



## How to Login to Encore's Employee Portal - UltiPro/UKG

UltiPro is Encore's main employee portal. You can change your address, view your pay statements, and sign up for direct deposit.

- UltiPro can be accessed by going directly to the following link: <https://n21.ultipro.com//>

**Company Code for App is: PSAV1**

### Initial Login:

- The username for all Encore employees is the six-digit Employee ID followed by First and Last Initial (ex:012345AB)
- Default password is date of birth in the mmddyyyy format (ex: 01011980)
- After initial login you will be required to reset your password to a new password that contains Upper, lower, numeric, and special characters
- Additionally at initial login, three security questions and answers will need to be setup providing you the ability to reset your own password.
- Keep in mind your responses to these questions are case-sensitive. For security UltiPro/UKG passwords expire every 90 days.

The image contains two screenshots from the UltiPro employee portal. The left screenshot shows the login page with the Encore logo at the top, a "Sign in" button, and a "Log In" section. The "Log In" section has fields for "Username" (with an example "ex: 099999FM") and "Password" (with a note "DOB in mmddyyyy format"). There is a "Log In" button at the bottom of the form. The right screenshot shows the "Change password" screen. It includes a list of password requirements: length (15-64), letters (2), uppercase (1), lowercase (1), numbers (1), and special characters (1). It also provides examples of valid passwords and a note about no more than 4 consecutive repeating characters. Below the requirements are fields for "Current password", "New password", and "Confirm password". The "Current password" field is pre-filled with "DOB in MMDDYYYY Format". There are "Cancel" and "OK" buttons at the bottom.

\*If you need a password reset, please contact [ultipro@encoreglobal.com](mailto:ultipro@encoreglobal.com).

\*\*If you are having trouble navigating within the site please contact the HR Representative for Northern California, Eric Larson [eric.larson@encoreglobal.com](mailto:eric.larson@encoreglobal.com).