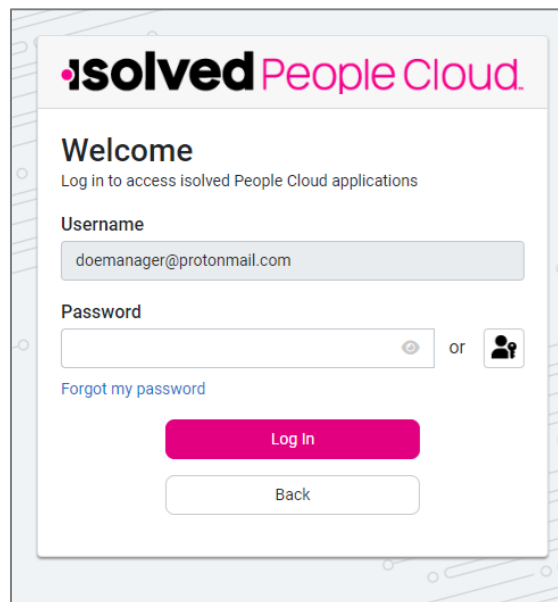**ısolved**™

Adaptive Employee Experience

Employee User Guide – Mobile Version

General Login and Navigation

isolved is committed to protecting your data. All users are required to use Multifactor Authentication (MFA) with every login to isolved.

Logging in

Download the isolved Mobile App in your phone's App Store. Once downloaded the app takes you to the log-in screen where the user can enter their username and password, then press log in.
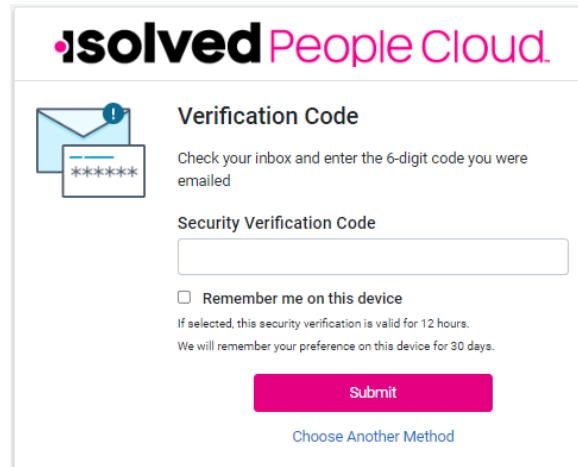
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Select a verification option, select **Request Security Code. Note:** A text message is usually most convenient if you are on your mobile phone.

On the verification screen, type in the verification code that you just received, then press submit. On this screen, you can select the "Remember me on this device." If you select this, then your security verification is valid for 12 hours, and this selection is remembered for 30 days.

After successfully submitting the Security Verification Code, you will be logged in.

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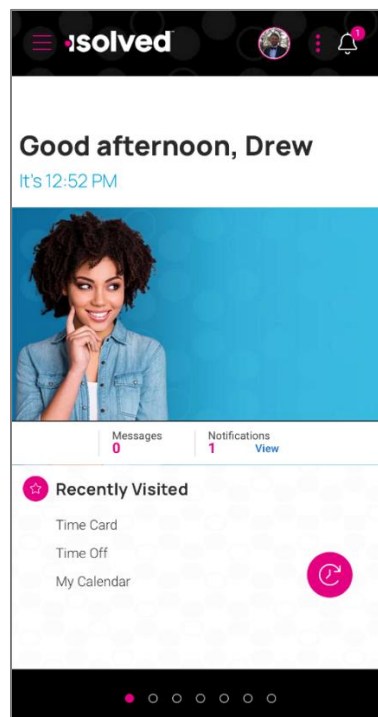
Passwordless Logging In

When new users log onto the mobile app for the first time, they are presented with an option for setting up passwordless logging in. Depending on the device being used to access the mobile app, there are different options available for the user.

Once the user is set up for passwordless logging in, they see the following additional icon on the log in screen after the password entry field.
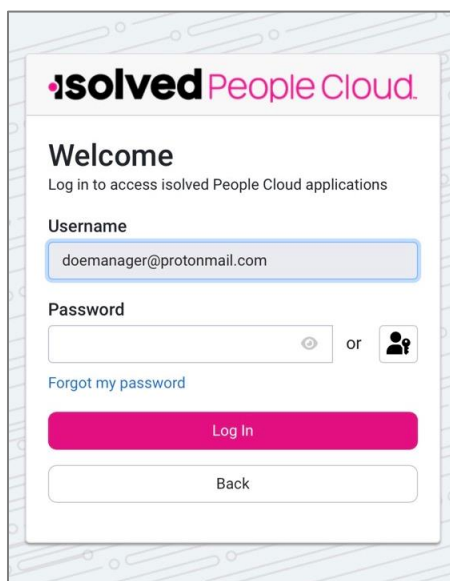
To see a complete list of passwordless log authentications the user has set up, visit https://identity.myisolved.com, click on the user email address in the upper right corner, then "My Account", then Passwordless Authentication.

