

## 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.

lease enter your user	name below to begin the reset process.	
ser name: MarkMorgan2023@va	ahoo com	

•Solved People Cloud. Password Reset If we have an account with your email address, a message will be sent to your inbox with instructions on how to reset your account. You may close this browser window.

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.

	isolved People Cloud <noreply@myisolved.com> To: markmorgan2023@yahoo.com</noreply@myisolved.com>	ē	Wed, Feb 1 at 7:12 PM 🏾 🛣
Apassw	vord reset was requested for your isolved People Cloud account under this email address In order to verify you are the owner of this email address please click the following link to confirm	this e	mail address and reset
your acc	tentity mysolved com/Account/PasswordReset/Confirm?		
token=C vfUjxGd	2003FL277bph/Pph2DWIMn%2B220sCpT90sJ7p%2B2bBa2%2Fd0jcJ5bwANQky29%2BAArr/WMhPE8CoTdmxxTivNvVn4ge5QcUP7L%2Bu3xPPXylpw8Qo3XAv74W2EcUrpsZuSFx0xt7 IRU2wQWQanlucKGEUNu9MQQUxKJkrHx07%2FB64ArxhJ0g3R2yc2USxwagBQle7x6r7Q6ArX30uozSjn6bB13k%2BwrdyHRPP%2B8DphmW1y%2Fg%3D%3D&resetToken=C01J8FL2	67ud	VkTUlkf%2Bb4eFdQC rNPph2DWIMn%2BZ1
38cZ%2	JimgsuuUUCr%zrCrrzywy%zbx%zbUnzcomenajwoxjrotozoi6trwwUmujjUAnygkutz03828WBJXXXISIXrTD5CVSIL0UGW0hHt62%2bBj3gjtJYsNMHdElCgpTE9I3JyYYWt/SCVgPIVP 2BhYYNY9RLuLg4Kn1Y04CnoK9k0rVjTyFEvmEHQKmKd9uuLB&id=c04ca0ac-6214-4365-b6e7-9e06dc625b25&tenantUrl=https%3A%2F%2Fproxushr.myisolved.com	<u>Ap2C</u>	<u>jptzcznzanRr2QHPp</u>

- 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.



## Help Docs

c. Click Continue to go to step 7.



- 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.

isolved People Cloud Account Reset
Please answer your security question to reset your account:
What is the first name of your oldest cousin?
Answer:
Continue

- 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.

isolved People Cloud Account Reset
Your account password has been reset. Please click the button below to sign into is Login to isolved