

## Introduction

The purpose of this article is to explain the process of logging into Employee Self-Service, and to provide some tips and tricks.

## Employee Self-Service

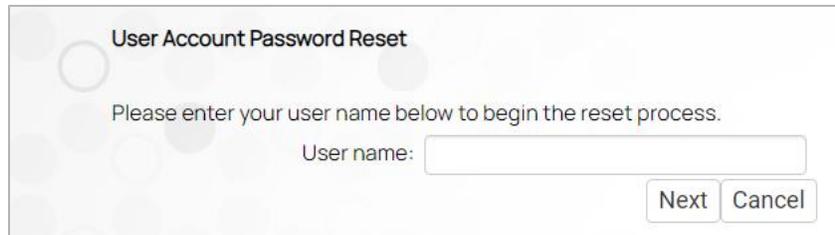
In order to log into isolved, enter your Employee Self-Service email address, and the password you created when you authenticated your account. Please ensure that passwords are a minimum of 12 characters, at least one lower-case alpha (a-z), one upper-case alpha (A-Z), one numeric (0-9), and one special character. Spaces are allowed to support the use of easier to remember passphrases. Going forward, your password will not expire. Passwords may also not duplicate any of your previous 10 passwords.

The screenshot shows a sign-in page for isolved People Cloud. At the top, a red error message reads: "Your log in attempt was not successful. Your account will be locked after five unsuccessful attempts; three attempts remain. Please try again, or use the Forgot Password function." Below this is the isolved People Cloud logo. The main heading is "Sign in" with a pink underline. Below the heading, it says "Welcome! Login to access isolved People Cloud applications." The email address "db377496@gmail.com" is entered in a text field. Below the email field is a pink box with the text "Password is required" and a password input field containing the word "Password". There are two pink buttons: "Login" and "Cancel". At the bottom, there is a link that says "Did you forget your password?" in blue text.

If you enter an incorrect password five times, you will be locked out of the system. You will receive a message after each attempt, indicating the number of attempts remaining. After the fifth incorrect attempt, you will be locked out for 10 minutes. After the 10 minutes has passed, use the "Did you forget your password" link to change your password. If you need access to the system sooner, contact your company's administrator to unlock your account.

Did you [forget your password?](#)

Enter your email address in the **User Name** field and click on **Next**.



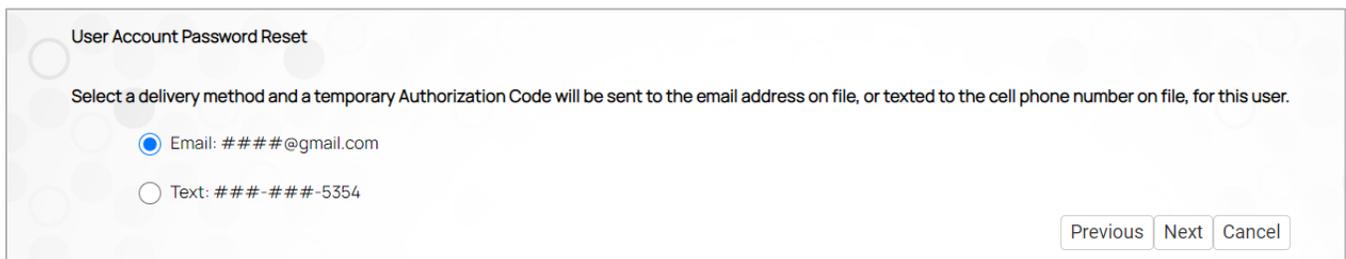
**User Account Password Reset**

Please enter your user name below to begin the reset process.

User name:

An option will appear to have a temporary authorization code sent to either your email address or cell phone as a Text. Click on the option which is available to you immediately, since temporary authorization codes expire. Click on the **Next** icon.

**Note:** The "Text" option will only be available if you entered your cell phone number when you authenticated.



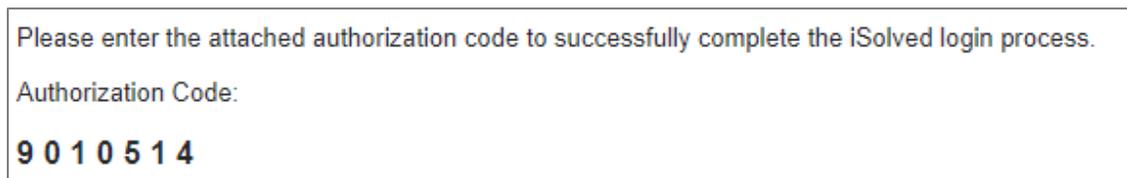
**User Account Password Reset**

Select a delivery method and a temporary Authorization Code will be sent to the email address on file, or texted to the cell phone number on file, for this user.

