

# iSolved™

## Adaptive Employee Experience



### Quick User's Guide

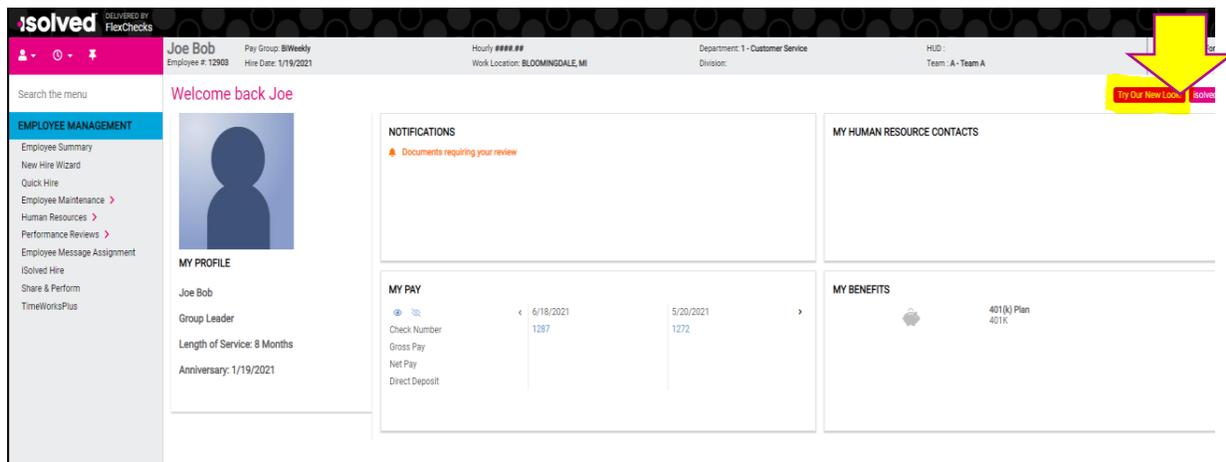
We are happy to introduce a new Employee Self Service (ESS) Portal in iSolved that we hope will enhance your experience with this software, making it easier to access the information you need. There are two ways to log into the new ESS Portal. You can either log in to the old portal which will link you automatically to the new portal OR you can use the direct link to the new portal and sign in with your existing username and password.

#### 1) Log In Instructions (from Old ESS Portal):

Login to iSolved using the OLD ESS Link below:

<https://flexchecks.myisolved.com/default.aspx>

You will see the Welcome screen you have normally seen; however, a new button has been added: **"TRY OUR NEW LOOK"** in the upper right corner.



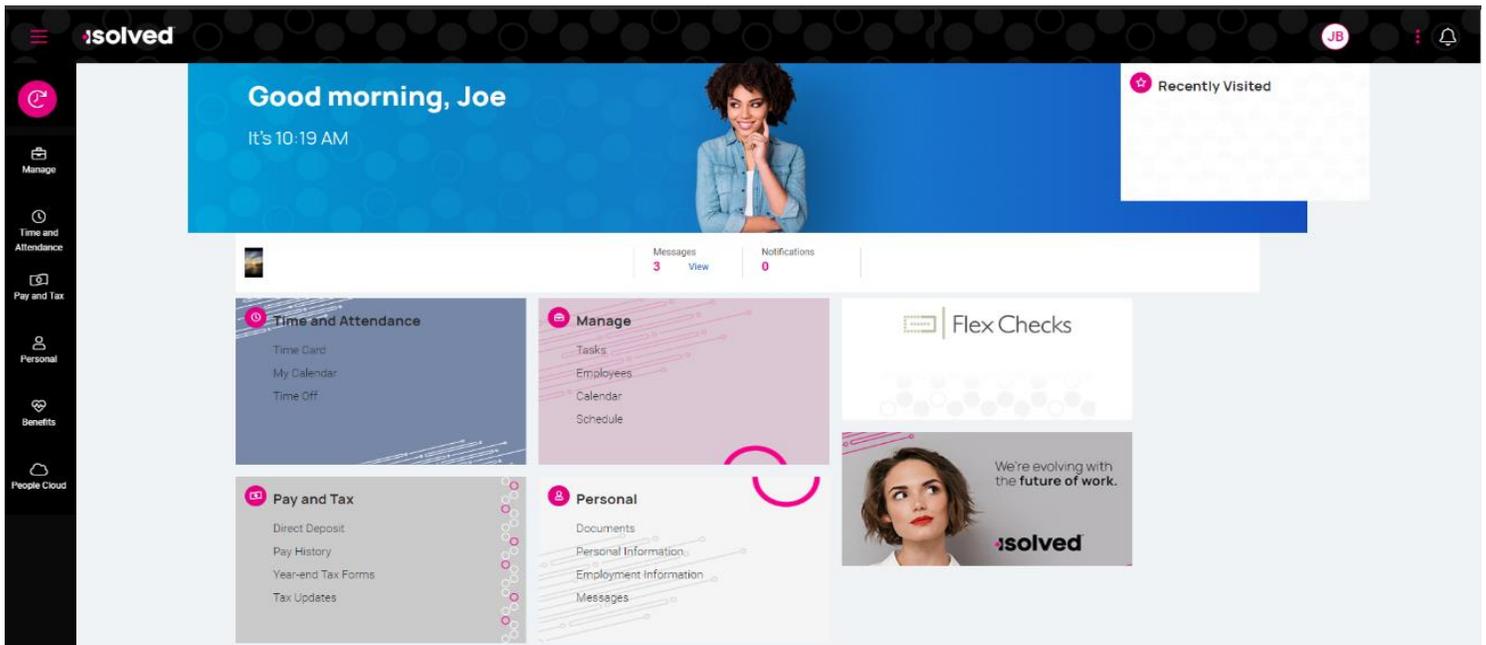
Once you click this button, you will be automatically logged into the new Employee Self Service Portal called the "iSolved Adaptive Employee Experience (AEE)".

