

## Isolved People Cloud Mobile App

### Overview

This article covers how to log in, use passwordless log in, use Tenant ID's, and setup up multifactor authentication on the isolved Mobile App. isolved is committed to protecting your data. All users are required to use 2 Factor Authentication with every login to isolved.

### Finding the App

Users can scan the following QR code with their phone's camera to go directly to the download page for the isolved People Cloud Mobile App. One code is for iPhone, and the other is for Android.

Apple:

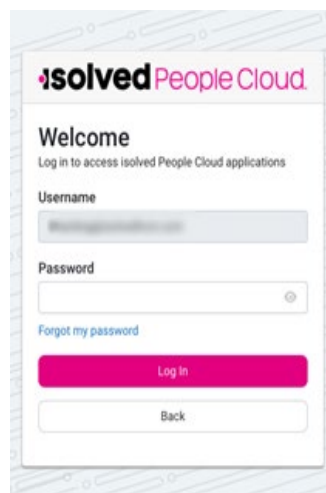


Android:

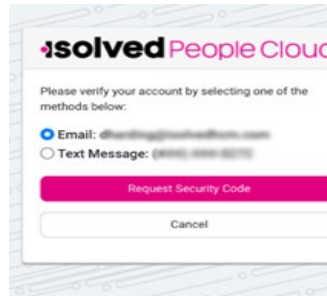


### Basic Log in

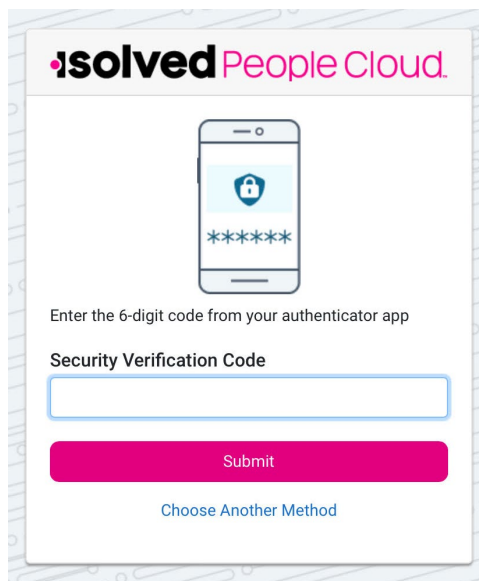
From the log-in screen the user can key in their username and password, then press log in.



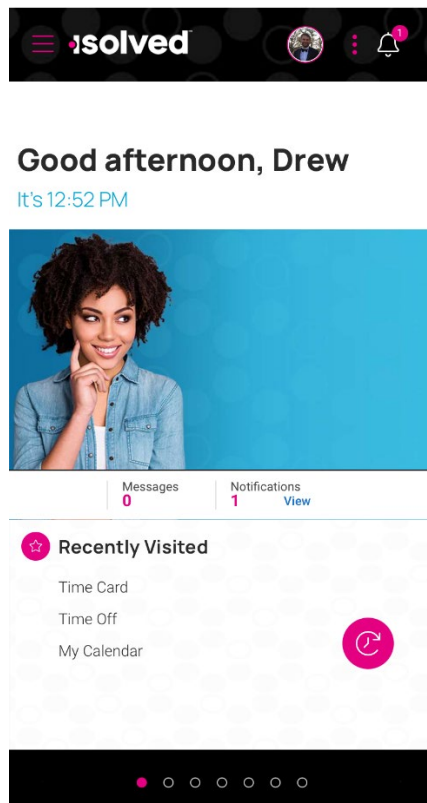
Select a verification option, press “Request Security Code”. **Note:** A text message is usually most convenient if you are on your mobile phone.



On the verification screen, type in the verification code that you just received, then press submit.



