UltiPro HR system Answers to Frequently Asked Questions from Employees

This document presents answers to commonly asked questions from employees regarding MCW's new unified HR system – UltiPro.

Q: As an employee, what can I do in UltiPro today?

A: In our initial rollout, you can use UltiPro to view your personal, job and pay information. If any of your personal information needs to be updated, you can use UltiPro's self-service capabilities to make the necessary updates.

Q: Some of my personal information in UltiPro is wrong or outdated. How can I correct this?

A: Our previous systems didn't make it easy for employees to view their personal information or to make changes. With UltiPro, you can easily update any of your personal information using UltiPro's true self-service features.

Q: What's the to-do list, and why is it blank?

A: Items will appear in your to-do list when there is a task you need to perform in UltiPro. For example, when benefits open enrollment time comes, a to-do list entry will appear asking you to review your benefit choices for the year ahead. Each entry in the to-do list will include a link to the spot in UltiPro where you can perform the action being requested.

Q: What is the Contacts icon for?

A: Contacts is where you list Emergency Contacts, as well as Dependents and Beneficiaries who are covered under one or more of your employee benefits. Dependents who are currently covered under your medical or dental plans should already be listed. It's a good idea to add one or more **Emergency Contacts.**

Q: I thought we were supposed to be able to view our paychecks on UltiPro. Why can't I see any of my paychecks?

A: We will begin using UltiPro's payroll module to process employees' paychecks beginning with the first payday of 2015. When your first paycheck of 2015 has been processed, a link to view your paycheck will be featured prominently on the UltiPro home page.

Q: What systems is UltiPro replacing?

A: In this initial rollout, UltiPro replaces the "Pay Entry" system which is the current tool for viewing your paychecks. If you know how to use Pay Entry, you can use it to view any of your paychecks from 2014. Use UltiPro to view your paychecks beginning with the first paycheck of 2015.

Q: What are the future plans for UltiPro?

A: Near-term plans include using UltiPro to replace these current systems:

- **iCIMS:** Current applicant tracking system that includes several online forms for reporting data changes. iCIMS will be retired over the weekend of Feb. 7-8.
- **TimeForce:** Current time reporting system. The retirement date for TimeForce is still to be determined.
- MyBenergy: Web site that provides organization-level information on benefit plans. UltiPro will
 include much more personalized benefits information, specific to yourself. The retirement date
 for MyBenergy is still to be determined.

Q: What about your longer-term plans for UltiPro?

A: Throughout 2015 (and beyond), we'll continue to add new features and capabilities to UltiPro. The long-term vision is for UltiPro to become your "one stop shop" for all informational and transactional capabilities related to HR.

Q: I don't like web sites that make me pick a password that includes special characters. Is there any way around this in UltiPro?

A: Passwords that are harder to choose are harder to hack. UltiPro has a "strong password" requirement that reflects current best practices in data security. Choosing a password that meets UltiPro's requirements takes a bit of thought, but strong password requirements help protect the security of your personal data.

Got a question that's not answered here? Send an email to: mailto:hr@mcwmn.org