Email: #####@gmail.com

Text: ###-###-5354

Open the email or text message received. The email will contain the following information:

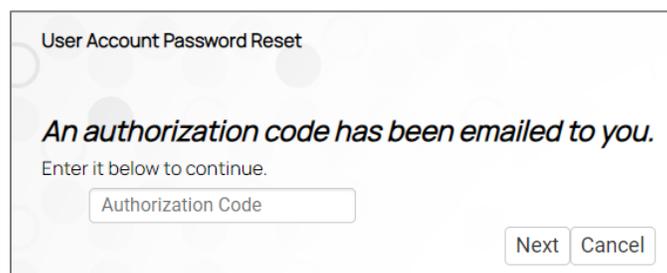


Please enter the attached authorization code to successfully complete the iSolved login process.

Authorization Code:

**9 0 1 0 5 1 4**

Enter the authorization code in the space provided in Employee Self-Service. Click on the **Next** icon.



**User Account Password Reset**

*An authorization code has been emailed to you.*

Enter it below to continue.

Enter the response to the security question you created when you originally authenticated. Enter and confirm a new password using the format found on the information box on the screen.

**User Account Password Reset**

Please answer your security challenge question below:  
**Boyfriend Name**

Answer:

Please specify a new password for your account below:

New Password:

Please ensure that passwords are a minimum of 12 characters (at least one lower case alpha [a-z], one upper case alpha [A-Z], one numeric [0-9], and one special character. Spaces are allowed to support the use of easier to remember passphrases. Going forward, your password will not expire. Passwords may also not duplicate any of your previous 10 passwords.

Confirm Password:

Confirm your new password by keying it again and click on **Next**. You will receive the following message:

**User Account Password Reset**

Your account has been updated. You can now log in with your new password. Click the **Login** button below to return to the login form.

This action will return you to your Login Page. Enter your Employee Self-Service email, along with the new password created and click on **Login**.

isolved People Cloud.

## Sign in

Welcome! Login to access isolved People Cloud applications.

db377496@gmail.com

.....

Login

Cancel

**Note:** If you have not recently logged in on the computer or phone you are using, another authentication code will be required. The system will prompt you in the same manner.

## Drop-Down Menu

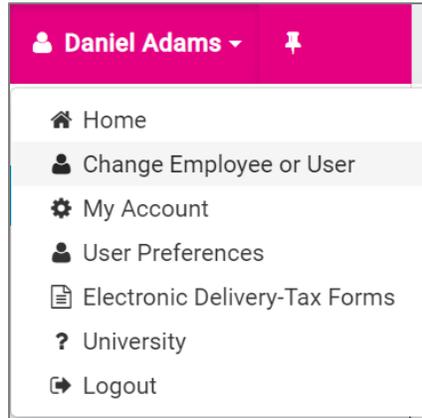
Your name appears in the upper left-hand corner. Directly below is a drop-down menu. Expand this menu to access the following:

- **Home:** Select this option to return to the **Welcome** page.
- **My Account:** Select this option to change your "Password," "Security Question" or add a "Mobile Phone" number.
- **User Preferences:** If you have multiple accounts, select which one you would like to use as your default.
- **Electronic Consent:** If your employer requires electronic consent of documents, you can sign consent by selecting this option. If already signed, a pop-up message will appear indicating you have already signed the Terms of Use and Consent to Electronic consent.
- **Electronic Consent – Tax Forms:** If your employer is offering this service, you can sign an electronic consent to not receive a paper copy of your year-end forms (such as W-2, 1099 and 1095 forms). If already signed, the following pop-up message will appear:

You have already agreed to the Terms of Use and Consent to Electronic Delivery of Year End Tax Forms. A copy of your agreement is available in Employee Documents

OK

- **University:** Select this option to open the isolved University in a separate window. The University contains courses, articles and webinars that give you the tools you need to manage isolved. If this is your first time accessing the University, click on **Register**.
- **Log Out:** Select this option to log out of Employee Self-Service.



