

## Introduction

The purpose of this article is to review the steps a client user must complete to log into isolved for the first time.

## Authentication Email

A service bureau user initiates the steps to set up a client user role appropriate to the user's work role in isolved. Once the steps are complete, an automated email is sent to the client user.

Welcome to University Training Management Company.
A client account has been created for you by an administrator. To access University Training Management Company, you will need an isolved ID account.
If you already have an isolved ID established with this email address you can sign into isolved and access your new customer account immediately.
If you do not yet have an isolved ID account you will need to click the link below to complete your registration which will require you to enter a password and challenge question and answer.
Click the following link to begin the registration process: https://identity-dev.isolvedhcm.com//registration?ReturnUrl=https%3a%2f%2frcqa.isolvedhcm.com&email=christinabearley%40yahoo.com&
The University Training Management Company Team

The email includes a link to click and complete the authentication process Note: You must use the most current link if the email was sent multiple times. The link can only be used once.

## New User Account Setup

Once you click on the link, the **New isolved User Registration** screen appears. The **Email** is pre-filled and cannot be changed. Complete the following fields:

- 1. Enter your First Name and Last Name.
- 2. Enter your **Mobile Phone Number.** This is optional but recommended as it is used for text messages if you access isolved People Cloud from a different IP address or need to change your password.

**Note:** if you don't currently have access to your phone to receive text messages, adding this later to the My Account screen may be better. You are required to confirm both your email and phone number (if provided) during the registration process.

<b>Isolved</b> People	le Cloud.
New isolved User Registi Provide the following information to create accessing isolved People Cloud application	ration your isolved account. You will use this account when s.
First Name	Last Name
Email This will be your username for isolved	
christinabearley@yahoo.com	
Mobile Phone Number (Optional) For security verifications and notifications	
Country:	Mobile Number:
	▼

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#### **Client User Authentication**

- 3. Create a strong **Password**. Requirements are as follows: passwords are a minimum of 12 characters (at least one lower case alpha [a-z], one upper case alpha [A-Z], one numeric [0-9], and one special character. Spaces are allowed to support the use of passphrases. Your password will not expire.
- 4. **Confirm Password**. Re-enter the password entered in the previous field.
- 5. Select a challenge question and answer.
- 6. Confirm the answer.
- 7. Click Create Account.

Password				
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assword requirements				
A minimum leng	h of 12 characters			
<ul> <li>At least one digit</li> </ul>	(0-9)			
<ul> <li>At least one upp</li> </ul>	ercase character (A-Z)			
<ul> <li>At least one lowe</li> </ul>	rcase character (a-z)			
<ul> <li>At least one special</li> </ul>	ial character			
Confirm Password				
boose a security (	hallenge question			
Choose a security ( Helps validate your ider	hallenge question	sword		
Choose a security ( Helps validate your ider	<b>challenge question</b> tity if you forget your pas	sword		v
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Choose a security of telps validate your ider Answer to the secu Confirm the answe	challenge question tity if you forget your pas rity challenge questi to the security chal is complete you will re	sword on lenge question ceive a confirmation er	nail to verify your em	✓ ail address.

8. When you click **Create Account**, a screen pops up, letting you know to watch for an email confirming your account. *This is a critical step that cannot be skipped or ignored.* You cannot access self-service if you do not confirm your account.





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9. Check your inbox for the confirmation email.

isolved People Cloud <noreply@myisolved.com> to me</noreply@myisolved.com>	9:23 AM (6 minutes ago)	☆	¢	:
Thank you for registering your new isolved People Cloud account. In order to verify you are the owner of this to confirm this email address and activate your account!	email address please click	the fol	lowing	link
https://identity.myisolved.com/registration/confirmemail?token=CfDJ8FL2i7PiprNPph2DWIMn%2BZ39Ez5dah 2BrEJLaWFT8rgA562cKuL0gDMRsbJdba2BCQOKCEtyIWcPX5TUOKAsyc%2FAwN%2FOvvkZkzFYgqe5bL 2EzJKtixjJ6sXidrNQ1WnA2O89yFifL9MiTwktXO6w%2FsiP37FKI 2Ep99v7Fp6U4P8UA%3D%3D&id=8c674362-6614-4109-a465-8i	pfGqyzkX7U81n2% LrhdX1LbxgunTomRPi7pz	<u>vy8KOa</u>	4SSK%	<u>6</u>

10. Click the link to confirm. This takes you to a confirmation screen.

**Note:** If you entered a mobile phone number during account setup, the system sends a code to your phone, which must be entered on this screen. *The code is valid for three minutes.* 

isolved People Cloud Account Verification	
Thank you! Your email address on your new account has been confirmed!	
Since you entered a mobile phone number previously we will need to verify you are the owner of the number provided. We have sent a verification code to the mobile number (###) ###-6182 on your account Please enter the code you have received below and click continue. Verification codes sent via text message are valid for 3 minutes.	
Verification Code:	
Continue Resend Verification Code	

11. Click Continue to isolved.

isolved People Cloud Account Ver	fication
Thank you! Your account is now verified!	



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Clicking on **Continue to isolved** returns you to the login screen.

<b>Isolved</b> People Cloud	
<b>Welcome</b> Log in to access isolved People Cloud applications.	
Username is required	
Username You will be prompted for a password on the next step.	
Continue	

The access provided within your account is based on the client user roles assigned by your service bureau.

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### **Client User Access**

Once your authentication is complete, please save the URL for future access.

• Logging Off: Click on the drop-down menu under your name in the upper left-hand corner and select "Logout."



- To Access isolved again: Click on the bookmarked URL and enter the following:
  - o Username
  - o Password
  - o Click on Login

#### Note:

If you key an incorrect password five times, you are locked out of the system. A message appears after each incorrect attempt indicating the remaining number of attempts. After the fifth incorrect attempt, you are locked out of the system for 10 minutes. Once the 10 minutes have passed, click on the "Forgot Password" link and change your password. You may contact your company's administrator to unlock your account if you need access sooner.

Your log in attempt was not successful. Your account will be locked after five unsuccessfu attempts; <u>three</u> attempts remain. Please try again, or use the Forgot Password function.
<b>Isolved</b> People Cloud
Welcome
Log in to access isolved People Cloud applications.
Password:
Forgot my password
Login Cancel