isolved Login Instructions for People Cloud and AEE

IMPORTANT

You DO NOT have to set up a passkey or authenticator app during the login process. You can set these options on the My Account page in AEE or in Manage Account in People Cloud at any time. **Note:** *If you choose to set up a passkey or authenticator app, please work with your internal IT contact if you require assistance. Insperity does not support troubleshooting issues related to configuring or using passkeys or third-party authenticator apps.*
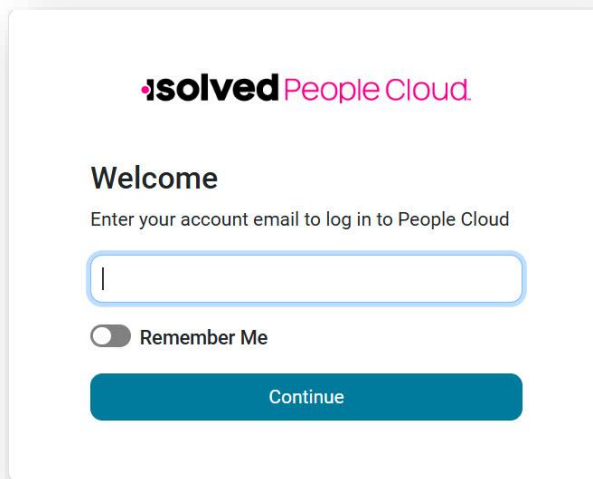
❑ STEP 1

1. Adaptive URL: https://aee.myisolved.com
2. People Cloud URL: https://Insperity.myisolved.com

Note: You will be redirected to the Identity server to log in. When you have successfully completed the login process, you will be redirected back to your original URL. **Please DO NOT bookmark the Identity URL.**
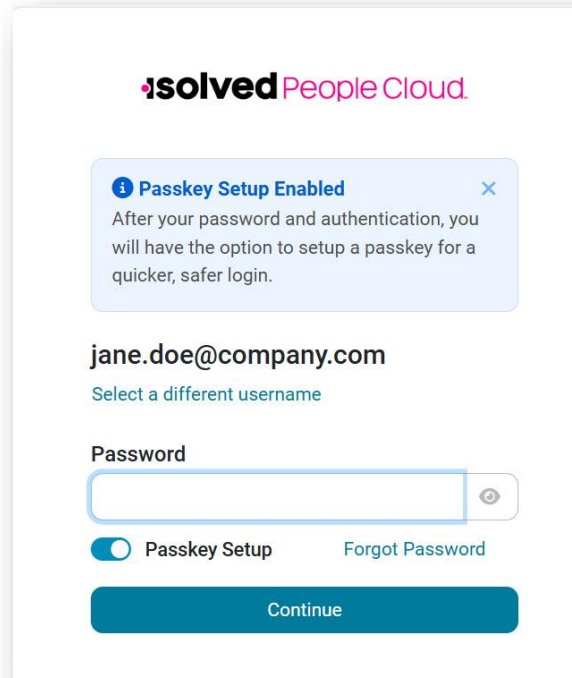
1. Enter your account email and click **Continue.**

Note: Turn on **Remember me** *to bypass entering your account email with future logins.*

❑ STEP 2

1. Enter your password and click **Continue.**

Note: **Passkey Setup** *is automatically enabled. To bypass the Passkey Setup screens when you log in, we recommend you turn this option off.**
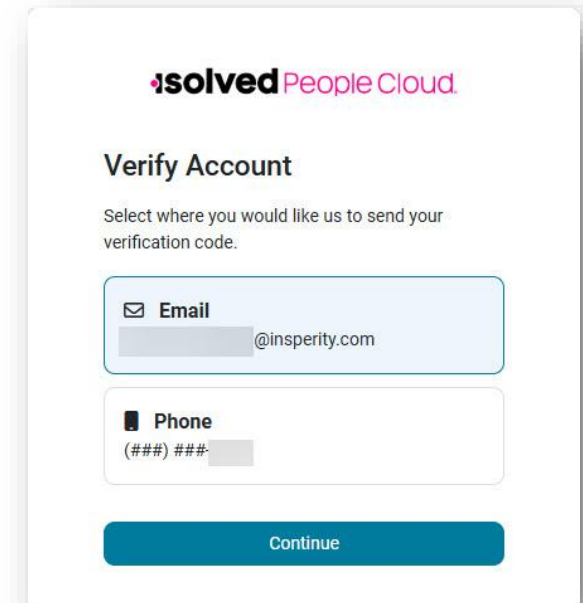

