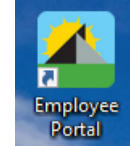


Select the **Employee Portal** icon on your desktop to open National Life Today.



Scroll towards the bottom of the page to locate the application icons.



Select the **UltiPro** icon.

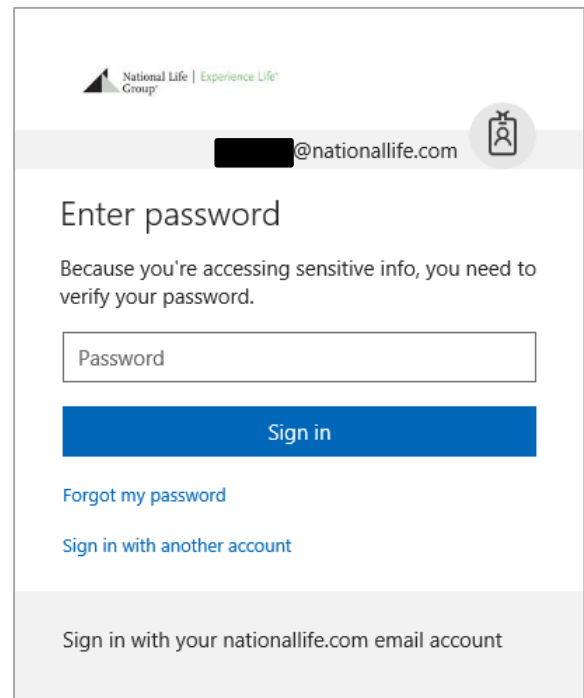
When the sign in screen opens, please log in with your network credentials.

IMPORTANT: In order for you to activate SSO access for UltiPro, you will need to associate your network ID to your UltiPro Web account by providing the following information –

- Your date of birth
- Your full SSN

Please note that this is a one-time only request. The information is sent securely to UltiPro to compare against the UltiPro database (where your information already resides).

An example of the 'New User Activation' page is shown below.



National Life | Experience Life®
Group

@nationallife.com

Enter password

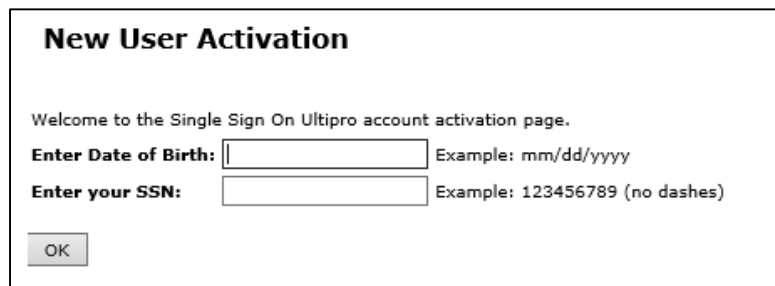
Because you're accessing sensitive info, you need to verify your password.

[Sign in](#)

[Forgot my password](#)

[Sign in with another account](#)

Sign in with your nationallife.com email account



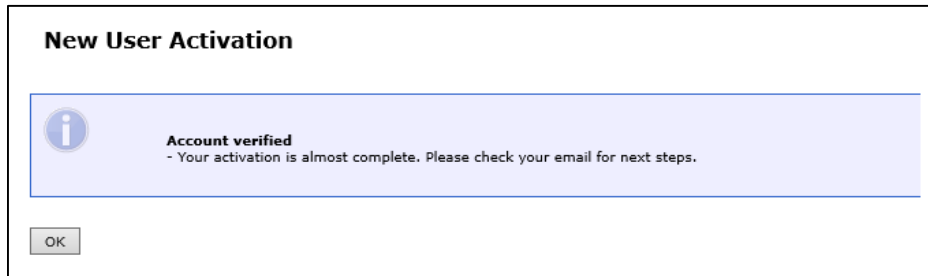
New User Activation

Welcome to the Single Sign On Ultipro account activation page.