Note: Passwordless Log in does not bypass Multifactor authentication.

Tenant ID

Some users may see a screen at login prompting a selection of a Tenant. This occurs if your email address is connected to more than one isolved environment. The Tenant is an identifier which indicates the URL you would typically visit to log in to self-service. Typically, this code is similar to that URL, so for example, if you logged in to xyz.myisolved.com previously to access self-service, you might see a tenant ID option "xyzco". If you need to switch tenants, you can do so by pressing the bell icon in the upper right corner and an option Switch Tenants is displayed. Follow the prompts to switch.

![isolved Help Docs logo]
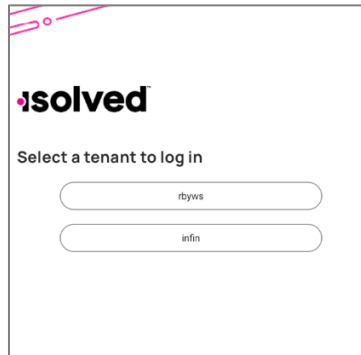
Multifactor Authentication Setup

The user is able to receive the multifactor authentication code in one of 3 ways: text message, email, or third party app (we are using Microsoft authenticator for this example).

Note: The user does not have to set up an authenticator app if they are planning on using text message, or email verification.

After the user makes it past the log in screen for the first time, by either typing their username and password, or using passwordless authentication, they are brought to the below screen.

The user can select "Set Up Now" to start setting up an authentication app.
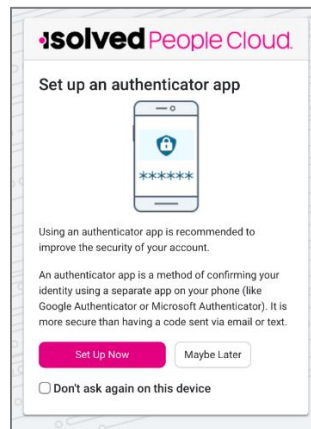
The screenshot below shows the setup page for a multifactor authentication app. The user needs to download one of the following apps: Google Authenticator, Microsoft Authenticator, or Authy.

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Copy the 40-character QR code and then open the app you downloaded. For this example, Microsoft Authenticator is used. Press the plus button in the upper right corner to add a new app to your authentication list. Complete the directions given and a code becomes available in your list of authenticated apps. This is the code you use as your verification code.
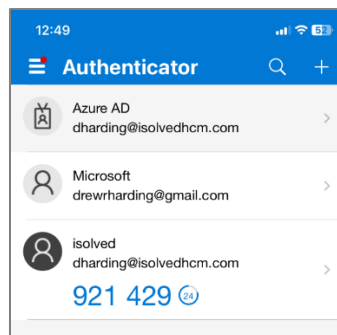
Now, when the user reaches the screen below, they can type in the six digit code from their authentication app, then they are logged in. The user can also choose to use another option, to use text or email.
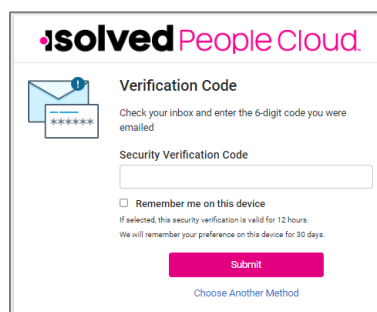
Commonly Asked Questions

What if I don't remember my password? Use the Forgot Password option.

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What are the key features and functionality? We now offer MFA options outside of email and text messaging. MFA requires a user to validate their identity with two or more forms of evidence or factors when they log in. We are enforcing a minimum of two. One factor is something the user knows, such as their username and password combination. Other factors are verification methods that the user has in their possession.

Can a user have passwordless access on multiple devices? Yes, each device allows and recognizes what was set up on that device and use that as a default. Some passwordless options can be used on multiple devices.

What might a user expect this to do that it does not? The user may expect to not do this every login if they are on the same device, a registered IP address, or have logged in within the same day – however, they still need to do some method of MFA regardless. This could be different than what they are used to today depending on the system settings per client.

