



Adaptive Employee Experience for iPhone and iPad – text and email MFA

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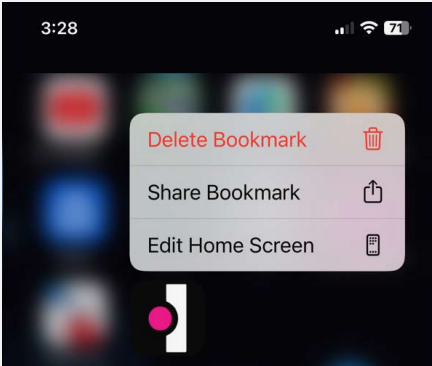
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Download the isolved People Cloud mobile app

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.

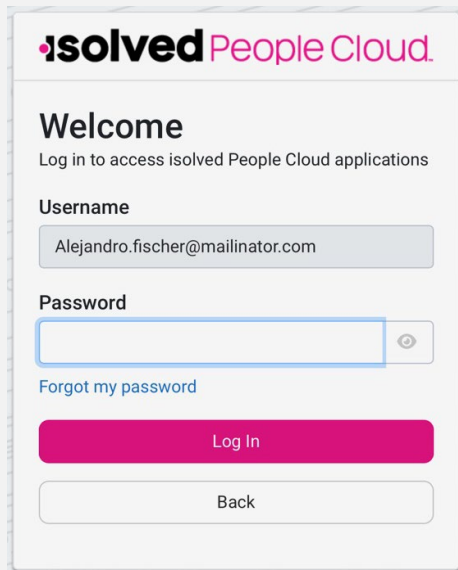
Apple QR Code



Initial login to the mobile app

1


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



The screenshot shows the login interface for 'isolved People Cloud'. At the top is the logo. Below it is the heading 'Welcome' and the subtext 'Log in to access isolved People Cloud applications'. There are two input fields: 'Username' with the text 'Alejandro.fischer@mailinator.com' and 'Password' which is currently empty. A 'Forgot my password' link is located below the password field. At the bottom, there are two buttons: a pink 'Log In' button and a white 'Back' button.

2

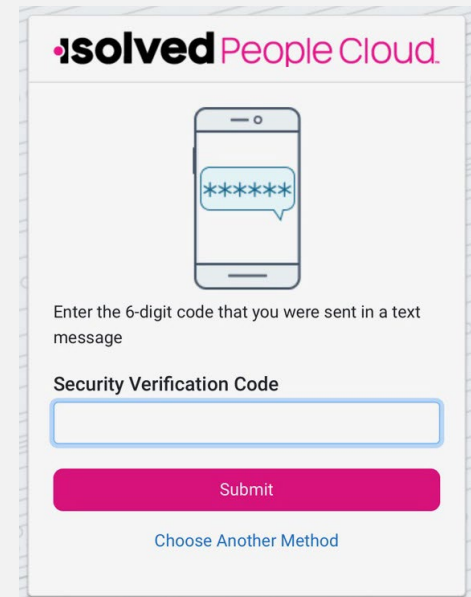
Select a verification option and press Request Security Code.



The screenshot shows a verification selection screen for 'isolved People Cloud'. It asks the user to 'Please verify your account by selecting one of the methods below:'. There are two radio button options: 'Email: alejandro.fischer@mailinator.com' (which is unselected) and 'Text Message: (###) ###-5309' (which is selected). Below the options are two buttons: a pink 'Request Security Code' button and a white 'Cancel' button.

3

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

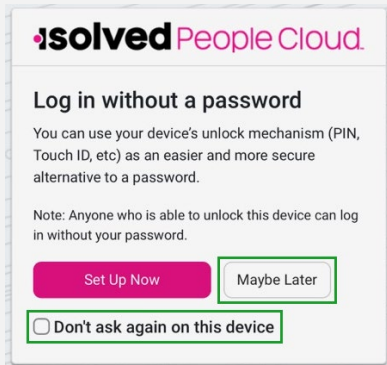


The screenshot shows a security code verification screen for 'isolved People Cloud'. It features an illustration of a smartphone displaying a 6-digit code. Below the illustration, it says 'Enter the 6-digit code that you were sent in a text message'. There is a text input field for the 'Security Verification Code'. At the bottom, there are two buttons: a pink 'Submit' button and a blue 'Choose Another Method' link.

Bypass additional MFA options during login

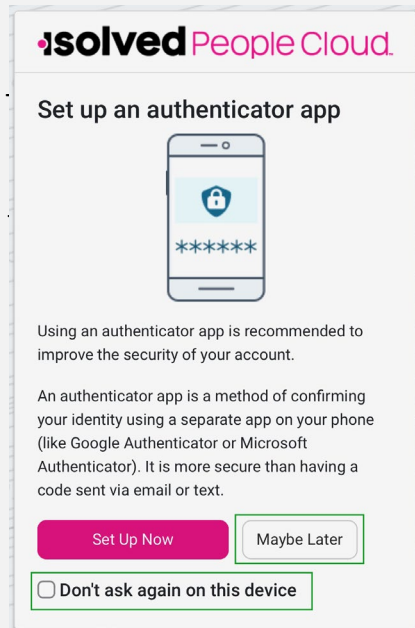
1

To continue using text and email to provide your multi-factor authentication upon login, click the “Don’t ask me again on this device” option and tap the Maybe Later button.