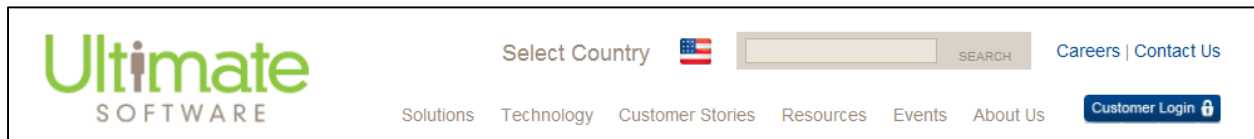
Enter Date of Birth: Example: mm/dd/yyyy

Enter your SSN: Example: 123456789 (no dashes)

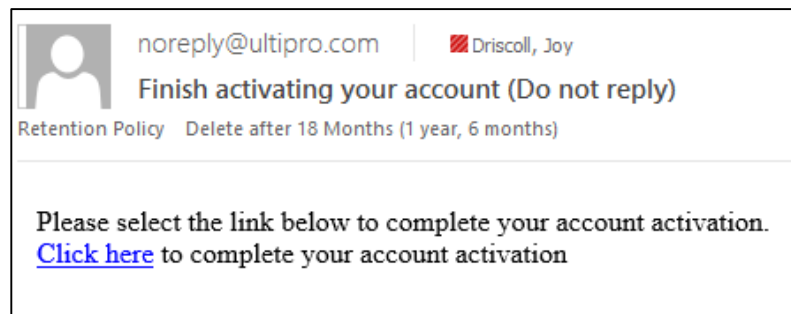
After correctly responding to the activation questions, you should see this page below. Click the 'OK' button.



You will be redirected to the Ultimate Software home page while you wait to receive an email from noreply@ultipro.com.



When the email arrives, open and select the [Click here](#) link to complete the activation process. Clicking the link completes the activation process by redirecting you to the UltiPro application.



Once you are redirected into UltiPro, you have completed the UFSSO activation process. The next time you visit the UltiPro employee portal, you will be immediately launched into the application.

If you encounter issues during the activation process, then please refer to the [FAQ on the next page](#). If further assistance is needed, contact Joy Driscoll in the People Center at jdriscoll@nationallife.com or x3383.

- Q. After I respond successfully to the provisioning challenge questions upon first login to the UFSSO URL, I do not receive an email from noreply@ultipro.com with the link to log into UltiPro. Is something wrong with UFSSO?



- A. No. Check your spam or junk mail folder. If you find the email there, you will need to have your email administrator add this email address to your white or safe mail list so that it does not get captured by your spam filters. The email will instruct you to click on an imbedded link, which will complete the activation process by redirecting you into the UltiPro Web application.



-
- Q. When I try to access UltiPro, I get the following error [**IM_Login Error: AuthFailUserContext**]. What is wrong?



- A. Please contact the HelpDesk for assistance.
-

Q. When I enter the responses to the activation questions on the 'New User Activation' page, I receive the following error message after clicking the 'OK' button.

“An error has occurred. Please contact Ultimate Software for assistance”.

A. This message likely indicates that the information being entered for one or more of the activation questions does not match what is in UltiPro. If there is a mismatch between what you enter on the activation page and what exists in UltiPro, you will see this error.

This error can be the result of the following:

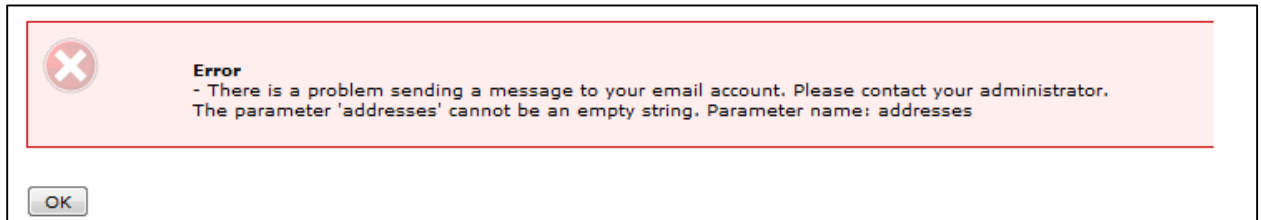
- Missing data for you in UltiPro
- Information that you have entered incorrectly on the activation page
- Data that is incorrectly posted for you in UltiPro
- You have not been setup with an UltiPro web account

If you see this error, contact Joy Driscoll or Laurie Morrill to verify your information is up-to-date and correctly entered in UltiPro and that you have an Ultipro web account. Also ask to have your password reset so that you can attempt to activate yourself again.

