![Insperity logo] Insperity®
HR that Makes a Difference®

Adaptive Employee Experience for iPhone and iPad - passwordless access

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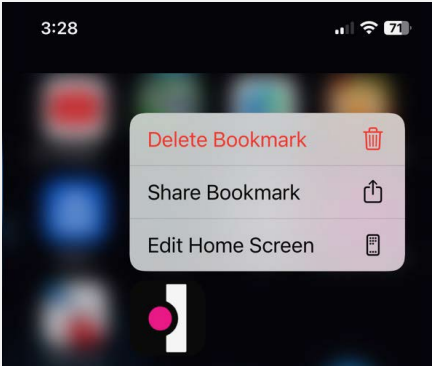
Download the isolved People Cloud mobile app

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.
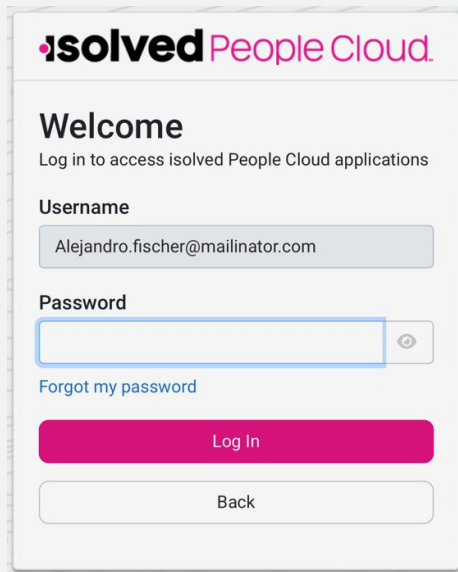
Apple QR Code

Initial login to the mobile app

1

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

isolved People Cloud.

Welcome
Log in to access isolved People Cloud applications

Username

Alejandro.fischer@mailinator.com

Password

Forgot my password

Log In

Back

2
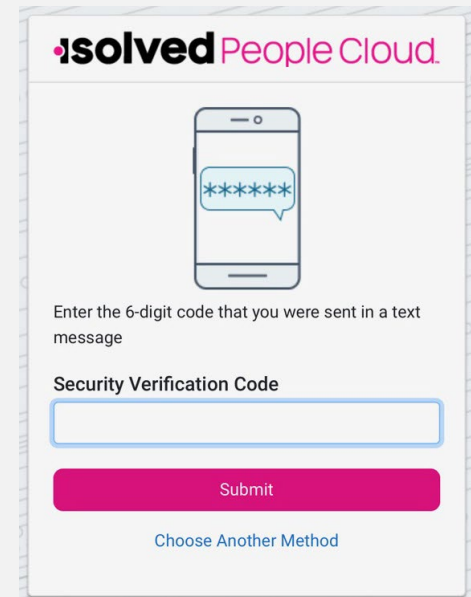
Select a verification option and press Request Security Code.

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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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Setting up passwordless access during login

1

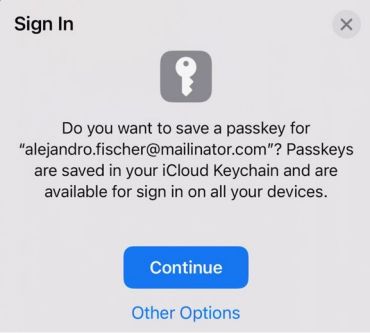To use your iPhone's passkey feature to expedite the login process, tap Set Up Now.
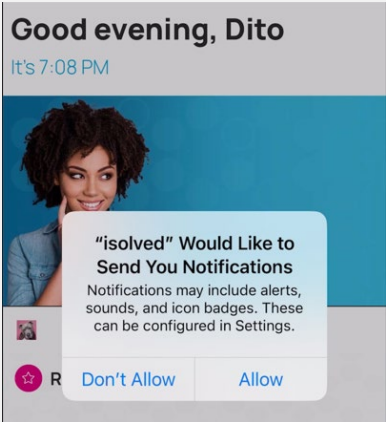

2

Tap Continue on the passkey notification and you will be pushed into the mobile app.

Your passwordless option will be available the next time you log in.

3

Choose to allow or not allow notifications from isolved.

4
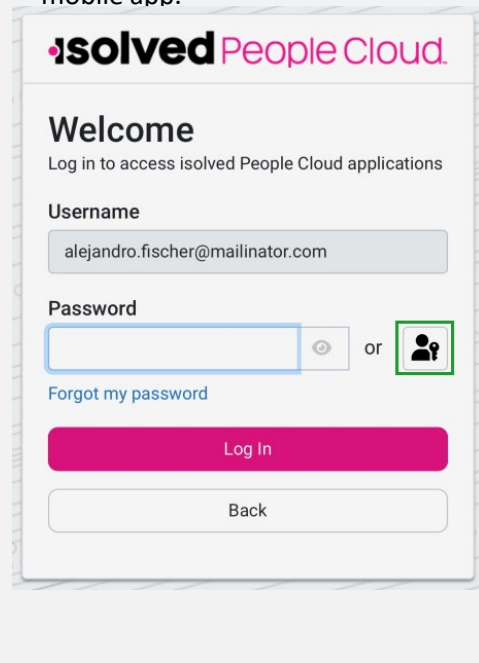
Navigate through the app by swiping right or left to the page you want.

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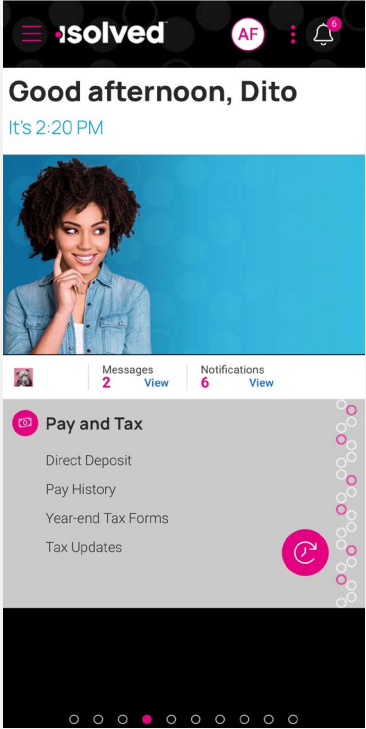
Ongoing logins to the mobile app

1

You are no longer required to enter a password. Simply tap the key icon to the right of the Password field to access the mobile app.

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Welcome
Log in to access isolved People Cloud applications

Username

alejandro.fischer@mailinator.com

Password

[ ] 👁 or 👤

Forgot my password

[Log In]

[Back]

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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.
⬤ **What happens if I select "Don't ask me again on this device" when asked about passwordless setup?**	You will no longer be asked to set up passwordless log in from that device and you will have to go to "My Account" to make to change your settings.
⬤ **Where can I make changes to my passwordless settings?**	You can set up new passwordless options and view what you already have set up 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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