

## Employee Log In Help

### How do I help an employee who can't log in?

*NOTE: This article is geared towards payroll administrators. If you are an Employee Self Service level user whose account is locked, you will need to contact your company's payroll administrator for assistance with logging in.*

Go to Employee Maintenance > General in iSolved.

In the right corner, you'll see a section for the employee's email address (Self-Service Email):

- If the employee is new to Self Service and is trying to access their pay stubs and/or W-2 online, enter their email address in Self Service Address, check the box labelled "Enable Self-Service Access", and save.
- If the employee has been set up for Self-Service in the past and is locked out, hit "Edit", un-check the box labelled "Self Service Account Locked", and save.
- If the employee needs a full reset, un-check the "Enable Self-Service Access" button when you Edit. Save the change, then Edit, re-check the box, and save again. This will generate an entirely new enrollment email for the employee.

Enrollment emails contain instructions for the employee regarding their first-time login and getting their account set up. The activation link in the email expires after 72 hours, so if the employee is having trouble with the link not working, go through the steps above to generate a fresh email.

If you are a payroll administrator or partner user and have been locked out of your main iSolved login, contact any of our Payroll Specialists for assistance with a reset.