#### 2) Log In Instructions (using NEW LINK):

Go to the new login page in any web browser on your PC or your mobile device:

<https://flexchecks.myisolved.com/cloudservice>

Log in with your Username and Password. If you don't remember these, enter a username and click Next. On the next page there are options for you to recover your Username (click This is not my Username) or reset your password (Click Forgot my password).



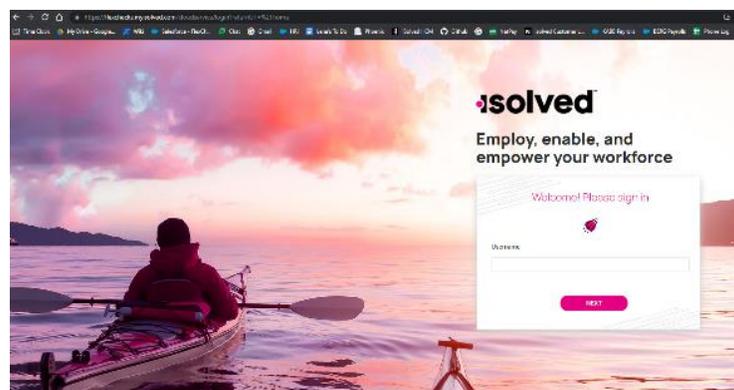
The welcome page allows you to see all items you have access to in one screen.  

Each “square” is geared towards the general task you are looking to complete. Click on the links in the squares to navigate to the different sections here or on the black menu bar on the left side of the screen. If included in your company permissions, use the sections below to update information.

- **Time and Attendance:** Used for standard time functions such as viewing and verifying your Timecard, requesting time off, and viewing your calendar. **\* IMPORTANT this is only for those people that currently use iSolved Timekeeping, if this card is not on your screen you will continue to use your current timekeeping program.**
- **Personal:** Used to update your personal information such as address, emergency contacts, dependents, beneficiaries, federal reporting data, and **EMPLOYEE MESSAGES**. Employee messages is where you will go to sign off on required important documents.
- **Pay and Tax:** Used to view and edit direct deposit, pay history and pay stubs, year-end tax forms, and update your tax withholdings.
- **Benefits:** Used to view your benefits summary and to complete your benefits enrollment.
- **Manage:** This card will be available for managers.

**You will also be able to access your iSolved options from your mobile devices. See the instructions on page 5 of this document.**

