

Get Connected

Talking Points and Fast Facts

Background

- Sysco is making sure that every associate has their Sysco Network ID and password set up. All associates are required to set up Self-Service Password Reset (SSPR).
- Many important systems at Sysco require that we use our Sysco Network IDs to access them. This includes our US payroll system, which is moving to Workday on April 1, 2022. This means that accessing payroll information and pay stubs will require using a Sysco Network ID and password.
- Our deskless associates—largely our Transportation, Warehouse and Maintenance associates—do not work at computers and do not know or regularly use their Network IDs, so it's important that we get this information to them before pay stubs are in Workday.

Talking Points – for Use with Associates Who Are Not Yet Registered

- We are providing you with instructions and information to complete the required two-step process:
 - A copy of an email that includes your temporary password. You will not find this important information anywhere else.
 - A brochure that has your Network ID and instructions for the two-step registration process you will need to follow.
- If you lose your Network ID, you will need to speak to HR about retrieving it.
- If you lose your temporary password before you reset it, you will need to call the Sysco Service Desk at **866-981-1190**. The Service Desk will provide your temporary password to your manager or your HRBP, and they will provide it to you.
- Completing this process is required. You will need your Network ID and a network password to do certain job-related tasks, such as accessing your pay stub in Workday as of April 1.
- The instructions we are providing in your personalized brochure are detailed. Read them carefully and follow the steps.
- You can complete this process from anywhere with access to a browser. We have kiosks that you can use, or you can use your smartphone.
- Please complete this two-step process as soon as possible. Beginning April 1, you will be able to access your pay stub only in Workday and you cannot do this without your Sysco Network ID and password.
- We are providing you with a personalized badge with your Network ID on it. Clip to your Sysco badge (if applicable) or keep it in a safe place.
- If you were not an active associate as of January 18, 2022, when these materials were created, we're providing you with a generic brochure and badge that you can write on and clip it to your Sysco badge (if applicable) or keep in a safe place.
- If you have questions, our local HRBP or I can help you. You can also review the materials on SyscoBenefits.com/SSPR or call the Sysco Service Desk at **866-981-1190**.

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Talking Points – for Use with Associates Who Are Already Registered

- You already have a network password set up and are registered for SSPR.
- We are providing you with a personalized badge with your Network ID on it. Clip it to your Sysco badge (if applicable) or keep it in a safe place.
- You will use your Network ID to access important Sysco resources, such as Workday to access your pay stubs.
- If you lose your Network ID, you will need to speak to HR about retrieving it.
- If you have problems resetting your password in the future, call the Sysco Service Desk at **866-981-1190**.

Fast Facts

Sysco Network IDs

- The Sysco Network ID is the personalized identification that allows associates to log in to key Sysco systems such as Workday, Sysco To Go and online learning tools.
- For current associates, the Sysco Network IDs are provided in the brochures and printed on the personalized badges.
- New hires will be given their Sysco Network IDs as part of the new hire onboarding process.
- If associates misplace or lose their Sysco Network IDs, they need to talk to their local HRBPs.

Temporary Passwords

- Associates who have not yet logged in will be provided with temporary passwords.
 - Current associates will get printed emails with their temporary passwords.
 - New hires will receive their temporary passwords as part of the new hire onboarding process.
- Instructions for resetting the temporary password can be found at **SyscoBenefits.com/SSPR**.
- Once the temporary password is reset, it is deactivated and cannot be used again.
- If an associate already has a network password set up, they will not receive a temporary password.

UPN/username

- UPN/username is a unique identifier 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 certain situations as an additional identifier.
- For current associates, this is provided in the brochures given to them and on the personalized badges.
- New hires will be provided their UPNs/usernames as part of the new hire onboarding process.
- If associates need help with their UPNs/usernames, they should contact the Sysco Service Desk at **866-981-1190**.

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SSPR

- Sysco requires all associates to reset their passwords every 90 days as a security measure. The 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.
- Instructions for setting up SSPR can be found in the brochure provided to associates or on SyscoBenefits.com/SSPR.
- If an associate has already set up SSPR, they do not need to do it again.

More Information and Assistance

- SyscoBenefits.com/SSPR has job aids, FAQs and more for associates. Information on this website is provided in English, Spanish, Tagalog, Mandarin Chinese, Traditional Chinese, Swahili, Burmese, Vietnamese, and Haitian Creole.
- Associates should call the Sysco Service Desk at **866-981-1190** if they have problems with their passwords or UPNs/username.
- If an associate misplaces their Sysco Network ID, they should contact their local HRBP.
- If an associate loses their temporary password before they reset it, they will need to call the Sysco Service Desk at **866-981-1190**. The Service Desk will provide the temporary password to the manager or the HRBP, who will then provide it to the associate.