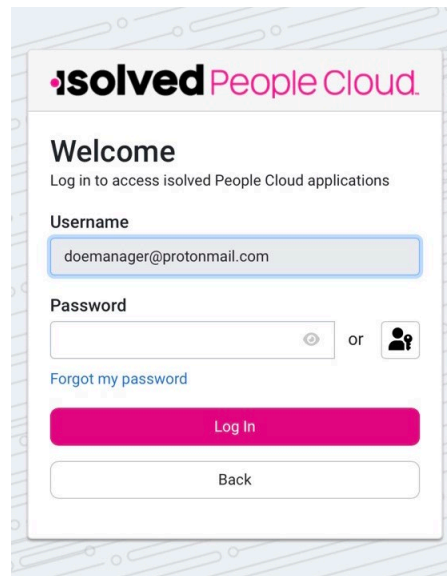
After successfully submitting the Security Verification Code, you will be logged in.



## Passwordless Logging In

When new users log onto the mobile app for the first time, they will be presented with an option for setting up passwordless logging in. Depending on the device being used to access the mobile app, there will be different options available for the user.

Once the user is set up for passwordless logging in, they will see the following additional icon on the log in screen after the password entry field.



**isolved** People Cloud.

**Welcome**  
Log in to access isolved People Cloud applications

**Username**  
doemanager@protonmail.com

**Password**  
[Password Field] or [User Icon]

[Forgot my password](#)

**Log In**

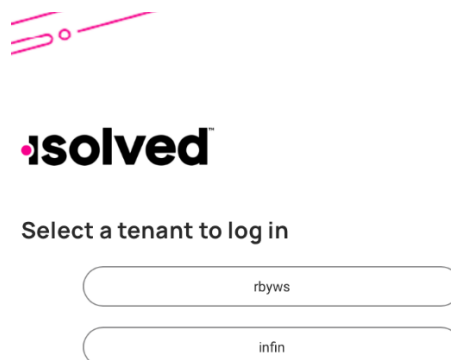
**Back**

To see a complete list of passwordless log authentications the user has set up, visit <https://identity.myisolved.com>, click on the user email address in the upper right corner, then “My Account”, then Passwordless Authentication.

**Note:** Passwordless Log in does not bypass Multifactor authentication.

## Tenant ID

Some users may see a screen at login prompting a selection of a Tenant. This occurs if your email address is connected to more than one isolved environment. The Tenant is an identifier which indicates the URL you would typically visit to log in to self-service. Typically, this code is similar to that URL, so for example, if you logged in to xyz.myisolved.com previously to access self-service, you might see a tenant ID option “xyzco”. If you need to switch tenants, you can do so by pressing the bell icon in the upper right corner and an option Switch Tenants is displayed. Follow the prompts to switch.



**isolved**

**Select a tenant to log in**

rbyws

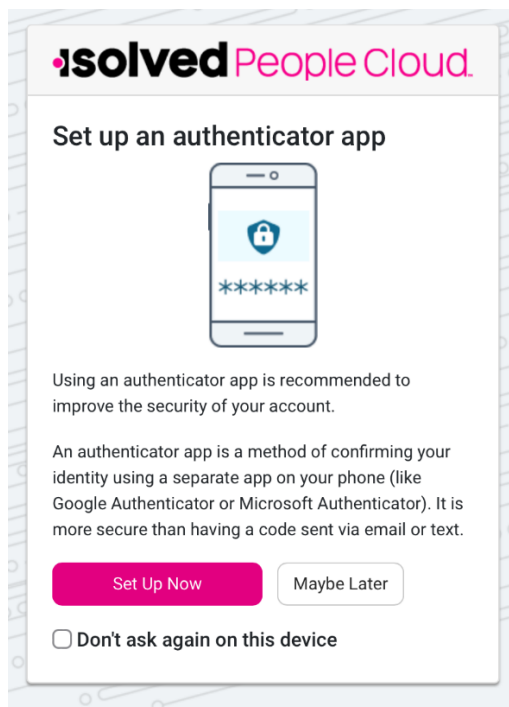
infin

### Multifactor Authentication Setup

The user is able to receive the multifactor authentication code in one of 3 ways: text message, email, or third party app (we will be using Microsoft authenticator for this example). **Note:** The user does not have to set up an authenticator app if they are planning on using text message, or email verification.

After the user makes it past the log in screen for the first time, by either typing their username and password, or using passwordless authentication, they will be brought to the below screen.

