Adaptive Employee Experience for iPhone and iPad – authenticator app
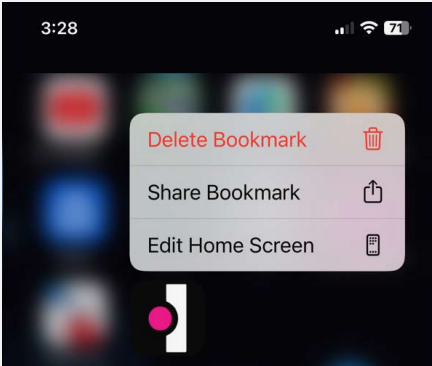
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Download the isolved People Cloud mobile app

1

If you had isolved's Adaptive Employee Experience saved as a bookmark to make it easily accessible from your iPhone's home screen, you may want to delete it prior to downloading the new mobile app.

Long press on the isolved bookmark and select Delete Bookmark

2

To quickly download the mobile app, point your iPhone camera at the QR Code. Once the QR code is in focus, tap the yellow App Store link.
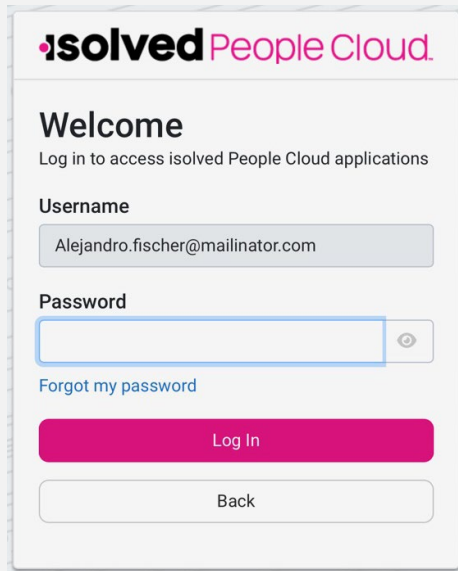
Apple QR Code

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Initial login to the mobile app

1

Enter your username and tap Next. Then key in your password and press the Log In button.

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Welcome
Log in to access isolved People Cloud applications

Username

Alejandro.fischer@mailinator.com

Password

[   ] 👁

Forgot my password

[Log In]

[Back]

2
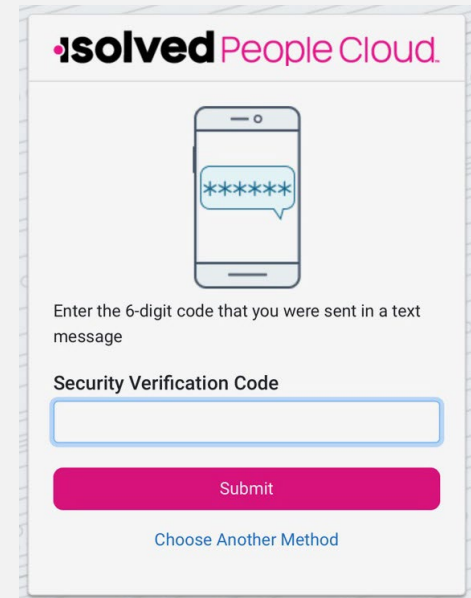
Select a verification option and press Request Security Code.

·solved People Cloud.

Please verify your account by selecting one of the methods below:

○ **Email:** alejandro.fischer@mailinator.com
● **Text Message:** (###) ###-5309

[Request Security Code]

[Cancel]

3

On the verification screen, type the security code you received and press Submit.

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Enter the 6-digit code that you were sent in a text message

Security Verification Code

[   ]

[Submit]

Choose Another Method

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Set up an authenticator app during login

1

Click the "Don't' ask me again on this device" option and tap the Maybe Later button to move forward to the screen that will allow you to set up your authenticator app.
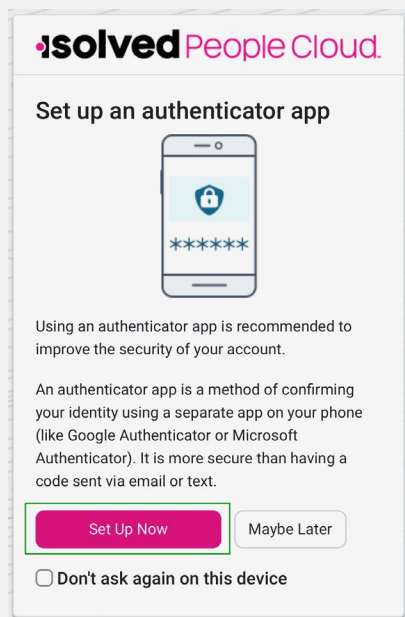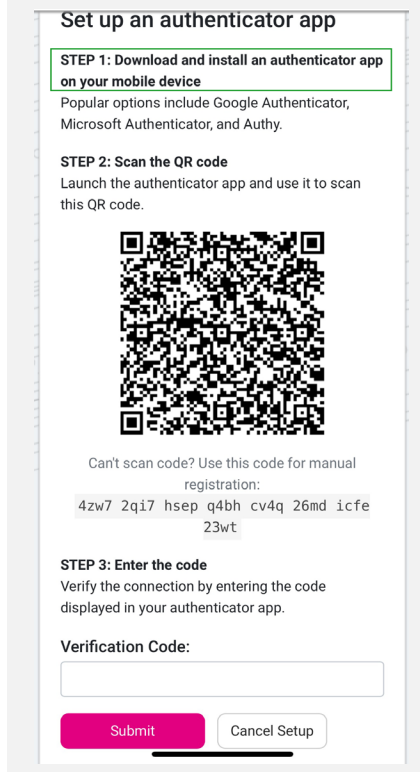
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Log in without a password

You can use your device's unlock mechanism (PIN, Touch ID, etc) as an easier and more secure alternative to a password.

