

Frequently Asked Questions

What is the Ulti Detroit Project?

The Ulti Detroit project objective is to improve the City's Human Resources and its Payroll functions for employees.

Can I continue entering time using the existing software or must I use UltiPro?

If you work in a selected City department that has migrated to UltiPro, then you must use the new UltiPro software to ensure that you receive your paycheck on time and without errors.

How do I access UltiPro?

UltiPro can be accessed via the desktop icon or by visiting <https://e32.ultipro.com>

Where do I find my username and password for the system?

Username: Your last name + first initial + employee ID number
Ex: SmithB12345

Password: Your birthday with the full year;
Ex: MMDDYYYY

Where do I find my Employee ID Number?
You can look on your Payroll Check or You can call 224-Ulti (8584)

Will training be provided?

Yes, training dates will be provided to your respective departments.

What is the overall timeline for this project?

UltiPro went live on October 22, 2018. Selected City departments have already migrated to UltiPro. Remaining City departments will migrate to UltiPro in 2019.

Whom Can I Contact for Additional Support?

Contact the DoIT Help Desk at **313 628-HELP (4357)**:

- To troubleshoot login issues.
- To reset passwords.
- To download the UltiPro icon to your desktop.

For **UltiPro questions/comments, or for help finding your Employee ID:**

- Call the UltiPro Hotline at **313 224-ULTI (8584)**.
- Email UltiDetroit at ultidetroit@detroitmi.gov.

For instructional walkthrough training demos/ videos, and additional downloadable UltiPro materials, visit the City's Intranet page at

<http://cityweb/Departments-/Human-Resources/ULTIPRO>.

The UltiPro Icon



- The icon above can be used to access the UltiPro environment via your City of Detroit desktop.

Don't have the UltiPro icon?

Contact the DoIT Help Desk by calling **628-HELP (4357)**

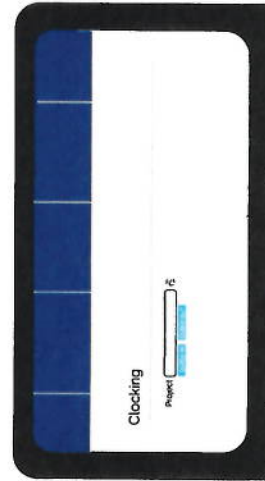


The UltiPro software offers...

- A self-service portal that allows you to view your payroll and HR data at any time.
- View electronic copies of your pay stub
- An automated HR-to-Payroll process flow that improves employee resolution times.

Advantages of using UltiPro include:

- A self-service portal that allows you to view your payroll and HR data at any time.
- View electronic copies of your pay stub
- An automated HR-to-Payroll process flow that improves employee resolution times.



Important things to know once live in Ultipro

• UltiPro Icons

- Don't have the icon? Contact the help desk at [313-628-HELP](tel:313-628-HELP) (4357).
- Already have the icon? Select the icon and make sure the browser leads to <https://e32.ultipro.com>

• Demographic Verification

- Please make sure you review your demographic information within the UltiPro environment; this includes: your name, address, direct deposit setup, salary/hourly rate, job title, and shift pattern (work schedule).

• Pop-Up Blocker

- In order to view/clock into your timesheet, you must select "Allow" so that the pop-blocker will open and grant you access.

• Message Center

- It is imperative to check your inbox within the Message Center in UltiPro; this is where you will receive notifications regarding your timesheet and vacation submissions.

• Contact Us

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Office of the Chief Financial Officer
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Detroit, MI 48226

313-224-ULTI (8584)

ultidetroit@detroitmi.gov



PAYROLL • TIME • ATTENDANCE • HR

As we continue to improve the way we do business at the City of Detroit, UltiPro is the technological transformation that will improve Human Resources and OCFO Functions and processes. UltiPro will be replacing WorkBrain and PDS