Can we opt out of the multifactor authentication? No

Do we have to sign in every time we use the app? Yes, for security the app requires the user to sign and use Multifactor Authentication for on each use.

When will the app sign me out? The app signs users out automatically after 15 minutes of inactivity.

How does geofencing work? The isolved People Cloud Mobile App can confirm the user's location when clocking in and out. This feature only works when the users have allowed the app to access their phone's GPS in their phone settings. Company defined Geofencing rules are applied at this time.

How does offline punching work? Users can offline punch if the isolved People Cloud Mobile App is already running on their phone. To do this, the user must:

1. Open the isolved People Cloud Mobile App on their phone when they have access to cellular networks or Wi-Fi. Usually in the morning before they leave their home. The user should not close the app (https://support.apple.com/en-us/HT201330) during this time, but they can use other apps on their phone as they normally would.

2. When the user arrives at a work site without internet, they can open the app and clock in or out as they normally would.

3. When the user returns to cellular networks or Wi-Fi, the app sends the time stamps automatically.

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## Logging in on a Smartphone

You may log in to AEE on a mobile device in two different ways:

1. Log into ESS and select the "Try our new look" link.

   The screen below appears:
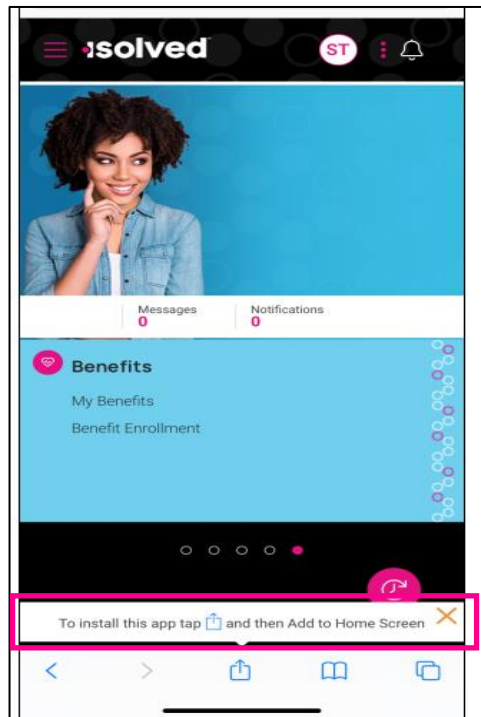
2. Key in the URL of the ESS plus "/cloudservice.com." This opens AEE where you can select to add it to your Home Page (see above image).

   a. For example, my normal ESS login is https://myisolved.com. For AEE I would use https://myisolved.com/cloudservice.
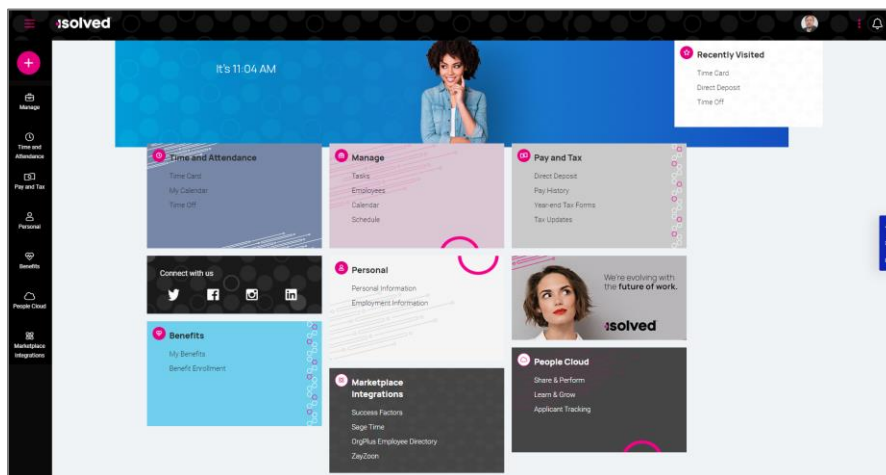
   b. Select if you'd like to add to the home screen:
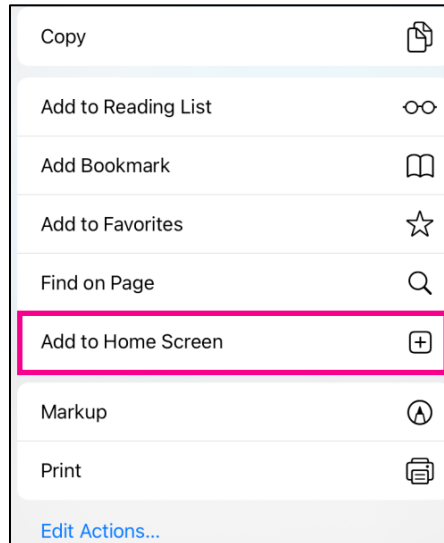
After you select the "Add to Home Screen" option, the screen below becomes available:
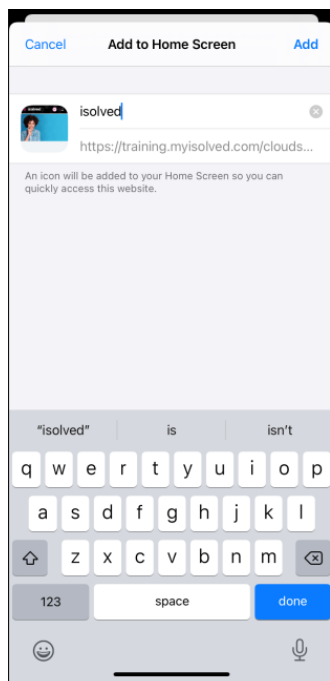
Click **Add** at the top of the phone screen.

