CAROLINA RESTAURANT GROUP, INC
PAYROLL PORTAL

Quick Reference Guide for Initial Log In

https://infosync.ultipro.com

Logging In	
Login Username:	1st Initial of 1st Name + Last Name + Last 4 of SSN
Initial Password:	Social Security Number - all 9 digits no dashes *Employee will have to change password and setup challenge questions during 1st log in*
Change Password:	Click on **Preferences** (upper right, dropdown option by employee name) Click on **Change Password** and follow the directions.
Forgot Password:	Click on **Forgot Password** on log in screen and follow the directions.
Still can't Log In?	Contact InfoSync's UKG.password.reset@issvc.com or (316) 681-8599 *Hours of Operation: Monday – Friday (10:00 am – 6:00 pm EST)*

UKG Pro Password Requirements
- **Password length:** 15 to 64 characters
- **Complexity:**
    - Must contain 1 uppercase, 1 lowercase, 1 number, and 1 symbol
    - Maximum of 4 repeating characters
    - Cannot use any of the last 24 passwords
- **Initial Log In:** Within 30 days
- **Mobile App Access:** Users must login to https://infosync.ultipro.com at least once before accessing mobile app
- **Maximum Password Age:** 180 days
- **Account Lockout:** Accounts will be locked out/restricted for 30 minutes after five consecutive unsuccessful attempts. After 30 minutes, the user can attempt to log in again or use the **Forgot Password** flow to reset their password.
- **Change Password Attempts:** No more than 3 times every 24 hours
- **Account Inactivity:** The account will be set to inactive after 180 days of inactivity