## Introduction

We are updating isolved to enhance and simplify the login experience. The biggest advantage is that you will now have one username to access all of your user accounts, and it's very easy to toggle between them when needed. When you log in to isolved for the first time after the release of the update, you'll be prompted to migrate your login to an isolved ID which is tied to your email address. The process for this is very simple and is discussed in this article, as well as what to expect with regular usage. This applies to all types of users of the isolved People Cloud, including client, partner, employee, and service bureau users.

## Migration Process

If you have an existing account before the release, the migration is completed when you log in the first time after the update has been released. These are the steps to take to update your account:

1. Log in to isolved using your usual username and password.
   **Note:** This becomes the default password associated with your isolved People Cloud account going forward. You can change it at any time.
2. A message appears to let you know that you now have a single login for all isolved People Cloud accounts associated with the username entered, and lets you know to check your email for a link to confirm your account.



3. The email explains the process and which accounts will be merged. Please review the information and instructions carefully. *Accounts cannot be unmerged once verification is complete*.
4. Click the link in the email to complete the migration.

If you are setting up your account for the first time after the release, follow the instructions as shown on the screen.

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Help Docs

## Regular Use

Once your account has been migrated, use your email address to log in rather than entering the username. If you attempt to login using the old username, a message appears at the top of the page to let you know you need to use your email address.

> **This user has been migrated to an isolved People Cloud account.**
> **Please sign in using your email address and password used when your account was migrated.**

Once you enter your credentials, a screen appears with a listing of accounts which are associated with that email address. Select the account you need to use.
**Note:** This screen only appears if there is more than one user profile tied to the email address that you sign in with.
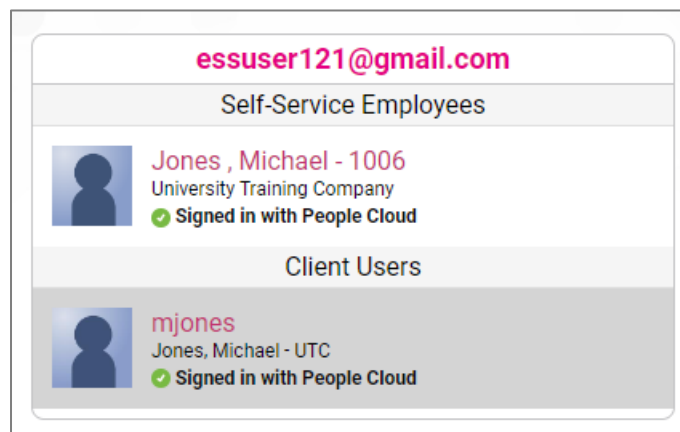


If you need to switch between users, you can do so by clicking your name in the upper-left corner of the screen and selecting "Change Employee or User" from the drop-down menu. This will bring you to a screen as shown previously which allows you to select the user to access.
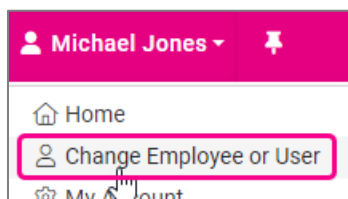


### Note

it is imperative that each user has a unique email address as any user accounts using the email address will be linked. This ensures that unauthorized users do not have access to confidential information.

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