The user can select "Set Up Now" to start setting up an authentication app.



The screenshot below shows the setup page for a multifactor authentication app. The user will need to download one of the following apps: Google Authenticator, Microsoft Authenticator, or Authy.

**Set up an authenticator app**

**STEP 1: Download and install an authenticator app on your mobile device**  
Popular options include Google Authenticator, Microsoft Authenticator, and Authy.

**STEP 2: Scan the QR code**  
Launch the authenticator app and use it to scan this QR code.

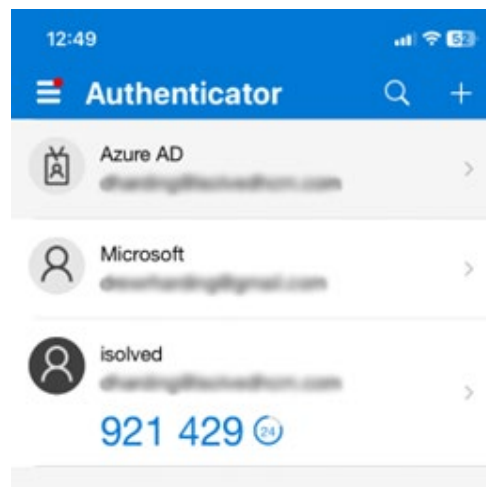


Can't scan code? Use this code for manual registration:  
[Redacted]

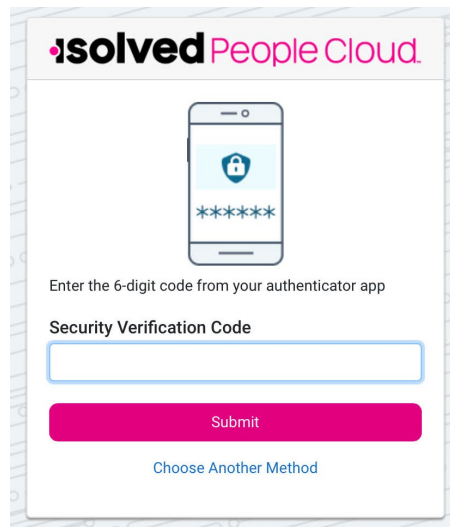
**STEP 3: Enter the code**  
Verify the connection by entering the code displayed in your authenticator app.

Verification Code:

Copy the 40-character QR code and then open the app you downloaded. For this example, Microsoft Authenticator will be used. Press the plus button in the upper right corner to add a new app to your authentication list. Complete the directions given and you will see a code available in your list of authenticated apps. This is the code you will use as your verification code.



Now, when the user reaches the screen below, they will be able to type in the six-digit code from their authentication app, then they will be logged in. The user can also choose to use another option, to use text or email.



## FAQ

**What if I don't remember my password?** Use the Forgot Password option, you will be walked through the process of recovering your password.

**What are the key features and functionality?** We now offer MFA options outside of email and text messaging. 2FA requires a user to validate their identity with two or more forms of evidence or factors when they log in. We are enforcing a minimum of two. One factor is something the user knows, such as their username and password combination. Other factors are verification methods that the user has in their possession.

**Can a user have passwordless access on multiple devices?** Yes, each device will allow and recognize what was set up on that device and use that as a default. Some passwordless options can be used on multiple devices.

**Can we opt-out of the multi-factor authentication?** No

**Do we have to sign in every time we use the app?** Yes, for security the app will require the user to sign and use Multifactor Authentication for on each use.

**When will the app sign me out?** The app will sign users out automatically after 15 minutes of inactivity.

**How does geofencing work?** The isolved People Cloud Mobile App can confirm the user's location when clocking in and out. This feature only works when the users have allowed the app to access their phone's GPS in their phone settings. Company defined Geofencing rules are applied at this time.

**How does offline punching work? Users can offline punch if the isolved People Cloud Mobile App is already running on their phone. To do this, the user must:**

1. Open the isolved 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

(<https://support.apple.com/en-us/HT201330>) 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 open the app and clock in or out as they normally would.
3. When the user returns to cellular networks or Wi-Fi, the app will send the time stamps automatically.