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Help Docs

Frequently Asked Questions

When do email alerts go out to the assigned reviewers?

Email alert notifications are sent to the assigned reviewers at 5:00 p.m. Eastern Time on the designated day(s) before and/or after the review is due. If the number is set to zero, the notification will send at 5:00PM EST on the designated review date.

I have a review assigned to a manager and the employee. Why can't the employee see the manager's ratings and comments when they are in their own review?

The reviews are separate documents for the manager and employee. They only share the same questions.

I set up a Performance Review, but it does not appear in the drop-down list for the employee I want to assign it to. Why?

Check to make sure that the company that the employee is assigned to is the company that the review was created for. Each company has separate reviews to best suit the needs of each entity.

I need to assign performance reviews to several employees. Why can't I see the "Schedule Review" tab?

Please contact your support team to assist in updating access to this section.

What reports are available for performance reviews?

"Performance Reviews Next Scheduled," "Performance Review Past Due," "Performance Reviews Completed," and "Performance Reviews Scheduled" are all available to assist in managing performance reviews.

Can scheduled reviews be imported to isolved rather than having to manually enter them?

Yes, they can be imported. There is an import template that can be utilized for this task. Please contact your support team for assistance.

Can I have a manager or supervisor do the review after the employee completes theirs?

By design, the system creates separate review forms for each user type. You can use different reminder schedules to have managers or supervisors check to see if the employee has completed their self-review.

Do I need to set up different reviews or review types for managers, supervisors, and employees?

Only if the questions and ratings are different for each user type.

Can completed performance reviews be re-opened?

Yes. Client or Service Bureau users can re-open completed reviews.