## My Account

Fill out any information you would like changed or added, and click on the **Save** icon.

### My Account

#### Contact Information

Email Address: **db377496@gmail.com**

Mobile Phone:

Registering a cell phone number will give you the option to have login Authorization Codes texted to you.

#### Current Password

Current Password:

The current password is required in order to change your password or update your security challenge question.

#### Change Password

New Password:

Please ensure that passwords are a minimum of 12 characters (at least one lower case alpha [a-z], one upper case alpha [A-Z], one numeric [0-9], and one special character. Spaces are allowed to support the use of easier to remember passphrases. Going forward, your password will not expire. Passwords may also not duplicate any of your previous 10 passwords.

Confirm New Password:

#### Security Challenge Question

## Help Docs

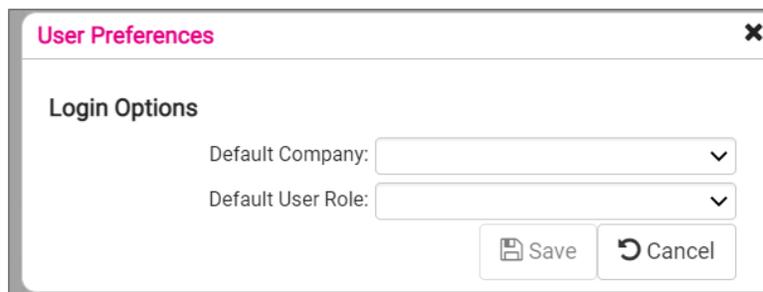
**Note:** If changing your mobile phone number, an email will be sent to the email on file to confirm your change. Along with the email, if an existing mobile phone number was replaced, a text will be sent to the previous mobile phone number on file as a security check.

## User Preferences

A pop-up box appears when you select this option. Select the **Default Company** and **Default User Role** that you would like to see the next time you log in.

### Example:

The user is an “Employee,” “Manager” and “Supervisor.” Most times when they log into Employee Self-Service it is to approve Time Cards for the employees they supervise. The user roles available in the drop-down menu are the ones assigned to the employee only. Select the company and role, and click on the **Save** icon.

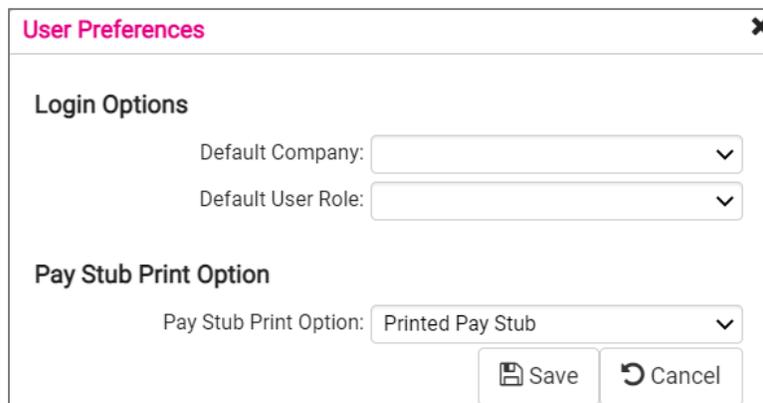


The screenshot shows a dialog box titled "User Preferences" with a close button (X) in the top right corner. Under the heading "Login Options", there are two dropdown menus: "Default Company:" and "Default User Role:". At the bottom right of the dialog box are two buttons: "Save" (with a floppy disk icon) and "Cancel" (with a circular arrow icon).

Once saved, a message will appear notifying you that your Default Role has been updated.

## Pay Stub Print Options

If your employer has elected to print direct deposit vouchers, an additional “Pay Stub Print Option” field appears under **User Preferences**. The selection defaults to “Electronic Pay Stub,” since you are able to log into Employee Self-Service and use the **View/Print** option to print the voucher when needed. However, if you would like a printed copy also, change this option to “Printed Pay Stub” and click on the **Save** icon.



The screenshot shows the same "User Preferences" dialog box as above, but with an additional section titled "Pay Stub Print Option". This section contains a dropdown menu labeled "Pay Stub Print Option:" with the selection "Printed Pay Stub". The "Save" and "Cancel" buttons remain at the bottom right.