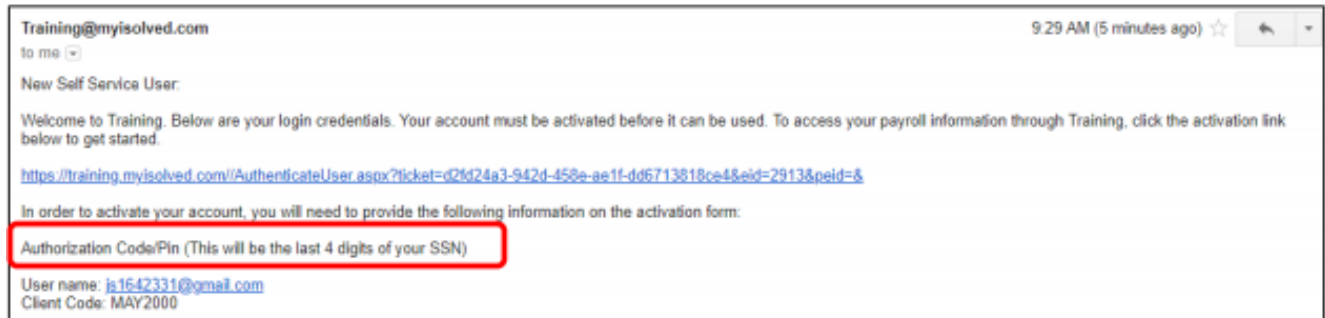## Employee Self-Service Initial Email

You will receive a system-generated email from Whirks upon your employer's activation of your Employee Self-Service. This email is from a no-reply email address. Here is what it will look like:

You must click on the link provided in the email to complete the set-up of your account. The **User Name** will be the email address you provided to your employer and will be used each time you log into Employee Self-Service. Your **one-time authorization code** for your initial sign-on is the last four digits of your SSN.

Trouble-shooting tips:

If you do not receive this email within a few minutes of your employer activating your Self-Service account, look to see if it has been redirected to your Spam/Junk folder. Due to the "no-reply" originating address, this can sometimes happen.

If you do not see the email in either your Inbox or Spam/Junk folder, check with your employer's administrator to confirm that the correct email address has been entered for you in the system.

Employee Self-Service Initial Sign-on

Once you click on the link provided, the **User Name** and **Client Code** will be pre-filled.

- You must add your **Authorization Pin** number (the last 4 digits of your SSN).
- Create and confirm a **Password**.
- Please ensure that passwords are <u>a minimum of 12 characters</u>, containing at least one lower case alpha [a-z], one upper case alpha [A-Z], one numeric [0-9], **and** one special character. Spaces are allowed as a character to support the use of easier to remember passphrases. Your password will not expire.
- You then must select a challenge question/answer and confirm your answer.
- It is best to add your cell phone number in order to receive text messages if you are accessing your Employee Self-Service from a different IP address.

****NOTE: Your password and answer to your security questions are NEVER stored with your employer or Whirks.** If you forget your Password, click the "Forgot Password?" link on the Login page. If you are unable to answer your security question when resetting your password, your employer will need to re-create your Self-Service account from the beginning (the same email address may be used).

First Time Log-in

Once you click on **Continue** from the initial New User Account Setup, it will log you into Employee Self-Service. Depending on the level of access your employer has provided, your screen could have one, two, or more subjects listed on the left side menu. Here is an example:
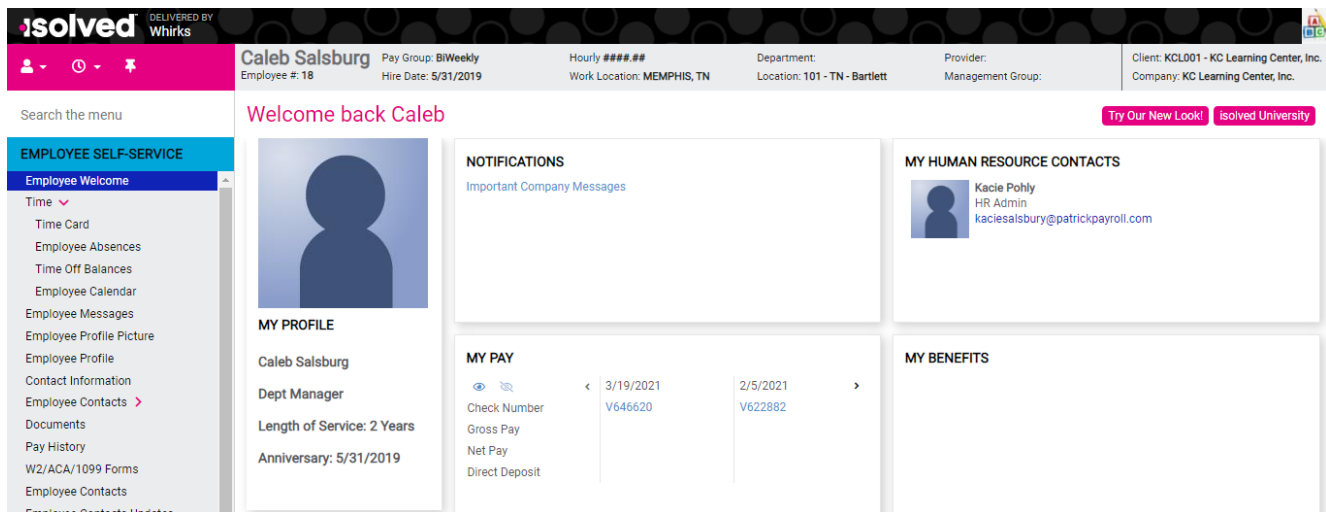
The following menu options are available by clicking on the person icon drop-down in the top left corner:
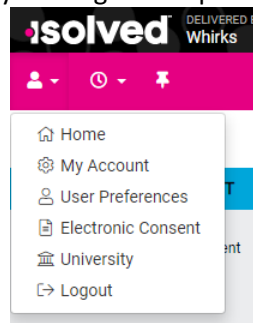
- Click on **My Account** to add or change your mobile phone number, password, or security question.
- Click on the **University** link to create an account for access to help documents or recorded videos about the iSolved system.
- **Home** will take you back to your Welcome page.
- **Logout** when you have completed your activities in Employee Self-Service.

Please remember to save the URL to your favorites or bookmark the page.

https://whirks.myisolved.com

When accessing iSolved in the future, make sure you see the Whirks logo above the Login in fields. If you attempt to log in to iSolved directly (meaning, the isolved.com website), the system will not recognize your login credentials.

If you enter an incorrect password five times, you will be locked out of the system. You will receive a message after each incorrect attempt indicating the remaining number of attempts. After the fifth incorrect attempt you will be locked out of the system for 10 minutes. After 10 minutes has passed, click on the "Forgot Password" link to reset your password. If you need access sooner, you will need to contact your company's administrator to unlock your account.

To change/update your password, click the "Forgot Password?" link and follow these steps:

- Type in your **User Name**.
- You can then request a new **Authorization Code** by email or text.
- Type in the **Authorization Code** received.
- Verify the answer to your **Challenge Question.**
- Create a new **Password**.
- Confirm the new **Password**.
- Click **Next** and log on using the new password.