

isolved Portal Guide

Tips for Logging In

- ❖ Your username is your personal email address
- ❖ You'll be asked to confirm your username- this is a confusing point for many people. You **don't** need to re-enter it, just visually confirm.



If you just activated your account, you may not be able to log in yet. Try again in 15 min+ if it says your password is incorrect.

Change Your Password

Option 1: Answer your security question

- ❖ Click the three dots at the top left of the dashboard, then click Profile. Click Change next to Password.
IMPORTANT: Answer the security question with all lowercase letters no matter how you typed it during the setup.

Option 2: Reset Password

It's a long process- give yourself 10 minutes to make it all the way through.

1. Start the Reset

Enter your username and click next. Click "Forgot Password," then Confirm.

2. First Authentication

You'll see a window with next steps. Check your inbox and click the link in the email.

3. Second Authentication

A code is sent to the number on file. Enter the code, then create your password. Click Reset, and you're taken back to the login page.

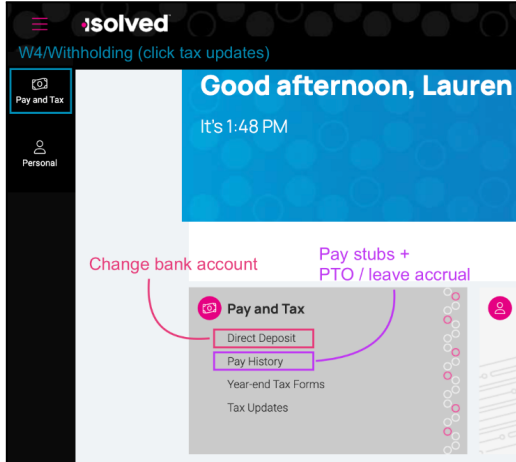
4.Third Authentication

Enter your username again, complete the last authentication, and you're finished!

Use Correct Dashboard Version

If your dashboard looks like this, you're logged into the old version. Click "Try Our New Look!" in the top right.

Portal Highlights & Notes about Features



Pay History

This section contains pay period payroll details, pay stubs, and info about PTO/leave accrual.

- ❖ If you started before January 2023, your entire pay history is not in iSolved. Info prior to 2023 is in the old platform.
- ❖ For details about the way leave and hours work, see the PTO & Sick Leave FAQ
- ❖ After one year of employment, the accrual rate for PTO increases
- ❖ Bereavement leave (full time therapists) and jury duty are listed under accruals however they are not accrued benefits so the totals are 0.00. They simply are available for use annually.

Direct Deposit

To make changes to your bank account, click Pay and Tax from the left side menu, then click Direct Deposit.

Account Setup

You can add or edit an account any time using any setup you choose. The following is a standard setup in which paychecks are deposited to the same account every pay cycle. For help with another setup, please contact a director.

1. Click Add New.
2. Bank details: Enter your account information
3. Deposit details: Select options for paycheck disbursement and frequency

> Distribution: Remaining Net

Net is the amount earned after deductions have been subtracted from gross pay. It includes taxes, withholding and benefits, if applicable. In other words, if you select remaining net as the distribution option, your net pay will be deposited.

> Frequency: Every Pay

The distribution option you choose will happen every pay cycle.

Tax Updates

You can update W4 information any time using the Tax Updates Wizard.