

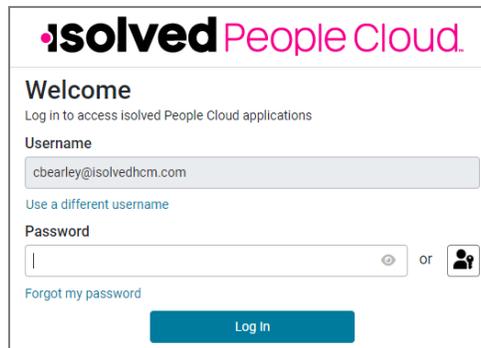
Introduction

The purpose of this article is to review and explain **Employee Messages** and the **Company Information** page in Employee Self-Service (ESS).

Navigation

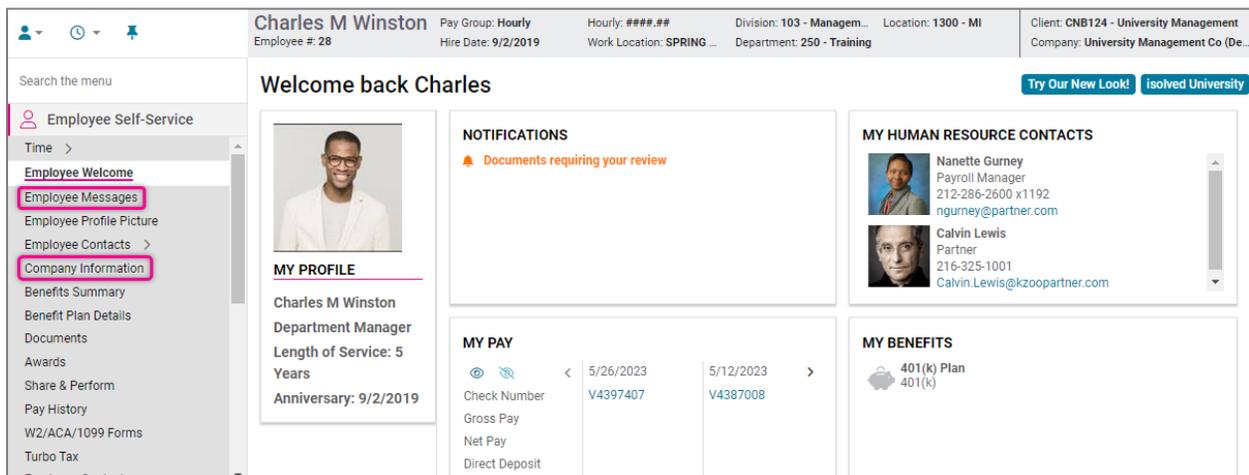
To view messages or acknowledge documents or links in isolved, enter your Employee Self-Service email address and the password you created when you authenticated your account. Please ensure that passwords are a minimum of 12 characters, at least one lower-case alpha (a-z), one upper-case alpha (A-Z), one numeric (0-9), and one unique character. Spaces are allowed to support the use of easier-to-remember passphrases. Going forward, your password will not expire. Passwords may also not duplicate any of your previous ten passwords.

If you key in an incorrect password five times, you will be locked out of the system. After each wrong attempt, you will receive a message indicating the number of tries left. After the fifth incorrect attempt, you will be locked out for 10 minutes. After 10 minutes, please click the “Forgot Password” link and change your password. You may contact your company’s administrator to unlock your account if you need access immediately.



Navigate to Employee Self-Service and click either:

- **Employee Messages**
- **Company Information**

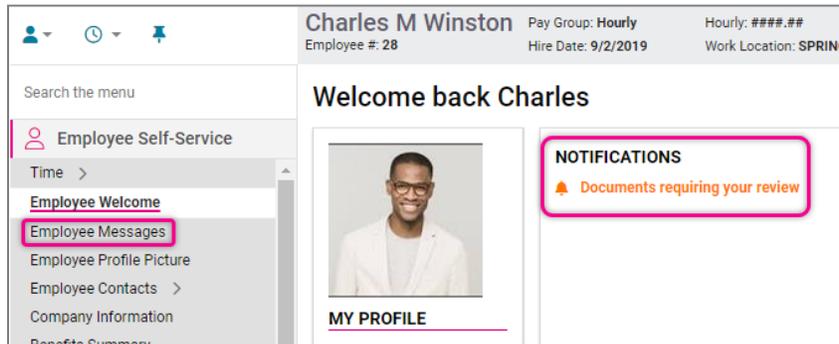


Employee Messages

Your employer may add either:

- Text messages
- Documents
- Fillable Forms
- Links to other websites

Your employer can also require employees to acknowledge that they have read a document attached to the message. Upon login to **isolved**, a message appears on your **Welcome** page if a new document is added.