* Your preference will be remembered for 10 days

❑ STEP 3

1. Select a method to receive your verification code and click **Continue.**

Note: If you want to add the ability to receive a code by text, navigate to My Account in People Cloud or Manage Account in Adaptive and add a mobile number to your isolved account.
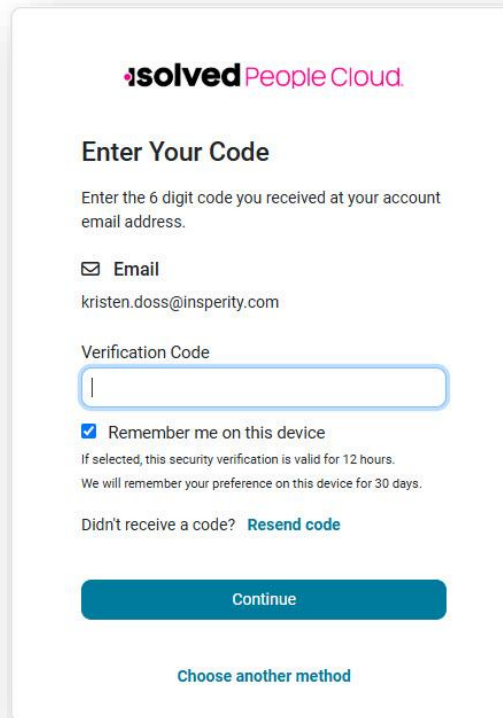
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❑ STEP 4

1. Enter the Verification Code you received and click **Continue.**

Note: *Remember me on this device* allows you *to bypass entering your Verification Code with future logins for 12 hours.**
Note: *Click the* **Choose Another Method** *link to change the way you receive your code.*
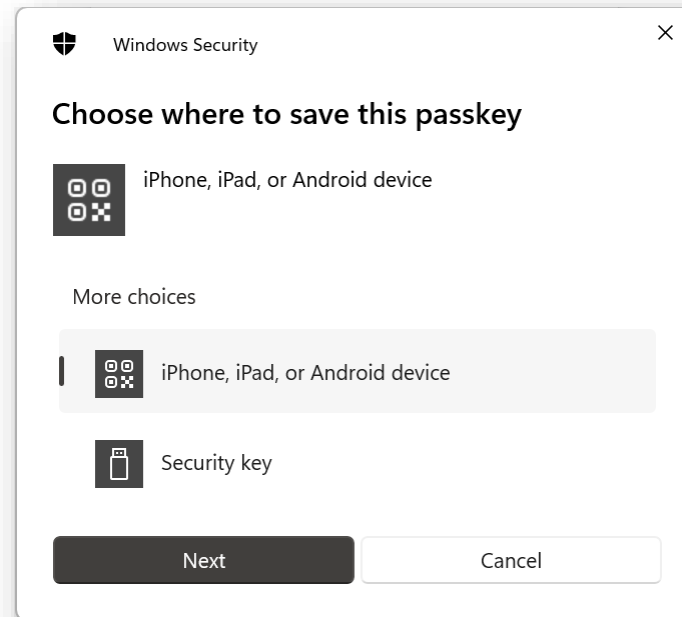

* Your preference will be remembered for 30 days.

❑ STEP 5

Note: *You won't see this step if you turned off the Passkey Setup option in Step 2.*

1. Choose where to save your passkey and click **Next** to complete your passkey setup.

❑ STEP 6

Note: *You won't see this step if you set up a passkey in Step 5.*
Note: *To stop this screen from showing up with each login, select* **Don't ask again on this device** *before clicking Maybe Later.*

1. To bypass this screen and continue logging in, click **Maybe Later.**

2. To configure an authentication app during the login process, click **Set Up Now.**