Note: Anyone who is able to unlock this device can log in without your password.

[Set Up Now] [Maybe Later]

☐ Don't ask again on this device
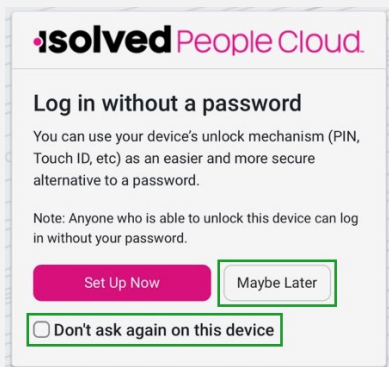
2

To set up an authenticator app, tap the Set Up Now button.

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Set up an authenticator app

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Using an authenticator app is recommended to improve the security of your account.

An authenticator app is a method of confirming your identity using a separate app on your phone (like Google Authenticator or Microsoft Authenticator). It is more secure than having a code sent via email or text.

[Set Up Now] [Maybe Later]

☐ Don't ask again on this device

3

If you don't already have one, download and install an authenticator app on your device.

Set up an authenticator app

STEP 1: Download and install an authenticator app on your mobile device
Popular options include Google Authenticator, Microsoft Authenticator, and Authy.

STEP 2: Scan the QR code
Launch the authenticator app and use it to scan this QR code.

Can't scan code? Use this code for manual registration:
4zw7 2qi7 hsep q4bh cv4q 26md icfe 23wt

STEP 3: Enter the code
Verify the connection by entering the code displayed in your authenticator app.

Verification Code:

[Submit] [Cancel Setup]

4

Copy the code under the QR code and paste it into the Verification Code field. Tap Submit.

Set up an authenticator app

STEP 1: Download and install an authenticator app on your mobile device
Popular options include Google Authenticator, Microsoft Authenticator, and Authy.

STEP 2: Scan the QR code
Launch the authenticator app and use it to scan this QR code.

Can't scan code? Use this code for manual registration:
4zw7 2qi7 hsep q4bh cv4q 26md icfe 23wt

STEP 3: Enter the code
Verify the connection by entering the code displayed in your authenticator app.

Verification Code:

[Submit] [Cancel Setup]

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Ongoing logins to the mobile app

1

Enter your username and tap Next. Then key in your password and press the Log In button.

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Welcome
Log in to access isolved People Cloud applications

Username

Alejandro.fischer@mailinator.com

Password

Forgot my password

Log In

Back

2

On the verification screen, type the security code you received from your authenticator app.

If the "Remember me on this device" option is selected, you will not be asked to provide multi-factor authentication for 12-hours. If the option is de-selected, you will be asked to provide multi-factor with each login.

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Check your inbox and enter the 6-digit code you were emailed

Security Verification Code

☐ Remember me on this device
Valid for 12 hours

Submit

Choose Another Method

Note: The inactivity timeout duration remains 15-minutes. The "Remember me on this device" option only affects multi-factor authentication.

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FAQs

Question	Answer
● What is the isolved People Cloud mobile app?	The isolved People Cloud mobile app is a convenient, flexible, and secure way to access the capabilities of the Adaptive Employee Experience (AEX) regardless of their work location or preferred device.
● Is the new app better than the previous web-based app?	Yes, while core functionality remains the same, user are able to take advantage of phone specific push notifications and biometric log in features.
● Can I set the app to keep me logged in all the time?	No, the app will require you to log in for each session as a security measure due to the potentially personal information available on the app.
● Is multi-factor authentication required?	Yes, multi-factor authentication is required each time you log into your device to ensure the security of your personal information. If the "Remember me on this device" option is selected when you log in, you will not have to provide your multi-user authentication for 12-hours.
● What happens if I select "Don't ask me again on this device" when asked about passwordless setup or an authenticator app?	You will no longer be asked to set up passwordless log in or authenticator app from that device and you will have to go to "My Account" to make to change your settings.
● Where can I set up passwordless access or a third-party authenticator app later?	You can set up either of these options by navigating to "My Account".
● What version of iOS is compatible with the mobile app?	iOS 14 and above are compatible.

● How does offline punching work?	Users can offline punch if the isolved People Cloud mobile app is already running on their iPhone. To do this, the user must:
	    1. Open the isolved People Cloud mobile app on their phone when they have access to cellular networks or Wi-Fi, usually in the morning before they leave their home. The user should not close the app during this time, but they can use other apps on their phone as they normally would.
	    2. When the user arrives at a work site without internet, they can access the app and clock in or out as they normally would.
	    3. When the user returns to cellular networks or Wi-Fi, the app sends the time stamps automatically.

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Resources

Administrators*

[Identity Server - Multifactor Authentication (Administrator) (English)](#)
[Identity Server – Multifactor Authentication (Administrator) (Spanish)](#)

[Adaptive Employee Experience – Mobile User Guide (English)](#)
[Adaptive Employee Experience – Mobile User Guide (Spanish)](#)

[Updating Mobile Numbers in Adaptive Employee Experience (English)](#)
[Updating Mobile Numbers in Adaptive Employee Experience (Spanish)](#)

Employees*

[Adaptive Employee Experience – Mobile User Guide (English)](#)
[Adaptive Employee Experience – Mobile User Guide (Spanish)](#)

[Updating Mobile Numbers in Adaptive Employee Experience (English)](#)
[Updating Mobile Numbers in Adaptive Employee Experience (Spanish)](#)

* These resources require access to isolved University. You will need to log in to view the content.
Read [Registering for isolved University](#) if you need help signing up.

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