

## UKG Pro Login – Forgot Your Password (Web)

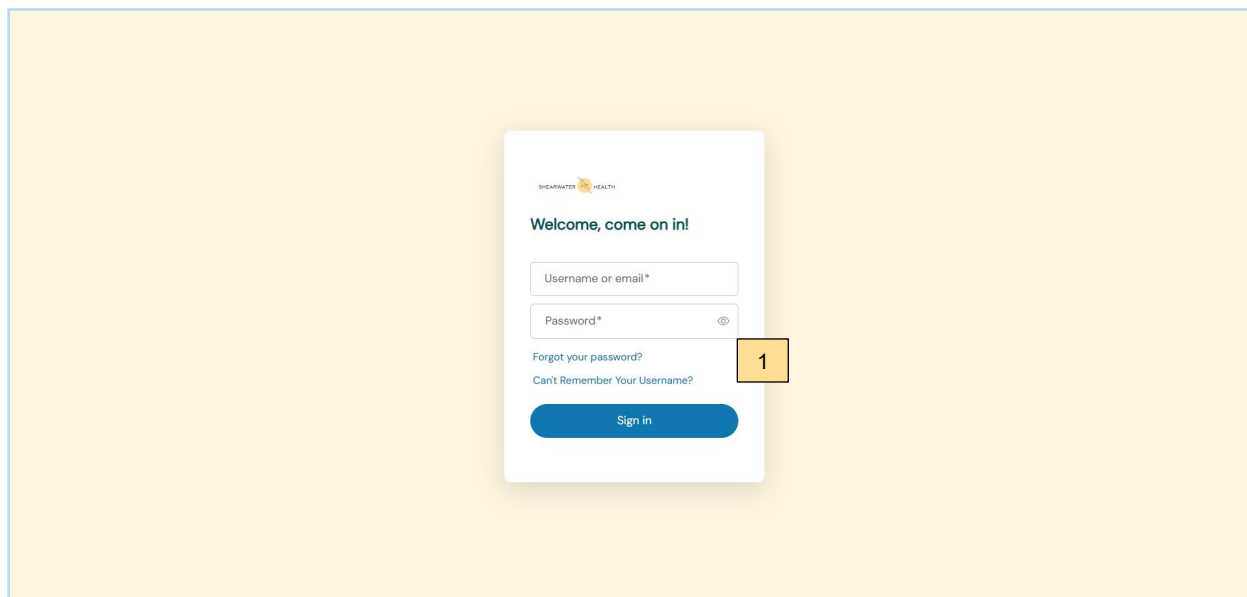
This guide provides clear, step-by-step instructions to help employees reset a forgotten password through the UKG Pro website. It explains how to navigate the password recovery process, verify identity securely, and create a new password that meets system requirements. By following this guide, employees can quickly regain access to their UKG Pro account and continue managing their HR and payroll information without interruption.

### **Instructions:**

Forgot Your Password

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

1. Click **Forgot Your Password**.
2. Enter your username, which is your email address. Click **Continue**.
3. An email was sent with instructions to reset your password.
4. Once received, click **Yes, change my password**.
5. A window will appear on your internet browser to **create a new password**. The new password must meet the specified password requirements. Click **Reset password**.



The screenshot shows the UKG Pro login interface. At the top, it says 'Welcome, come on in!'. Below this are two input fields: 'Username or email\*' and 'Password\*'. To the right of the password field is an eye icon. Below the input fields are two links: 'Forgot your password?' and 'Can't Remember Your Username?'. A yellow box with the number '1' is placed over the 'Forgot your password?' link. At the bottom of the form is a blue 'Sign in' button.

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