

Get Connected HR FAQs

These FAQs are specific to your role in rolling out the Get Connected process to your associates. Be sure to read the FAQs provided to [associates](#) and [managers](#) to ensure that you fully understand this process.

Q: *What is happening?*

A: Sysco is working to ensure that all associates can log in to Sysco network-based systems that require a Network ID and password. In addition, Sysco requires all associates to register for Self-Service Password Reset (SSPR), which allows associates to reset their Sysco network passwords in a few quick clicks from a kiosk, desktop, tablet or smartphone, without having to call the Sysco Service Desk.

Q: *Why is Sysco doing this now?*

A: Our deskless associates—largely our Maintenance, Transportation and Warehouse associates—do not work at computers and do not know or use their Network IDs. This has been a long-standing challenge at Sysco. With more and more technology capabilities being deployed, it is critical that associates are able to easily access network-based systems such as Workday. Network IDs will be required in 2022 for US associates to access pay stubs as Workday becomes our new US payroll system. Therefore, it is critical that every associate has their Network ID.

Q: *Who is included in this effort?*

A: All Warehouse, Transportation and Maintenance associates who were in Workday as of January 18, 2022, are being included in the personalized communications effort. They will each receive a personalized badge with their Network ID on it.

- Any associate who has not set up a network password and SSPR will get a blue brochure along with their badge and temporary password so they can register. The brochure includes full instructions and has a small envelope on the front left cover to indicate that these associates will get printed emails along with their brochures.
- Any associate who has already set up a password and SSPR will get a green brochure with their personalized badge. They do not get an email.
- Ongoing new hires and anyone hired after January 18, 2022, will get an orange brochure and a generic badge, along with a temporary password email.

All associates will have access to SyscoBenefits.com/SSPR, which includes FAQs, instructions and other helpful tools. All materials on this website are in English, Spanish, Tagalog, Mandarin Chinese, Traditional Chinese, Swahili, Burmese, Vietnamese and Haitian Creole.

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Q: *What is the deadline for this effort?*

A: You should incorporate this effort into your new hire processes immediately. Existing associates should complete their registration as soon as possible since US payroll moves to Workday on April 1, 2022. As of April 1, associates will be able to review their pay stubs only in Workday.

Q: *What is my role in the process?*

A: Your role is assist managers in preparing materials for associates and to support managers and associates during the registration process. This is a joint effort between HR and managers.

You can find full instructions in the *Sysco Network ID and SSPR HR Distribution Instructions*, which are posted on SyscoBenefits.com/SSPR-HR.

Q: *What is the manager's role in the process?*

A: Managers are asked to distribute the personalized brochures (and emails with temporary passwords, if applicable) to the associates who report to them in Workday. Please assist if a manager needs your help. Additionally, they're asked to ensure that deskless associates understand the need to complete this process on a timely basis.

Q: *How will I know which managers are receiving which associates' emails?*

A: Associates' temporary passwords, which are needed to complete the process, are being emailed to you. You will receive a manifest in the box of materials being sent to you so you'll know which manager gets which emails.

Q: *How will associates who need to set up passwords and register for SSPR receive their Sysco Network IDs and temporary passwords?*

A: Associates will be provided with their Network IDs in two documents:

- Personalized brochure, which includes a badge that also has the Network ID printed on it. For security purposes, the personalized brochure does not include the temporary password.
- Email provided to the associate, which includes the Sysco Network ID and temporary password.

Q: *How will new hires receive their temporary passwords?*

A: As part of the new hire onboarding process, each new hire will receive their temporary password along with an orange generic brochure and a generic badge that they can write their Network ID on.

Q: *How will associates who do not need to set up passwords and register for SSPR receive their personalized badges?*

A: If an associate was in Workday on January 18, 2022 and they have already registered for SSPR, they will receive a personalized green brochure. They will not get a temporary password email because they have already registered. They do not have to take action, but we want them to have a personalized badge with their Network ID. We want to encourage associates to use their Network IDs to log in to Workday to check their personal information on file with Sysco and also to download Sysco To Go.

(continued on next page)

Q: *What if I don't have a personalized brochure for an associate but have an email with their Network ID and password?*

A: Treat these associates like you would a new hire: Provide each with an orange new hire brochure along with the email from the manager.

The generic brochure includes a generic badge that the associate can write their Network ID and UPN/username on.

Q: *What is being provided for associates who are not native English speakers?*

A: The materials shipped to you will be in English and all personalized pieces are in English. However, all associate materials (generic brochure, temporary password reset instructions, SSPR instructions and FAQs) are posted on SyscoBenefits.com/SSPR in English, Spanish, Tagalog, Mandarin Chinese, Traditional Chinese, Burmese, Vietnamese and Haitian Creole.

You'll also find all associate materials and the translated materials on SyscoBenefits.com/SSPR-HR.

Q: *What if an associate loses their Network ID?*

A: If an associate misplaces their Network ID, you will have to provide it to them. You may run the report Employee Listing with UserName ID in Workday, which will contain the Sysco Network IDs for associates at your site.

Q: *What if an associate loses their temporary password?*

A: The associate, or you on the associate's behalf, can call the Sysco Service Desk to request a new temporary password. If the associate initiates the call, the Service Desk Representative can release the temporary password only to HR or the manager on record in Workday, and then you or the manager will need to provide it to the associate.

Q: *How does an associate reset their temporary password?*

A: Instructions for resetting the temporary password can be found at SyscoBenefits.com/SSPR and are also included in the brochure that each associate will receive.

If you need to print a copy of the instructions for an associate, go to SyscoBenefits.com/SSPR-HR.

Q: *What if an associate has trouble setting up their password?*

A: They should contact the Sysco Service Desk at **866-981-1190**.

Q: *What is SSPR?*

A: Sysco requires all associates to reset their passwords every 90 days as a security measure. Self-Service Password Reset (SSPR) allows associates to reset their Sysco network passwords in a few quick clicks from a kiosk, desktop, tablet or smartphone, without having to call the Sysco Service Desk.

Q: *Do associates have to set up SSPR?*

A: Yes. The only way we can move to an environment where associates are connected to the organization is if they have Network IDs and passwords that can easily be reset when they expire or are forgotten. SSPR is the way to ensure that goal is met.

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Q: *Can associates use an alternate phone number, such as the site's phone number, to register for SSPR?*

A: The purpose of the SSPR process is to allow associates to reset their passwords every 90 days (as required by Sysco) or when they cannot remember their existing passwords. If an associate doesn't want to use a personal phone number to register for SSPR, they can set up security questions as an alternate method and must do that using a kiosk at your site. However, they should not use a phone number that is not personal to them because the SSPR will not work for them.

Q: *What if an associate has trouble registering for SSPR?*

A: SyscoBenefits.com/SSPR has FAQs and more for associates. They can also call the Sysco Service Desk at **866-981-1190**.

Q: *What is a UPN/username?*

A: It is a unique identifier that is different from a Network ID and that may be required when setting up SSPR or resetting a password. It is formatted like an email address (for example, Batman123@Sysco.com) but does not function like an email address. It's just used in these situations as an additional identifier.

Q: *Where can an associate find more information about passwords and SSPR or get assistance?*

A: SyscoBenefits.com/SSPR has job aids, FAQs and registration instructions for associates. They can also call the Sysco Service Desk at **866-981-1190**.

Q: *Where should an associate go if they lose or cannot remember their password once it is set up?*

A: They should contact the Sysco Service Desk at **866-981-1190**.