iSolved Mobile Go App User Overview

Downloading iSolved | Go from Google Play/Apple Store

On your Android/Apple smart phone, open the app 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

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.
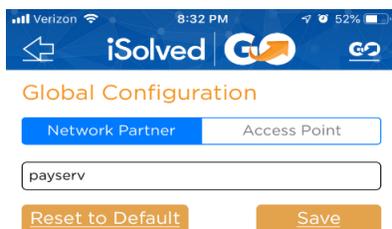
2. On the **Network** Partner tab, enter "payserv" in the **Network Partner ID** field.

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*.
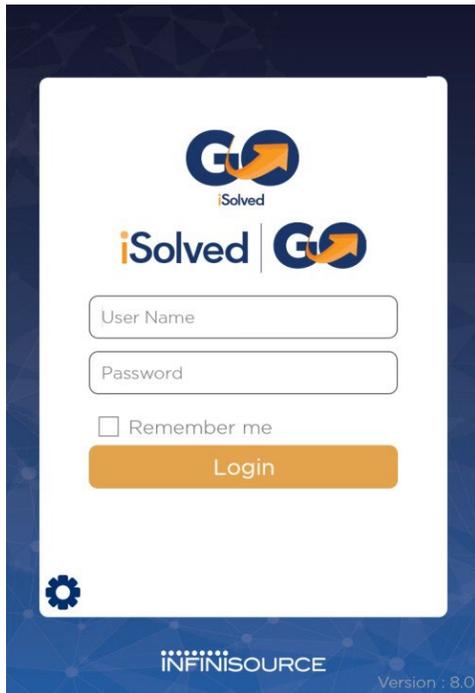
1. Enter your iSolved user name in the **User Name** field. This is always your email address.

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. If it does not use a secured (encrypted) lock screen, you'll receive the message below.
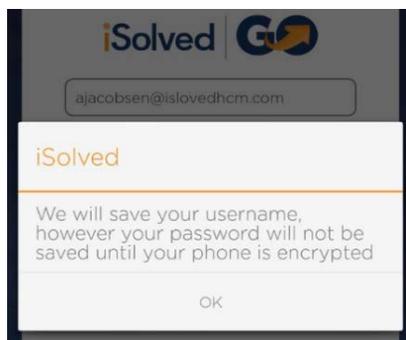
After three unsuccessful login attempts a message will appear which reads:

"It looks like you are having problems signing in. It could be caused by:

• Your company does not allow mobile sign-ins.

• You have not configured the Network Partner. For assistance please contact your service provider.

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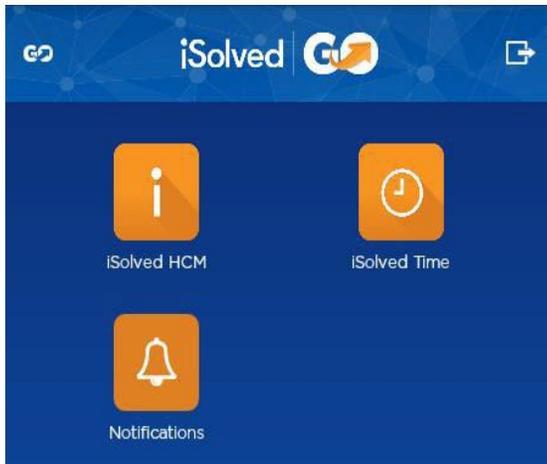
Once you have successfully logged into the iSolved | Go application, you will need to select the program area that you wish to access.

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

Note: Not all options may be available to all users. Additional options may be added at a later date.

- View Paystub

- Time Off Requests

- Time Off Balances

The **Notification** area contains any notifications that have been sent to you from the iSolved system. 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.

The following sections outline more detail on the different options in the **iSolved HCM** area.

PAYSERV
PAYROLL SOLUTIONS

Once you have logged into iSolved HCM, your name and current date/time will be displayed on the upper left hand side of the screen.

From this menu, the following areas can be selected:

• View Paystub

• Time Off Balances

• Update Password
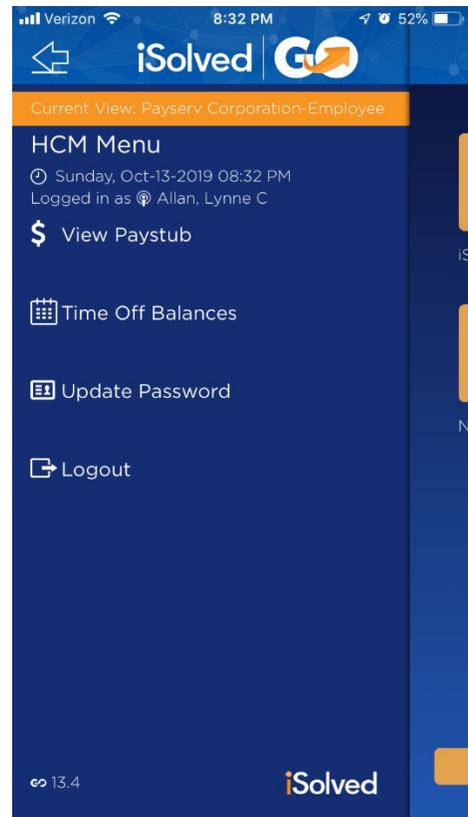
View Paystub

Select the desired **Paydate** from the drop-down menu.
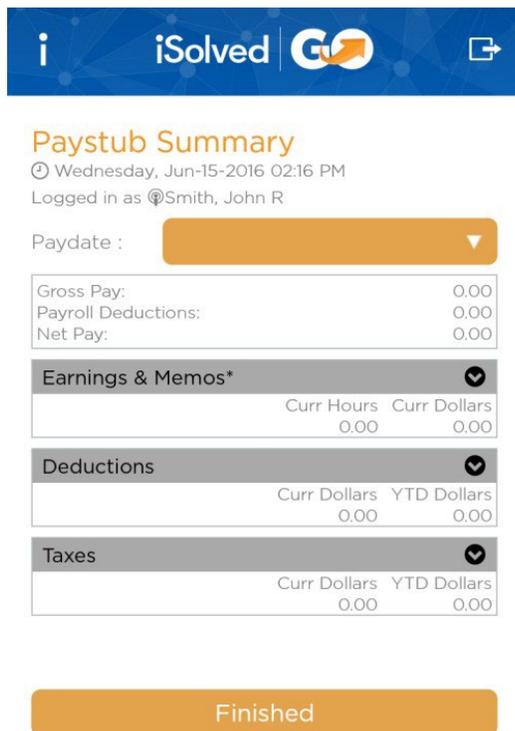
By clicking on the button using a finger, the details under each section of the **Paystub Summary** screen can be viewed.

The **Finished** button returns you to the **iSolved HCM** menu.

Time Off Balances

The **Time Off Balances** screen allows you to view your up-to- date accrual balance information from iSolved.

The **Finished** button takes you back to the **HCM Menu**.

Appendix: Notifications

On your Apple or Android device, allow or enable notifications for the iSolved Go app.

From the main navigation menu, click on the **Notifications** icon.

The notifications that have been sent to you in the iSolved system are displayed. Click on the notification to be taken to the relevant screen in iSolved | Go.

Click on the ellipsis icon to the right of any notification to

Delete or **Delete All** notifications.