

Introduction

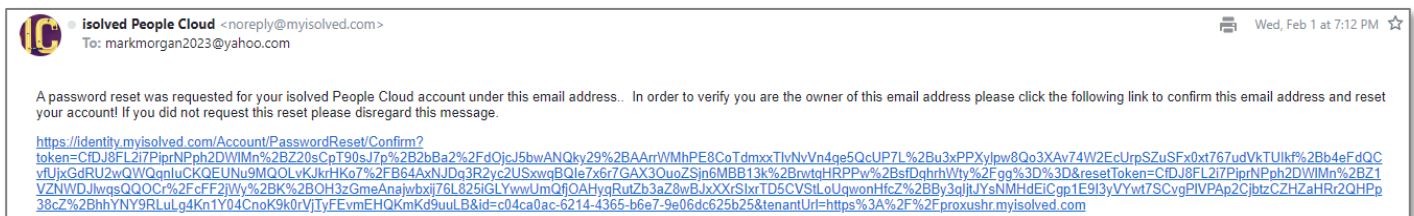
We have a lot of passwords, and it's entirely possible that you might forget your password to get into isolved. This article is intended to walk the user through how to reset a password if needed. It is extremely important to follow all instructions carefully, all the way through, to ensure an easy transition.

Process

1. At the login screen, click the **Forgot Password** link. This sends you to the screen **User Account Password Reset**.
2. Review your email address:
 - a. If it is correct, move to the next step.
 - b. If it is not correct, verify that you are attempting to sign in on the correct URL (you might need to verify with your employer).
 - c. If you are on the correct URL, click **Cancel** go to the previous screen and re-enter your email address, making sure that there are no extra spaces at the beginning or end of the email address. This sometimes happens when using an autofill feature on our phones without us even knowing it.
3. If the email address is correct, click the **Next** button on the screen. A new screen appears, letting you know to watch your email for an email with further instructions.



4. You'll receive an email to verify that you are the owner of that email address. Click the link in the email to proceed with the reset process.
Note: This link expires in 24 hours.



5. If you have a mobile phone number in your self-service account:
 - a. The system automatically texts you an authorization code. Watch carefully; this code is only good for three minutes. If you attempt to enter after that time, a message "Error – Invalid Code" is displayed. Click the link in the email again to have a new code sent to you if you see this message.
 - b. Enter the code in the **Verification Code** field.

- c. Click **Continue** to go to step 7.

The screenshot shows a web form titled "isolved People Cloud Account Reset". The text reads: "To provide the highest level of security we require a second security verification factor to verify you are the owner of this account." Below this, it says: "We have sent a verification code to the mobile number (###) ###-9305 on your account. Please enter the code you have received below and click continue." There is a text input field labeled "Verification Code:" and a blue "Continue" button at the bottom.

- 6. If you don't have a mobile number in your account:
 - a. The system displays the security question you selected when you set up your account. Type in the answer.
 - b. Click **Continue** to go to step 7.

The screenshot shows a web form titled "isolved People Cloud Account Reset". The text reads: "Please answer your security question to reset your account:". Below this, the security question is: "What is the first name of your oldest cousin?". There is a text input field labeled "Answer:" and a blue "Continue" button at the bottom.

- 7. Enter a new password. It must fit the parameters. Remember, your information needs to be as safe as possible so make that password a challenge for someone else to guess.
- 8. Confirm password.
- 9. Click the button **Reset Account**.
- 10. A new screen appears. Click **Login to isolved**. You're then taken to the login screen to log in to isolved.

