

Employee Self Service & iSolved GO Mobile App

Employee Use



Enrollment E-mail

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

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

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.

<https://proxushr.mysolved.com//AuthenticateUser.aspx?ticket=a118bebc-33ae-4470-b92e-d7750e2c8e39&eid=789&>

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

New User Account Setup Screen

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

New User Account Setup

To activate your new account please enter the following information into the fields below and click the Continue button.

Account Information

User Name:

Client Code:

Company Name:

Employee Name:

Identity Confirmation

Authorization Code/Pin:

This information is located in the activation email sent to you.

Setup Account Password

New Password:

Choose a password for your new account. Please ensure that passwords are a minimum of 8 alphanumeric (at least one each of alpha [a-z] and numeric [0-9]) characters in length and contain at least 1 special characters [!@#%&*()].

Confirm New Password:

Re-enter your password to ensure it is correct.

Challenge Question:

Choose a question only you would know the answer to. You will be prompted to answer this question if you need to reset your password.

Challenge Answer:

Specify the answer to the challenge question you created above.

Confirm Answer:

Re-enter the answer from above to ensure it is correct.



Employee Self Service Home Page

Betty Basket Pay Group: BiWeekly Hourly: ####.## Division: CS Client: CKTEST16 - Coffee Spin
Employee#: 2 Status: Active Hire Date: 3/16/2016 Work Location: UPPER DUBLIN TOWNSHIP, PA Department: 20 Company: Coffee Spin

Search the menu

EMPLOYEE SELF SERVICE

- Time >
- Employee Welcome
- Employee Messages
- Documents
- Pay History
- W2/ACA/1099 Forms
- Employee Contacts
- Direct Deposit Updates
- Employee Contacts Updates

Welcome back Betty

MY PROFILE

Betty Basket

Length of Service: 2 Months

Anniversary: 3/16/2016

NOTIFICATIONS

Important Company Messages

MY HUMAN RESOURCE CONTACTS

Carol Java
Owner
ckellock@proxushr.com

MY PAY

Check Number	< 5/31/2016
Gross Pay	V182877
Net Pay	
Direct Deposit	

My Account

Contact Information

Email Address: [REDACTED]@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 8 alphanumeric (at least one each of alpha [a-z] and numeric [0-9]) characters in length and contain at least 1 special characters [!@#%&*(){}]. Passwords may also not duplicate any of your previous 10 passwords.

Confirm New Password:

Security Challenge Question

Current Question: What is the first name of your oldest cousin?

Update Challenge Question:

Challenge Answer:

Confirm Answer:

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.*

Accessing the Employee Portal

The login screen can also be accessed by using the following link:

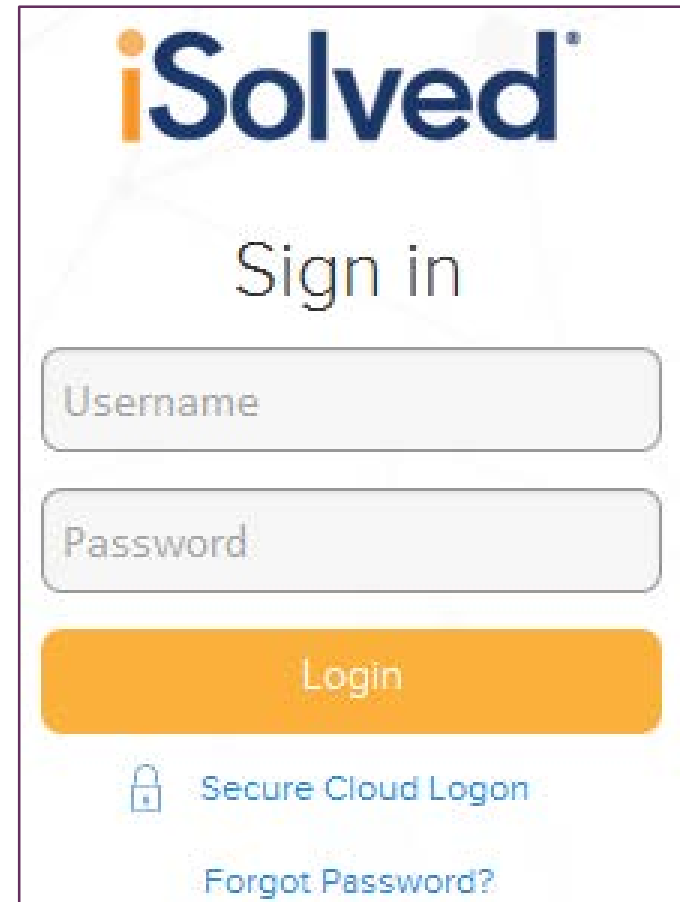
- Access via the url:
<https://proxushr.myisolved.com/>
- Add to your Favorites for easy access anytime.

