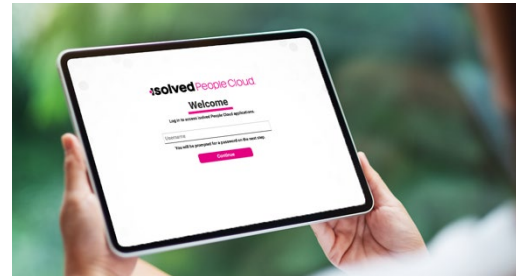


Your isolved People Cloud Login Update is Here!

Effective June 30th all users will enter their email address for logging in to isolved People Cloud as their username. If the user has more than one account attached to their email address, they are prompted to select which account they want to access.



The first time you log in on or after the release, you'll be asked to go through a simple process to migrate your account. For information about how to migrate your account, see the article at [isolved People Cloud - Login Migration \(Client and Partner Users\)](#). We also have a quick video at this link: [isolved People Cloud Login Update](#).

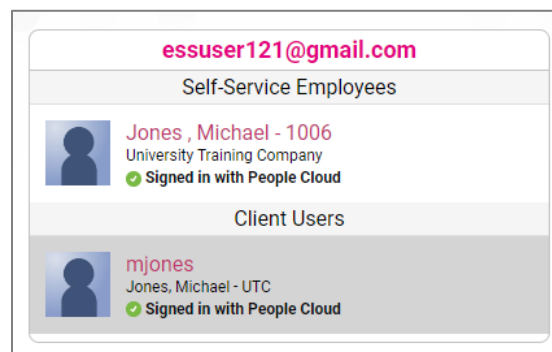
Going forward, you will always use your email address to log in to isolved People Cloud.

This means **one email address, one password to remember!**

Q&A

Q: What is the advantage to me?

A: It's easy to remember your email address, but not always easy to remember an assigned username. This simplifies your login process as you'll always use your email address to access any accounts related to the email address going forward. If there is only one user associated with the email address, you'll be taken directly to the main landing page.



Q: Do you mean to tell me I just have to enter my email address and I can access all my accounts by logging in once?

A: Yes! You can easily toggle between associated accounts by clicking your name in the upper left corner and selecting "Change User" to see the pick list again.



Q: My coworker and I have different usernames but use the same email address – can we still do that?

A: Each user must have their own username attached to a **unique** email address.

Q: I am not able to log in; I’m getting a message that my account was disabled.

A: Check your email for a confirmation email from **isolved People Cloud** (noreply@myisolved.com). This message provides a link to confirm that you are the owner of the account. Click the link to confirm; upon confirmation you can log into **isolved**.

Q. What if I (or my employees) forget the password?

A: There is a link “Forgot my password” on the login screen that can be used to reset a user account. The system sends an email with a link that the user must click. If the user has a mobile phone number listed on either My Account in Classic view or Profile in Adaptive Employee Experience, the system first sends a confirmation email. When the user clicks on the link to go back to **isolved**, they are sent a text message with an authorization code. If no mobile phone number is on file, the user must answer their security question that they set up when they created their account.

