Employee Self Service & iSolved GO Mobile App

Employee Use
Enrollment E-mail

Employees will receive a **no-reply** e-mail from **proxushr@myisolved.com** to activate their account.

Employees will have 90 days to perform the activation, or the link will expire.

![Activation Link](https://proxushr.myisolved.com//AuthenticateUser.aspx?ticket=a118bebc-33ae-4470-b92e-d7750c2c8e39&eid=7898)

New Self Service User:

Welcome to ProxusHR. Below are your login credentials. Your account must be activated before it can be used. To access your payroll information through ProxusHR, click the activation link below to get started.

In order to activate your account, you will need to provide the following information on the activation form:

- **Authorization Code/Pin** (This will be the last 4 digits of your SSN)
- **User name**: janedoe@mycompany.com
- **Client Code**: XXXXX

The ProxusHR Team

Click the link to authenticate the user access.

Make note of the following elements, they will be needed for validation for New User Account Setup and Login.

- **Authorization Code/Pin**
- **User name**
Complete the New User Account Setup screen:

**User Name:** Will auto populate

**Client Code:** Will auto populate

**Company Name:** Will auto populate

**Employee Name:** Will auto populate

**Authorization Code/Pin:** Last four digits of SSN

**New Password:** Create using criteria

**Confirm New Password:** Re-enter password

**Challenge Question:** Choose Question

**Challenge Answer:** Enter Answer

**Confirm Answer:** Re-enter Answer

Click Continue Button
To make changes to your user account:

- Click your name in the upper left corner of the screen
- Click **My Account** from list

*Registering a mobile phone number will give you the option to have login Authorization Codes texted to you vs. sending via email. Additional details on Page 11.*
The login screen can also be accessed by using the following link:

- Access via the url: [https://proxushr.myisolved.com/](https://proxushr.myisolved.com/)

- Add to your Favorites for easy access anytime.

Enter user access elements and click Login button.

**User name** = Employee email address

**Password** = Employee defined

**Note:** If you are trying to log in and you key your password incorrect 3 or more times, it will lock you out of the system. Please ask your System Administer to unlock your account. However, if you forget your password, you can reset it yourself before the 4th try by clicking on the **Forgot Password** link.
Reset User Password

User name = Employee e-mail address

To reset the password, click on **Forgot Password?**

Enter the User name and click **Next**.

Answer the user security question, create a new password and click **Next**.
Employee Portal Navigation

Employee Welcome Page

Employee Information
General employee information displays at the top of the screen.

Employee Menu
Navigate between available elements by clicking on the menu item on the left side of the screen.

Display Area
Provides Profile Information, My Company Contacts, My Pay Information, and My Benefit Information.
Accessing Pay Stubs

Select **Pay History** from Employee Self Service Menu

To print a pay stub, click the **View/Print Pay Stub** button. Pay stub will generate in a PDF file and can be saved or printed.
The Employee Self Service Menu will vary depending on the setup of your company.

Employees can access **W-2/ACA/1099 History**.

![Employee Self Service Menu]

Click **View PDF** to access form.
From the upper left corner on any Employee Self Service screen, click the down arrow next to your name for:

- **Home** – click Home to return to the Employee Welcome screen
- **Logout** – click Logout to exit the Employee Self Service Portal

√ If you are setup to have access to multiple companies, you can navigate between companies by clicking the name of the company below your name.
When logging into iSolved, the cookies on the PC are utilized to verify authentication. At the time of login, the cookie is updated with the login information and the date of the login. If the user logs in from that machine again, and if the cookie is still intact, then they would be recognized and bypass Two Factor Authentication (TFA). For users that have a dynamic IP address, this will reduce the number of times they need to authenticate.

**Notes:**
- The cookies are browser-based. If you switch from Internet Explorer to Chrome, you will be required to do TFA on the second browser.
- If you are having issues with getting TFA on every login, verify that you are allowing cookies for iSolved, and that cookies are not being cleared when they close their browser.

**Click Get Authorization Code**

The authorization code will be sent either to your email address or text to your mobile device depending on your account setup.

Once the authorization code is received, enter code in Authorization Code field. **Click Login**
Security

Direct Deposit Information
Every time an employee’s direct deposit account or routing number is updated, added or deleted an email will be sent to the employee’s email accounts (work and personal) stored in iSolved letting them know their direct deposits have been updated.

Email Account Changes
Each time an email account is changed, an email will be sent to the previous email address alerting them of the change. This alert will inform the employee of changes to their email address which is now critical to both changes described above.

Password Reset – 90 Days
Employees will be prompted to reset their passwords every 90 days. When they login they will be redirected to the page below.
iSolved GO Mobile App

Downloading iSolved | Go from Google Play/Apple Store

On your Android/Apple smart phone, open the application store and use the search term “iSolved” or “iSolved Go” to find the application. Select the option to install this application. Once you have downloaded and installed iSolved | Go, please open it to proceed.

Enabling iSolved Access with iSolved | Go

Because there are many Network Partners that use iSolved, a code must be entered to link the iSolved | Go application to the correct iSolved environment.

To enable iSolved access for any user via the iSolved | Go Application, follow the directions below:

1. Select the icon in the bottom left portion of the login screen.

2. On the Network Partner tab, enter ProxusHR into the Network Partner ID field.

3. Click on the Save button to save the configuration. This should only need to be configured the first time.
Logging into the iSolved | Go Application

This is the login page for the iSolved | Go Interface. **All users must exist in iSolved as self-service users with the appropriate permissions to use the features of the application.**

**Note:** The system accepts login from Employee Self Service users only.

1. Enter your iSolved user name in the **User Name** field. **User Name** is always your email address.
2. Enter your iSolved password in the **Password** field.
3. Click on the **Login** button to log into the application.

The user name entered here can be remembered by the application by enabling the **Remember Me** option. Only the password will need to be entered to log into the iSolved | Go application.

**Note:** If your phone uses a secured lock screen (with a PIN, pattern or fingerprint) the **Password** will be remembered as well.
iSolved GO Mobile App

iSolved | Go Overview

The **iSolved HCM** area contains the following options:

**Note:** Not all options may be available to all users.

- View Paystub
- Update My Information
- Change Tax Withholdings
- Time Off Balances
- Time Off Request

The **iSolved Time** area contains the following options:

**Note:** Not all options may be available to all users.

- Time Card
- Mobile Punch
- View My Schedule
- Settings

At any time, you may click on the **Go** icon (located in the top left of the screen) to go back to the main menu.

The **Exit** icon (located in the top right of the screen) will log you out of the application.

**For a short video on the iSolved GO Mobile App, click link below:**