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.

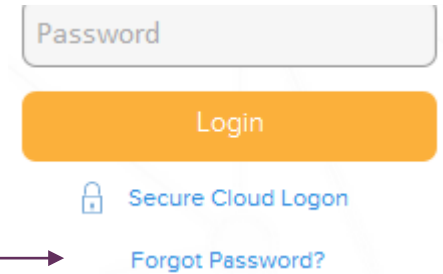


The screenshot shows the iSolved login interface. At the top is the iSolved logo. Below it is the text "Sign in". There are two input fields: "Username" and "Password". Below these fields is a large orange "Login" button. At the bottom, there is a "Secure Cloud Logon" link with a lock icon and a "Forgot Password?" link.

Reset User Password

User name = Employee e-mail address

To reset the password, click on Forgot Password?



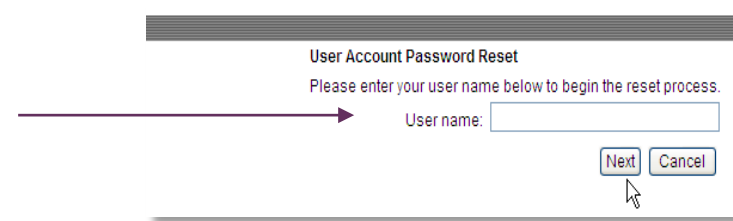
Password

Login

Secure Cloud Logon

Forgot Password?

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



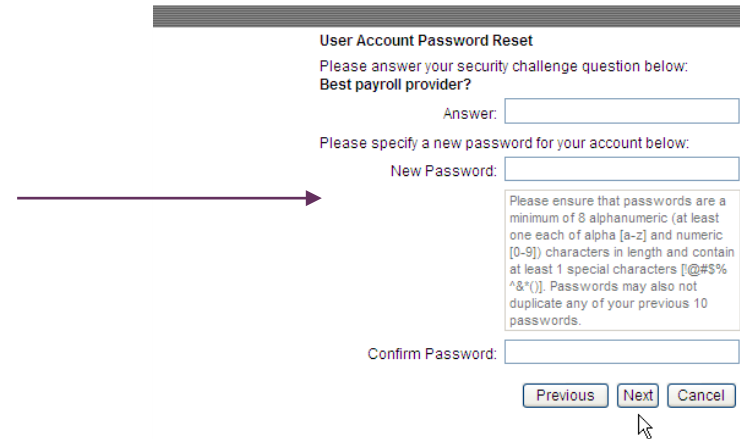
User Account Password Reset

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

User name:

Next Cancel

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



User Account Password Reset

Please answer your security challenge question below:

Best payroll provider?

Answer:

Please specify a new password for your account below:

New Password:

Please ensure that passwords are a minimum of 8 alphanumeric (at least one each of alpha [a-z] and numeric [0-9]) characters in length and contain at least 1 special characters [!@#\$%^&*()]. Passwords may also not duplicate any of your previous 10 passwords.

Confirm Password:

Previous Next Cancel

Employee Portal Navigation

Employee Welcome Page

Employee Information

General employee information displays at the top of the screen.

The screenshot displays the Employee Welcome Page for Betty Basket. The header includes the employee's name, status (Active), hire date (3/16/2016), pay group (BiWeekly), work location (UPPER DUBLIN TOWNSHIP, PA), division (CS), department (20), and client information (CKTEST16 - Coffee Spin). The main content area is divided into several sections: a profile section with a placeholder image and details like 'Length of Service: 2 Months' and 'Anniversary: 3/16/2016'; a 'MY PAY' section showing a pay period from 5/31/2016 to 4/25/2016 with check numbers V182877 and V153715; a 'MY HUMAN RESOURCE CONTACTS' section listing Carol Java, Owner, with email ckellock@proxustr.com; and a 'MY BENEFITS' section listing a 401(k) Plan and an IRA - Roth 401K Roth. A navigation menu on the left includes options like 'Employee Welcome', 'Employee Messages', and 'Employee Contacts Updates'. Arrows point from the text above to the header and from the text below to the navigation menu and the main content area.

