

## Introduction

The purpose of this article is to review the steps a client user must complete to log into isolated 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 isolated. 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 isolated ID account.

If you already have an isolated ID established with this email address you can sign into isolated and access your new customer account immediately.

If you do not yet have an isolated 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 isolated 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 isolated 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.

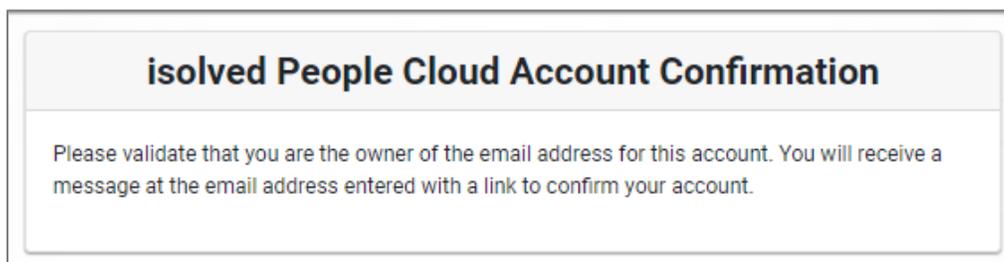
The screenshot shows the 'New isolated User Registration' form. At the top is the 'isolved People Cloud' logo. Below the title, there is a brief instruction: 'Provide the following information to create your isolated account. You will use this account when accessing isolated People Cloud applications.' The form contains several input fields: 'First Name' and 'Last Name' (two separate text boxes), 'Email' (a text box with 'christinabearley@yahoo.com' pre-filled), 'Mobile Phone Number (Optional)' (with a sub-note 'For security verifications and notifications'), 'Country' (a dropdown menu), and 'Mobile Number' (a text box).

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**.

The screenshot shows a registration form with the following sections:

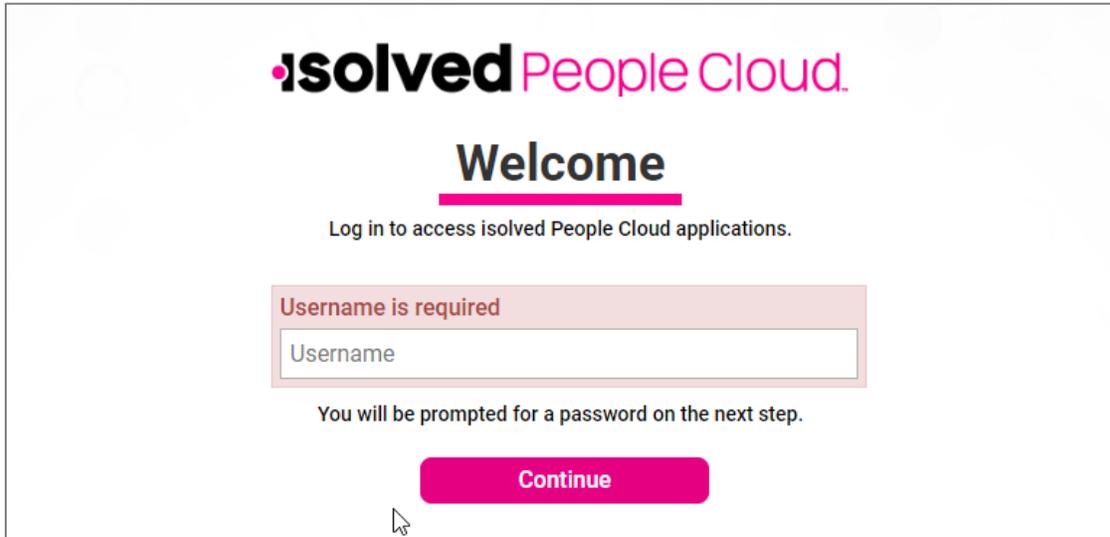
- Password**: A text input field with a visibility toggle icon.
- Password requirements:**
  - A minimum length of 12 characters
  - At least one digit (0-9)
  - At least one uppercase character (A-Z)
  - At least one lowercase character (a-z)
  - At least one special character
- Confirm Password**: A text input field.
- Choose a security challenge question**: A dropdown menu with the subtext "Helps validate your identity if you forget your password".
- Answer to the security challenge question**: A text input field.
- Confirm the answer to the security challenge question**: A text input field.
- A note: "Once your registration is complete you will receive a confirmation email to verify your email address."
- A pink **Create Account** button.

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.

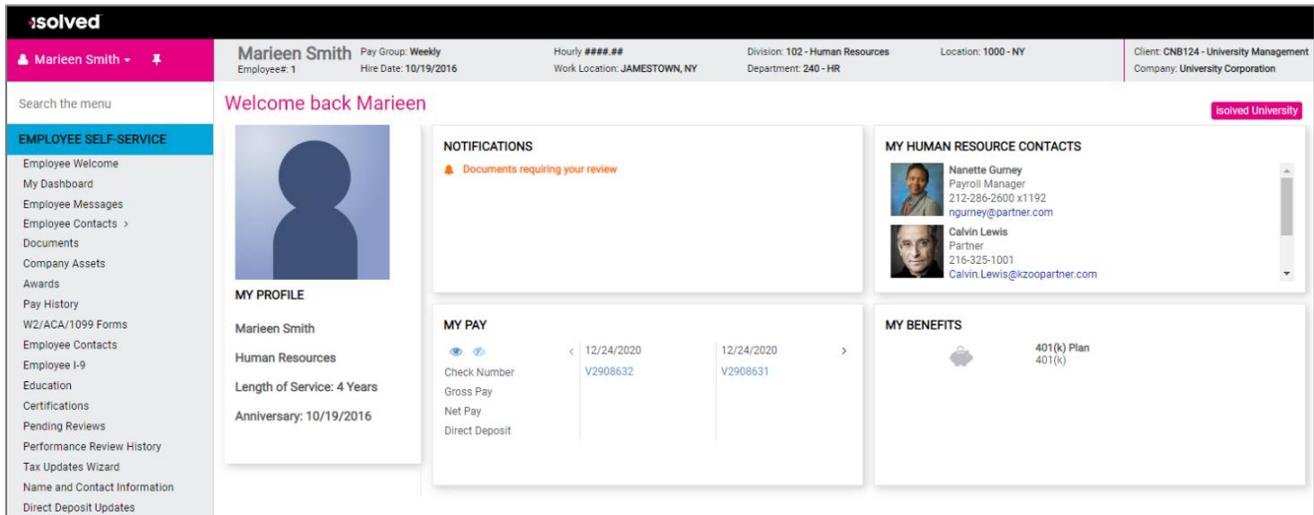




Clicking on **Continue** to isolved returns you to the login screen.



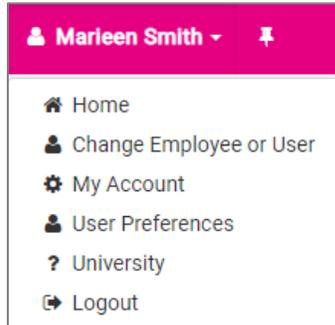
The access provided within your account is based on the client user roles assigned by your service bureau.



## 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:
  - Username
  - Password
  - 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.