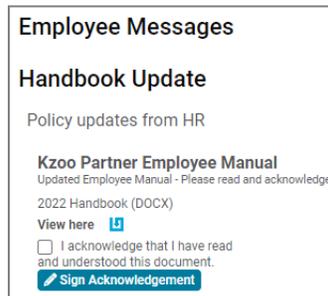


You may either:

1. Click **Documents requiring your review** on the **Welcome** page
2. Click **Employee Messages** in the menu on the left

Both procedures give you access to the document, message, or link loaded by your employer.

Here is an example of a message with a document that needs to be acknowledged:



It is important to read the message, open, view, and read the document.

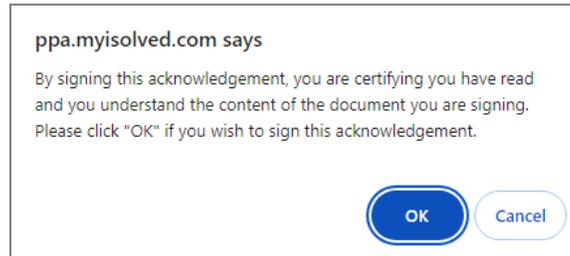
1. Click **View Here**
2. Read the document in its entirety.

Note: You must open the document to click the **Sign Acknowledgement** icon.

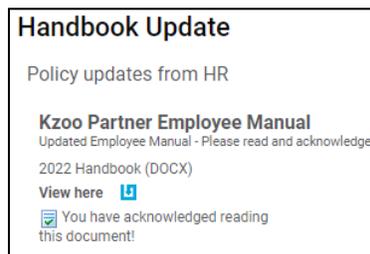
- The document becomes available under **Documents** on the **Signed Acknowledgement** tab.

Help Docs

3. Place a check in the “I acknowledge that I have read and understood the document” option.
4. Click **OK** to sign.
5. Click **Cancel** if you have not completed the task above.



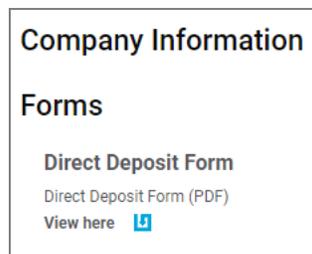
The acknowledgment then changes to “You have acknowledged reading this document.” The document remains under **Employee Messages** until your employer expires it.



Your employer can run acknowledgment reports to determine who has completed this task and who has not.

Your employer may also add other messages that may not require acknowledgment. Again, the message may only contain text, an informational link, a document, or a fillable form.

Here is an example:



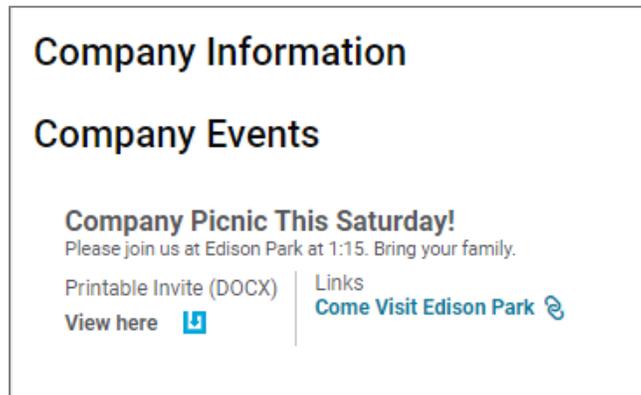
It is important to read the message and click the link or document for further details. This message remains under **Employee Messages** until your employer expires it.

Company Information

Your employer may also store messages, links, or documents under **Company Information**. Most employers use this page for information that will not change for an extended period. Things like:

- Employee Handbooks
- Benefit Information
- Union Contracts

Again, documents under **Company Information** can require acknowledgment. Here is an example:



It is essential to read the message and open the attached document.

1. Click **View Here**
2. Read the document in its entirety.
3. Print the document if you want a copy for your records. The message remains until your employer expires it.