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

Pay History

Year: 2016

Check Date	Gross Pay	Total Hours	Net Pay	Check/Voucher #	Check Amount	Description	PR Run #
5/31/2016	510.00	40.00	270.36	V182877	0.00	Regular Check	5
4/25/2016	191.25	15.00	0.00	V153715	0.00	Regular Check	4
3/18/2016	414.38	32.50	375.91	V126450	0.00	Regular Check	1

 View/Print Pay Stub

Check Type: Regular Check
Check Date: 5/31/2016
Period End: 5/8/2016
Period Begin: 4/25/2016
Payroll Run #: 5
Gross Pay: 510.00
Gross Wage: 510.00
Net Pay: 270.36
Check Amt: 0.00
Voucher #: V182877

Betty Basket
 114 West Delaware
 PENNINGTON, NJ 08534

Coffee Spin

Employee #:
Soc Sec #: XXX-XX-2222
Fed Filing:
Fed Exemptions: 3
Fed Additional:
Division
Department
St Filing:
St Exemptions: 3
St Additional:

Earnings & Memos*

	Curr Hours	Curr Dollars	YTD Hours	YTD Dollars
Regular	40.00	510.00	87.50	1115.63

Deductions

	Curr Dollars	YTD Dollars
FSA Transit	100.00	179.43

Taxes

	Curr Dollars	Curr Wages	YTD Dollars	YTD Wages
SOC SEC EE	25.42	410.00	58.04	936.20
MED EE	5.94	410.00	13.57	936.20
FEDERAL WH	100.00	410.00	200.00	936.20
NEW JERSEY WH	1.82	510.00	2.18	1115.63
UPPER DUBLIN TWP	4.10	410.00	9.36	936.20
PENNSYLVANIA SUI EE	0.36	510.00	0.78	1115.63
UPPER DUBLIN LST	2.00	510.00	6.00	1115.63

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.



Viewing W2 / ACA / 1099

The Employee Self Service Menu will vary depending on the setup of your company.

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

The screenshot shows the Employee Self Service interface. On the left is a vertical menu with the following items: "EMPLOYEE SELF SERVICE", "Time >", "Employee Welcome", "Employee Messages", "Employee Profile", "Documents", "Pay History", and "W2/ACA/1099 Forms". The "W2/ACA/1099 Forms" item is highlighted in orange. A black arrow points from the text box above to this menu item. To the right of the menu is a main content area with a white background. At the top of this area is the text "YEAR 2015" in blue. Below it, the text "W2/1099 Forms:" is followed by a button labeled "View PDF" with a document icon. A black arrow points from the text box below to this "View PDF" button.

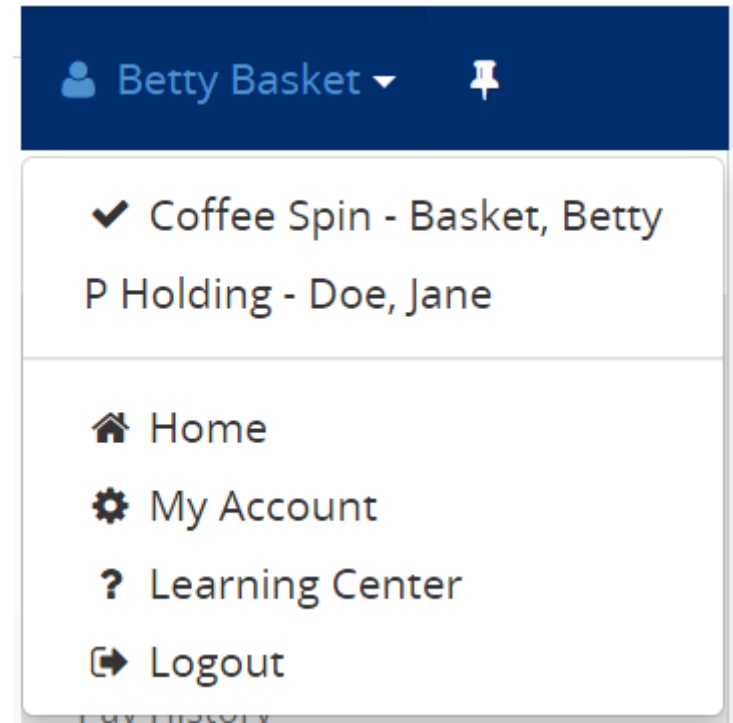
Click **View PDF** to access form.

Additional Navigation

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.*

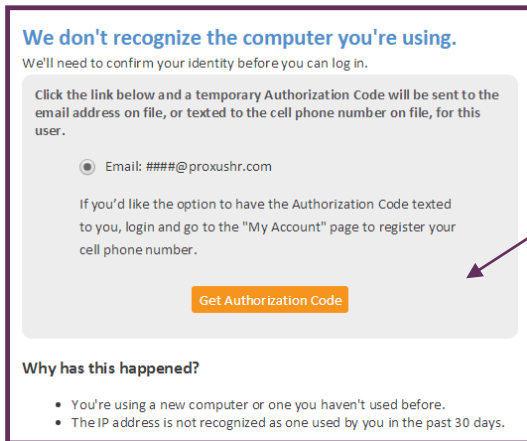


Security

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.