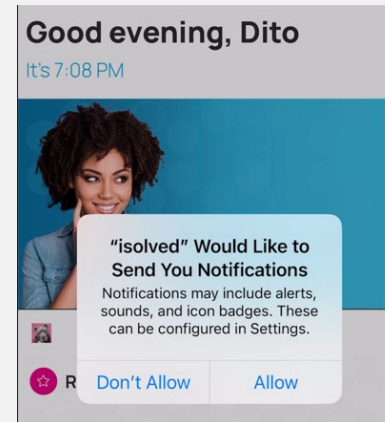
2

To bypass the option to set up an authenticator app, click the “Don’t ask me again on this device” option and tap the Maybe Later button.



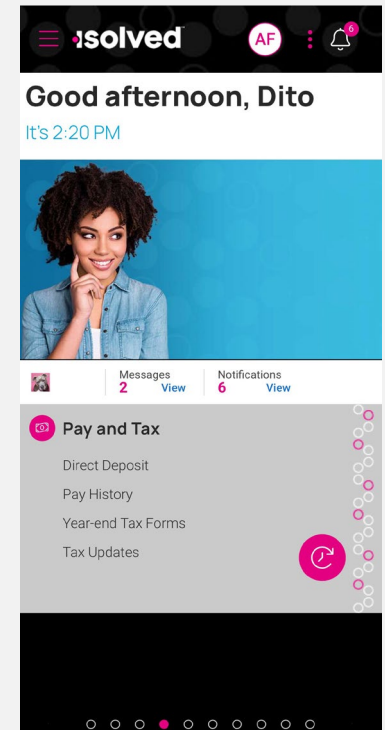
3

Choose to allow or not allow notifications from isolved.



4

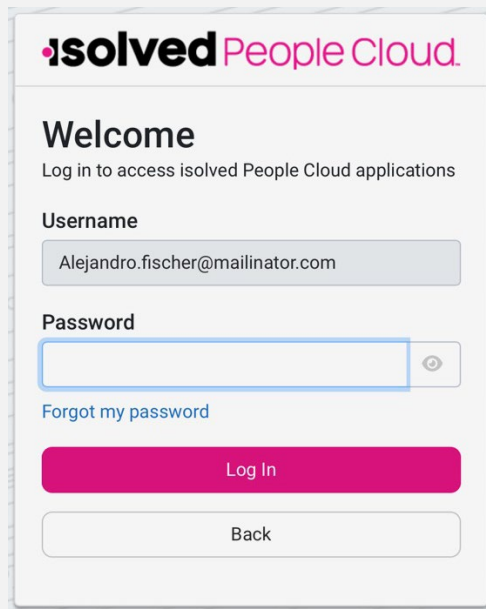
Navigate through the app by swiping right or left to the page you want.



Ongoing logins to the mobile app

1

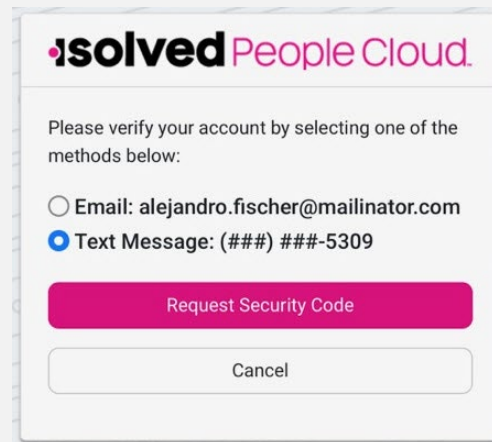
Enter your username and tap Next. Then key in your password and press the Log In button.



The screenshot shows the login interface for 'isolved People Cloud'. At the top, it says 'Welcome' and 'Log in to access isolved People Cloud applications'. There are two input fields: 'Username' with the value 'Alejandro.fischer@mailinator.com' and 'Password' which is currently empty. Below the password field is a 'Forgot my password' link. At the bottom, there are two buttons: a pink 'Log In' button and a white 'Back' button.

2

Select a verification option and press Request Security Code.

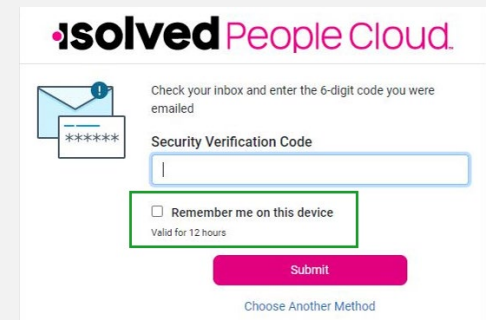


The screenshot shows a verification dialog box for 'isolved People Cloud'. It asks the user to 'Please verify your account by selecting one of the methods below:'. There are two radio button options: 'Email: alejandro.fischer@mailinator.com' (which is unselected) and 'Text Message: (###) ###-5309' (which is selected). Below the options are two buttons: a pink 'Request Security Code' button and a white 'Cancel' button.

3

On the verification screen, type the security code you received.

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.



The screenshot shows a security code verification screen for 'isolved People Cloud'. It says 'Check your inbox and enter the 6-digit code you were emailed'. There is a 'Security Verification Code' input field with a placeholder '*****'. Below the input field is a checkbox for 'Remember me on this device' with the subtext 'Valid for 12 hours'. At the bottom, there are two buttons: a pink 'Submit' button and a white 'Choose Another Method' button.

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

FAQs

Question	Answer
● What is the isolated People Cloud mobile app?	The isolated 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 “Remember me on this device” is selected when you log in, you will not have to provide your multi-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 isolated People Cloud mobile app is already running on their iPhone. To do this, the user must: <ol style="list-style-type: none">1. Open the isolated 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.

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 isolated University. You will need to log in to view the content. Read [Registering for isolated University](#) if you need help signing up.