

# Get Connected Supervisor/Manager 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](#) to ensure that you fully understand this process.

**Q: *What is happening?***

A: Sysco is making sure 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 are required for US associates to access pay stubs as Workday becomes our new US payroll system on April 1, 2022.

**Q: *Who is included in this effort?***

A: Warehouse, Transportation and Maintenance associates who were in Workday as of January 18, 2022, are being included in the personalized communications effort. Associates hired after that date, including ongoing new hires, will receive generic materials.

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

A: The process should be completed 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: You should familiarize yourself with this initiative by reading all the materials posted on [SyscoBenefits.com/SSPR-MGR](#). You will hand out materials to associates and make sure they complete the registration process. You can find full instructions in the *Sysco Network ID and SSPR Manager Distribution Instructions*, which are posted on [SyscoBenefits.com/SSPR-MGR](#).

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**Q: *How will current associates who have not yet set up passwords and registered for SSPR receive their Sysco Network IDs and temporary passwords?***

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

- Personalized brochure with a blue cover and small envelope icon on the lower left cover, which includes a badge that also has the Network ID printed on it.
- Printed email with the Sysco Network ID and temporary password that will be provided to the associate along with their brochure.

**Q: *What is being provided to current associates who have already set up passwords and registered for SSPR?***

A: Any associate who has already registered will receive a brochure with a green cover that includes a personalized badge. They will not get an email.

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

A: The materials shipped to your site 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](https://SyscoBenefits.com/SSPR) in English, Spanish, Tagalog, Mandarin Chinese, Traditional Chinese, Swahili, Burmese, Vietnamese and Haitian Creole.

You'll also find all associate materials and the translated materials on [SyscoBenefits.com/SSPR-MGR](https://SyscoBenefits.com/SSPR-MGR).

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

A: HRBPs can reprint the email with the temporary password and provide it to the associate. Note that the password expires after 90 days.

If that temporary password is not available, 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.

**Q: *How will associates receive temporary passwords?***

A: The only place that an associate will find their temporary password is in the email sent to HRBPs, which will be printed and paired with the brochure and provided to them.

Each new hire will be provided with their Network ID and temporary password as part of HR's new hire onboarding process. This will include a generic badge that the associate can write their Network ID on.

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

A: Instructions for resetting the temporary password can be found at [SyscoBenefits.com/SSPR](https://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-MGR](https://SyscoBenefits.com/SSPR-MGR) to find printable instructions. They are posted on the site in English, Spanish, Tagalog, Mandarin Chinese, Traditional Chinese, Swahili, Burmese, Vietnamese and Haitian Creole.

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

A: If an associate needs help with their password, 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 needed. SSPR is the way to ensure that goal is met.

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

A: [SyscoBenefits.com/SSPR](https://SyscoBenefits.com/SSPR) has SSPR login instructions in English, Spanish, Tagalog, Mandarin Chinese, Traditional Chinese, Swahili, Burmese, Vietnamese and Haitian Creole. Associates can also call the Sysco Service Desk at **866-981-1190**.

**Q: *What is a UPN/username?***

A: It 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.

**Q: *Why are associates being asked to review their personal information on file with Sysco?***

A: If it is not correct, that means information like benefits or tax-related materials can't get to associates. Associates should log in to Workday today to make sure their personal information is up to date.

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

A: [SyscoBenefits.com/SSPR](https://SyscoBenefits.com/SSPR) has job aids, FAQs and more 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 Sysco Network ID?***

A: They should contact their local HRBP.