If you unsuccessfully attempt to activate yourself, and reach the maximum number of attempts (typically three), you will then be locked out and not allowed to try again until your HR Administrator has reset you.

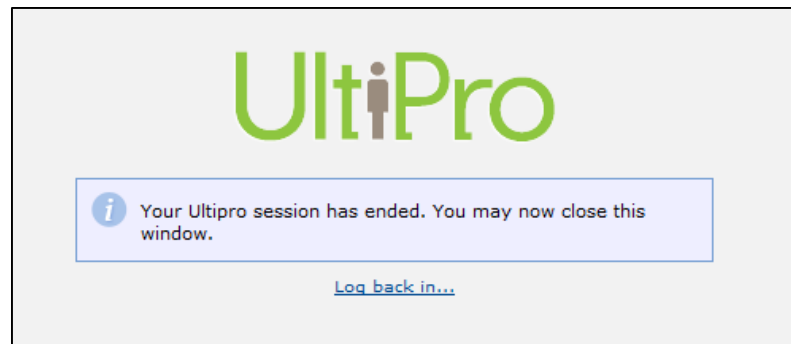


- Q. When I enter the responses to the challenge questions on the 'New User Activation' page, I receive the following error message after clicking the 'Ok' button.



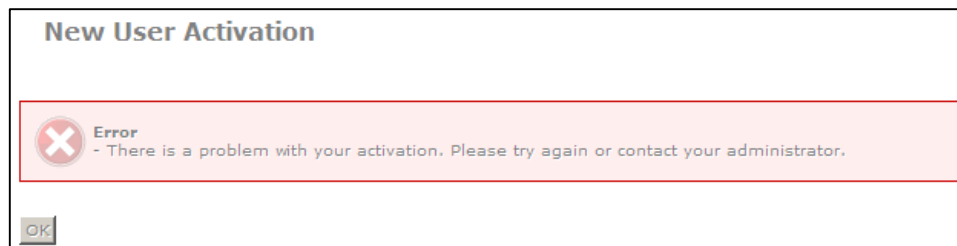
- A. This message indicates that an email address does not exist for you in UltiPro; therefore, the UFSSO application is unable to send you an activation email to complete the activation process. If you see this error, contact Joy Driscoll or Laurie Morrill to verify your email address is correctly entered in UltiPro. Also ask that to have your password reset so that you can attempt to activate yourself again.
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- Q. When using my UFSSO URL to log into UltiPro, I select the log out option from within UltiPro to log out, and then close my browser. When I open a new browser and log back in, I see the following message: "**Your UltiPro session has ended. You may now close this window.**" Why am I getting this?

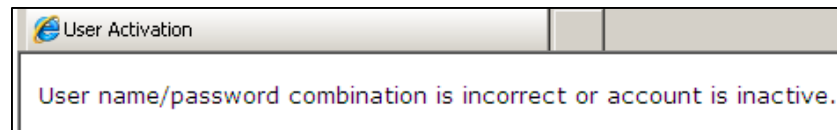


- A. This is occurring because you are selecting the logout option. Close your browser window or tab, and then go back in using a new window. This should launch UltiPro again.
-

- Q.** When I go through user activation process, I am able to respond to the activation questions and I receive an email from noreply@ultipro.com. When I click on the activation link in the email, I receive the following.



If I go back and try to go to the UFSSO URL again, I get the following. What is wrong?



- A.** This is occurring because your account in UltiPro is inactive and UFSSO is unable to automatically log you into UltiPro. Contact Joy Driscoll or Laurie Morrill and ask to have your account re-activated.
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