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Welcome Page Navigation

The **Welcome** page allows you to see all items you have access to in one screen.

Each card is geared towards the general task you are looking to complete:

- **Time and Attendance:** Used for all standard time functions such as viewing and verifying your Time Card, requesting time off, and viewing your schedule.
- **Personal:** Used to update your personal information such as address, emergency contacts, dependents, beneficiaries, and federal reporting data.
- **Pay and Tax:** Used to view and edit direct deposit, pay history, year-end tax forms, and update your tax withholdings.
- **Benefits:** Used to view your benefits summary and link you to benefits enrollment.
- **People Cloud:** Has links to access Learn & Grow, Share and Perform, Benefit Services, and Applicant Tracking.
- **Marketplace Integrations:** Links you to any 3rd party or legacy isolved applications your company might use.

To navigate, you can use the icons on the left-hand side of the screen, click on the cards in the center, or use the recently visited card in the top right-hand corner which is populated by the cards you have visited recently.

The ellipses icon allows you to navigate to more preferences and items inside of People Cloud

- **Switch Companies:** If the employee is employed in multiple legal companies for one Client.
- **Classic View:** Allows you to toggle to the isolved Employee Self-Service "Classic View." This view is only available if you are using a Desktop and is not compatible with other devices. This view requires that the Self-Service classic view roles are set up to view and access any data or items. If this is not set up, the employee receives a message that this view is not configured.
- **Profile:** This allows the employee to view and update their profile information including:
    - Preferred Name
    - Pronouns
    - Mobile number
    - Password
    - Security Challenge

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- **Preferences:** Allows the employee to update their "Electronic Consent for Communication and Delivery of Tax Forms."
- **Notifications:** Shows any current company notifications.
- **Feedback:** Provide Feedback on the site.
- **Sign-out:** Log out of the site.
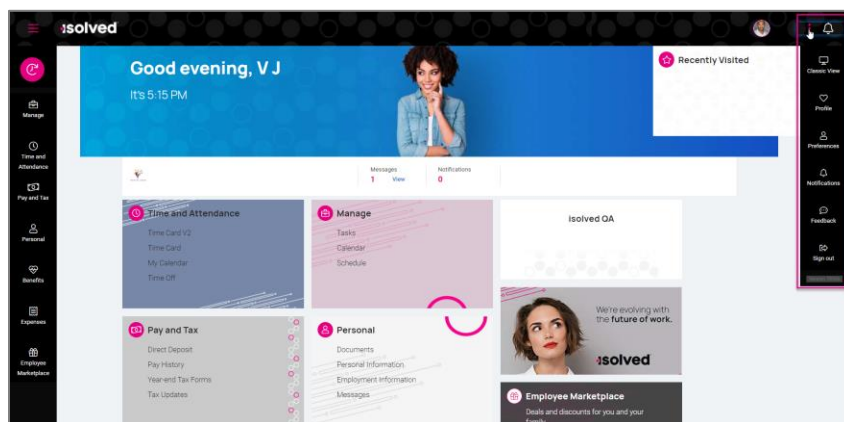
Self-Service Punching

Once logged in, you can immediately create a punch by using the pink 🔁 symbol located at the top-left corner of the page, as seen below. In this menu, a punch can be created using two different methods:

Quick Punch ⚡

If you select "Quick Punch," the system immediately brings you to a page to create a punch for the current date and time, without the option to add punch notes or any other punch options. Once the page loads click the pink ➕ to create the quick punch. Once the punch is created, a punch confirmation appears on the screen as shown below: