

UKG Pro Login – Forgot Your Password (Web)

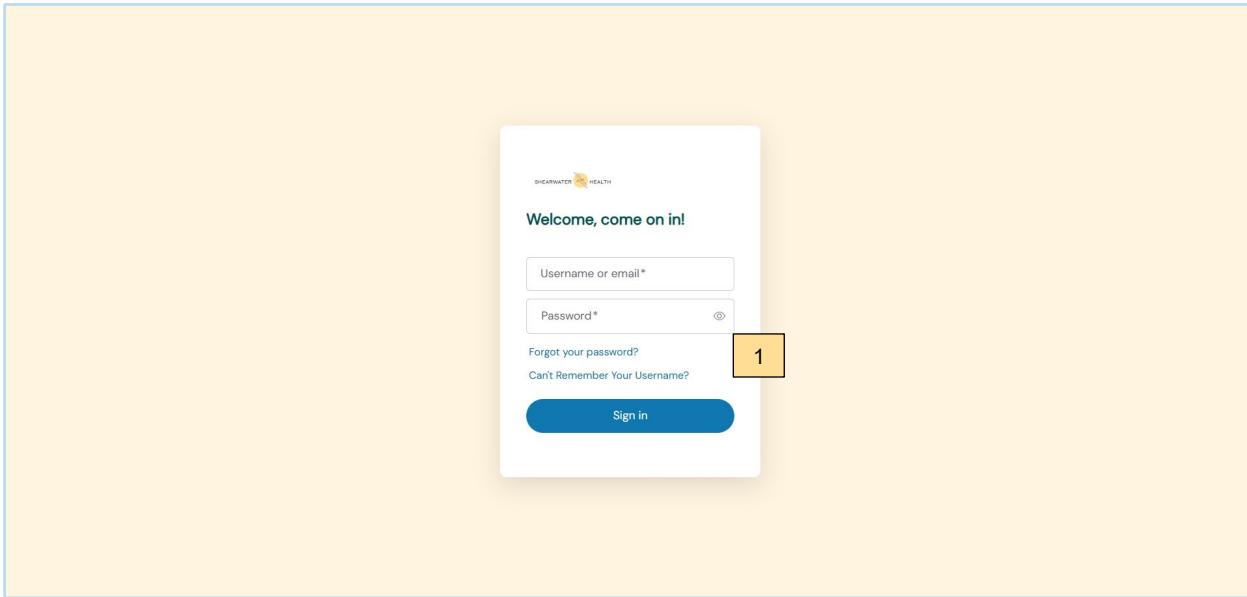
This guide provides clear, step-by-step instructions to help employees reset a forgotten password through the UKG Pro website. It explains how to navigate the password recovery process, verify identity securely, and create a new password that meets system requirements. By following this guide, employees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

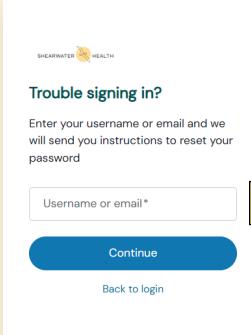
Instructions:

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**.



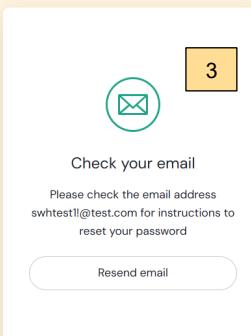


The page shows a 'Shearwater Health' logo at the top. Below it, the text 'Trouble signing in?' is displayed. A sub-instruction reads: 'Enter your username or email and we will send you instructions to reset your password'. A text input field labeled 'Username or email*' is followed by a blue 'Continue' button. At the bottom is a 'Back to login' link. A yellow box labeled '2' is positioned to the right of the input field.

Username or email*

Continue

Back to login



The page features a green circular icon with a white envelope symbol. A yellow box labeled '3' is positioned to the right of the icon. The text 'Check your email' is displayed, followed by a message: 'Please check the email address swtest11@test.com for instructions to reset your password'. A blue 'Resend email' button is at the bottom. A yellow box labeled '3' is positioned to the right of the icon.

Check your email

Please check the email address
swtest11@test.com for instructions to
reset your password

Resend email

Shearwater Health Outlook

Inbox

Yesterday

donotreply@notifications.ukg.net
Reset your password

Thu 3:36 PM

CAUTION: This email originated outside of Shearwater...

From: donotreply@notifications.ukg.net
To: Janki Patel

Reply | Reply all | Forward | Print | More apps | OneNote | Viva | Phish Alert | Discover groups | Undo

Dear Janki,

You asked to change your password for your account. Do you still want to change it?

Yes, change my password 4

If this was not you, check your account to be sure you can still log in.

Thanks!

If you did not make this request, please contact your system administrator.

Reply | **Forward**

Change your password

New password* 5

Re-enter new password* 5

Reset password