UKG Pro Login – Can't Remember Your Username (Web)

This guide walks employees through the steps to recover their UKG Pro username. It is designed to make the process simple, secure, and efficient. By following the instructions in this guide, employees can confidently recover their login credentials, restore access to their UKG Pro account, and continue managing their HR and payroll details without unnecessary delays.

Instructions:

Can't Remember Your Username

Navigate to the following link: https://17948-dl.ultipro.com

1. Click **Can't Remember Your Username**.
2. Answer **any 3 questions** to confirm that you are requesting the username. Click **Continue**.
3. An email will be sent with your **username**.

SHEARWATER HEALTH

Check your email

We sent your username to your email

Resend email

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SHEARWATER HEALTH | **Outlook**

Your Username Retrieval Request

UKG Notifications<noreply@notifications.ukg.net>
To: Janki Patel

Fri 1/23/2026 8:07 AM

CAUTION: This email originated outside of Shearwater Health. **DO NOT CLICK** links or attachments unless you recognize the sender and know the content is safe.

Greetings,

As requested, here is your username for your account:

Username: jpatel@swhealth.com

If you didn't request this email, please contact your admin immediately.

Reply   Forward

3

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payroll@swhealth.com