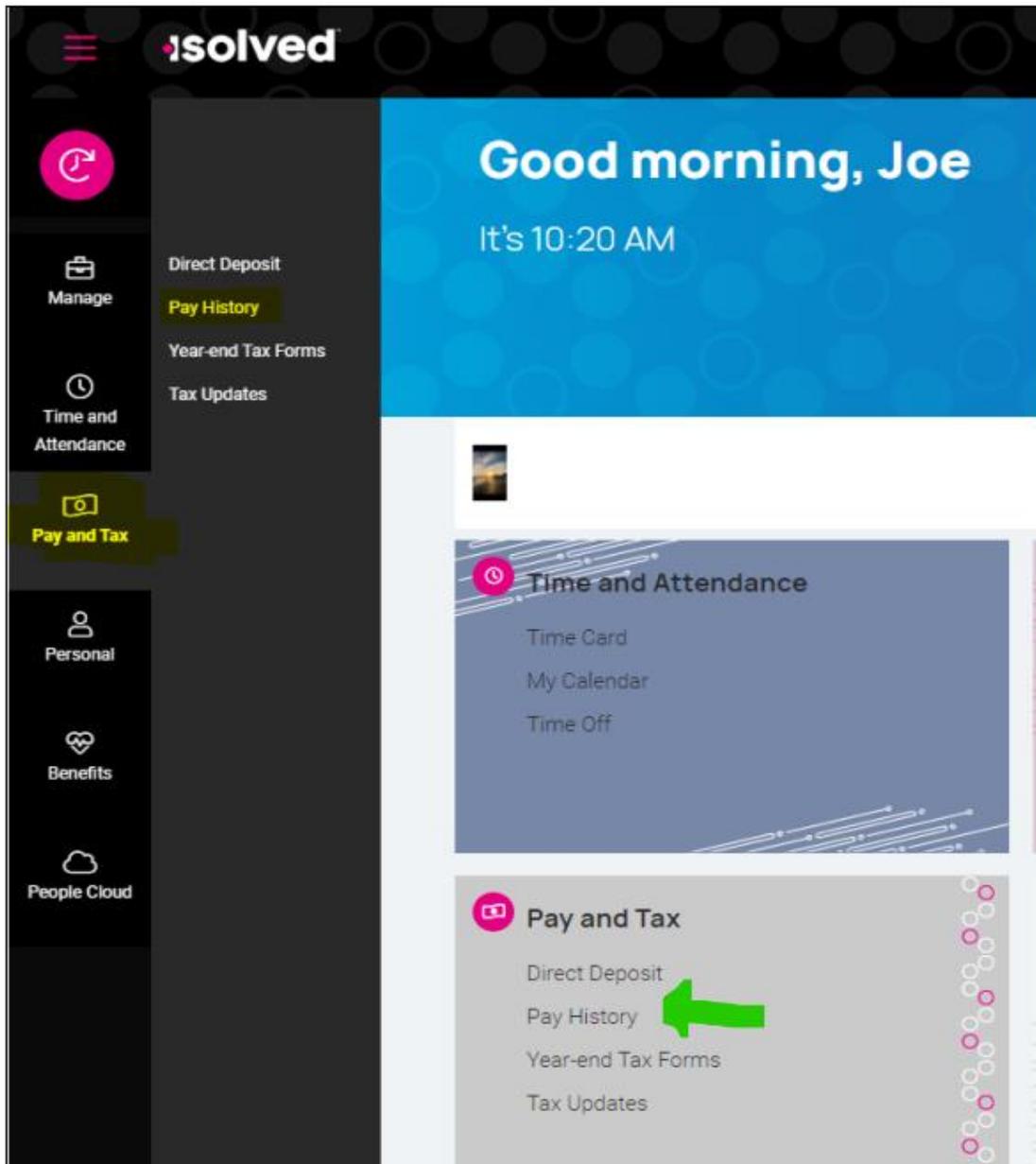
Save this link to your desktop or browser in order to quickly log in again: <https://flexchecks.mysolved.com/cloudservice/login?returnUrl=%2Fhome>



## Frequently Asked Questions:

- 1) **How do I see my pay history and download multiple pay stubs?**  
Navigate to Pay and Tax on the black menu bar. Click Pay History.

You can change the check detail by using the < in the top left-hand corner to move backwards through pay dates. You can also toggle between years on the right-hand side of the screen. To download a copy of your pay stub, navigate to the bottom of the screen and click the arrow next to Download. If Multiple pay stubs are selected, a list of checks in the current year will appear.



## 2) How do I update my Direct Deposit?

In the Pay and Tax section, click on Direct Deposit. Your current Direct Deposit account(s) will appear when you access this screen. The details are masked for confidentiality purposes. To view or edit your current accounts, click on the details button. You can click "Edit" to make a change or adjustment, and then click "Save".

## 3) How do I get to Employee Messages?

Click on the Personal menu option. Then, click on the MESSAGES tab (as shown below).

The screenshot shows a web application interface with a dark sidebar on the left and a main content area. The sidebar contains icons for Home, Manage, Time and Attendance, Pay and Tax, Personal (highlighted in yellow), Benefits, and People Cloud. The main content area has a top navigation bar with tabs for Documents, Personal Information, Employment Information, and Messages (highlighted in yellow). Below the navigation bar, the 'Messages' section is titled 'Employee Messages' and features a 'NEW 2' badge. The first message is titled 'Time to Party' and contains the text 'Lets all get together to celebrate what we have achieved this year.' Below this is a document acknowledgment section: 'Please acknowledge the following documents' with a link to 'Party Info.docx'. To the right of this message are 'CLOSE ▲' and 'VIEW ▼' buttons. The second message is titled 'Cookout' and contains the text 'Cookout 2021' and 'FUN!!! Please review the document to get Cookout details.' Below this is a form completion section: 'Please complete any info requested on the following forms' with a 'Review Form' link and a 'Form completed' status with a green checkmark. To the right of this message are 'CLOSE ▲' and 'VIEW ▼' buttons.

## **MOBILE DEVICE 1st time Login: (Do not use the iSolved Go app!!)**

1. You will not go to the play store on your android or apple device to download the app. Instead, open a Chrome browser on your phone.
2. Go to this link: <https://flexchecks.myisolved.com/cloudservice/login> or scan this QR code with your phone to get to the login page:



3. Log in with your username and password. If you forgot your password, you can reset it on the second login page (after you've entered your username).
4. A button will pop up at the bottom of the screen that asks "Do you want to Save the App to the Desktop?" Say Yes. The mobile app icon is now on your mobile device like a regular app would be. The next time you log in, you can click the mobile app icon for iSolved.

