Chrome 55.0

  *HINT: Save this link to your “Favorites” or “Bookmarks” bar

• Login User Name
  • Corporate Employees: your @onebridge.tech assigned Outlook username
  • Consultants: your personal email address used during onboarding

  *HINT: If you are unsure of which email address to use, please email hr@getsmarterit.com

• Password: Your birthdate (MMDDYYYY Format)
  *HINT: Anytime your password is reset, it will default to the MMDDYYYY Format

• After logging in, you will be required to create a new password and security questions.
  • Your new password must have at least one number, one upper case and one lower case letter, one special character and is between 8 – 18 characters long.
  • After selecting your new password, you are taken to a new page where you must select and answer 3 security questions before your new password will be accepted.
  • Please note the system does not prevent you from creating a new password that does not meet the password requirements. If after selecting your new password and you’re not taken directly to the security questions page, then the password you’ve just created is invalid and the system will not recognize your login credentials the next time you log in.
Forgot Password / Locked out

- If you forget your password or are locked out, click the **Forgot your password?** link on the login page.

- Enter your username (your email address) and click Go. You do not have an access code or reset link.

You will be asked to answer the security questions you designated when you first set your password. Successfully answering those questions will then enable you to reset your password.

- There are times when your login gets locked due to unsuccessful logins. If this happens, you must contact hr@onebridge.tech to unlock your account.

Log Out

It is a good practice to log out of UltiPro when you leave the system unattended. This prevents anyone else from performing inquiries or making changes in the system using your user name.

If you do not log out of UltiPro Web manually, the system will log you off after a certain timeout period.

- Click “Logout” in the upper right hand corner.
Employees are responsible for ensuring the accuracy of the information listed within UltiPro. As an UltiPro user, changes can be made or updated by you.

**Personal**

From your home screen, navigate to the **menu** bar in the upper left-hand corner. Hover over the “myself” tab to access all of your personal information.

*HINT*: The red heart tab allows you to add favorites (or frequently visited pages) to your portal.

- Within the Personal section, click to review your “Name, Address, and Telephone”.
- If any changes are needed, use “edit” pencil button or the functions listed under “**Things I Can Do**” on the right-hand side of the page.
• Review your “Contacts”. If any changes are needed, click the hyperlinked name and make edits on the next page that opens.

• Review your “Private Info”. If any changes are needed, use “edit” pencil button or the functions listed under “Things I Can Do” on the right-hand side of the page.
Payroll

- From your Menu bar in the upper left-hand corner, navigate to the **Pay** tab.

View/Edit Direct Deposit

- Within the **Pay** tab, review your direct deposit information. Use the green “add” button or the functions listed under “Things I Can Do” on the right-hand side of the page.
View/Edit Taxes

- Review your “Income Tax” information. This includes federal, state, and local (if applicable) taxes based off your home and work addresses. Changes to your taxes can be made under “Things I Can Do” → Add/Change Withholding Form (W-4) on the right-hand side of the page.

View/Print Paystubs

- Within your “Pay” portal, you can review your current pay stub from the “Current Pay Statement” tab.

- To access all other paystubs, select “Pay History”. All stubs processed in UltiPro will be listed. You can view and/or print your personal paystubs from this page.