We don't recognize the computer you're using.
We'll need to confirm your identity before you can log in.

Click the link below 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: ###@proxushr.com

If you'd like the option to have the Authorization Code texted to you, login and go to the "My Account" page to register your cell phone number.

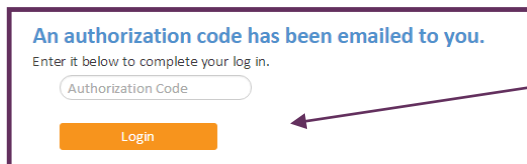
[Get Authorization Code](#)

Why has this happened?

- You're using a new computer or one you haven't used before.
- The IP address is not recognized as one used by you in the past 30 days.

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.



An authorization code has been emailed to you.
Enter it below to complete your log in.

[Login](#)

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.

Your account password has expired and must be changed now.

Current Password:

New Password:

Confirm Password:

Continue

Cancel

Your password has been updated. Please use your new password for all subsequent logins.

Continue

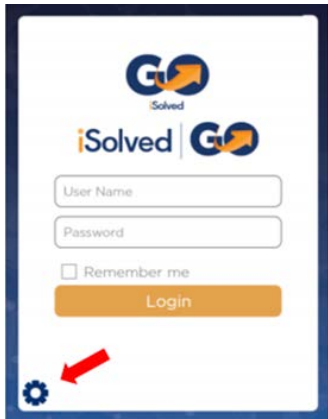
iSolved GO Mobile App

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.

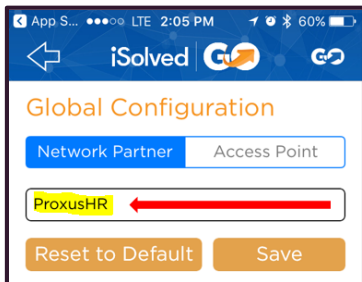
Enabling iSolved Access with iSolved | Go

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.

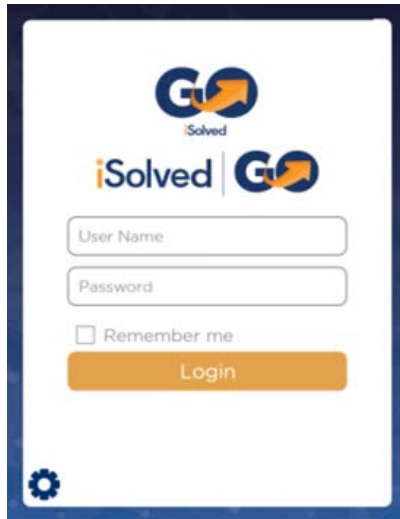
3. Click on the **Save** button to save the configuration.
This should only need to be configured the first time.

iSolved GO Mobile App

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.



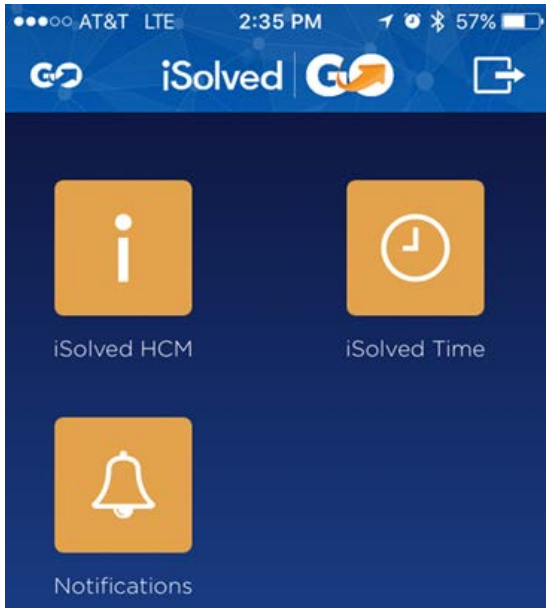
1. Enter your iSolved user name in the **User Name** field.
User Name is always your email address.
2. Enter your iSolved password in the **Password** field.
3. Click on the **Login** button to log into the application.

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  icon (located in the top left of the screen) to go back to the main menu.

The  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:

https://proxusacademy.vids.io/videos/d49adbbf1318efcf5c/isolved_go-mobile-employee-self-service