

Lead the Change

Be Your Own People Hero: isolved Admin Self-Service Tools & Tips

October 15, 2025

Housekeeping Items

Before We Get Started



A recording of this webinar will be sent to you
after today's presentation.

Before We Get Started



All attendees will be placed on mute.



Please place questions in the chat tab.



A survey will be sent out after the webinar.

If you're having trouble with audio or viewing the webinar, please:



Try refreshing your browser.



Try a different browser.



Ask for assistance in the chat tab.

Meet Your Presenter



Amy Miller

VP of Training
PNI•HCM & GovConPay

Polling Question

**Are you currently utilizing
Employee Self Service?**

*Polls will appear above the chat window.

Polling Question

Are you utilizing Onboarding?

*Polls will appear above the chat window.

Updating Employee Information

- Administrator Access
- Employee Self-Service
- Onboarding



The Employee Experience

Employee Self Service Features

- **Employee Access to view Pay History (paystubs), W2**
- **Employee Access to make changes to what the employer allows:**
 - Name/Address
 - Direct Deposit
 - Tax Information
 - Employee Contacts
 - Acknowledge Documents
 - Time Off Updates (isolated Time)
 - Benefits Enrollment

The Employee Experience

Employee Self Service Features



payrollnetwork@myisolved.com

to me ▾



Hello Doug,

Welcome to **Brenda's Time Company Inc.**. To access your self-service portal you will need an isolated ID account. If you already have an isolated ID established with this email address you can sign into isolated and access your new customer account immediately.

If you do not yet have an isolated ID account you will need to click the link below to complete your registration which will require you to enter a password and challenge question and answer. Click the following link to begin the registration process:

URL: <https://identity.myisolved.com/registration?ReturnUrl=https%3a%2f%2fpayrollnetwork.myisolved.com%2fcloudservice&email=trainougfinch%40gmail.com&>

The Brenda's Time Company Inc. Team

Terms of Use and Consent to Electronic Communications and Electronic Signature

1. Electronic Delivery of Communications and Use of Electronic Signatures

By selecting "I accept", you are signifying your intent to sign the Terms of Use and Consent to Electronic Communications and Electronic Signature (hereinafter referred to as "Consent") electronically. You agree your electronic signature is the legal equivalent of your manual signature on this Consent and any associated documents. By selecting "I accept", you agree to be legally bound by this Consent's terms and conditions. You further agree that your use of a keypad, mouse or other device to select an item, button, icon or similar act/action, or in accessing or making any transaction regarding any agreement, acknowledgement, consent terms, disclosures or conditions constitutes your signature (hereinafter referred to as "E-Signature"), acceptance and agreement as if actually signed by you in writing. You also agree that no certification authority or other third-party verification is necessary to validate your E-Signature and that the lack of such certification or third-party verification will not in any way affect the enforceability of your E-Signature or any resulting contract between you and Brenda's Time Company Inc. (hereinafter referred to as "Company").

Under this Consent, Company may provide all communications electronically by email, by text or by making them accessible via Company websites or applications. Communications include, but are not limited to: (1) pre-hire and post-offer documentation, (2) required employment documentation including but not limited to HR forms (i.e., Employee Handbook), payroll forms, tax withholding certificates, employment eligibility verification (I-9) form, (3) direct deposit pay advices, (4) employment policies, (5) all federal and state statements and documents (6) and any other employment related documentation.

Employment related information that you submit may become part of Company's Human Resource Information System ("HRIS") and your employee file and may be used for other employment/work-related purposes as required or permitted by federal or state laws and regulations.

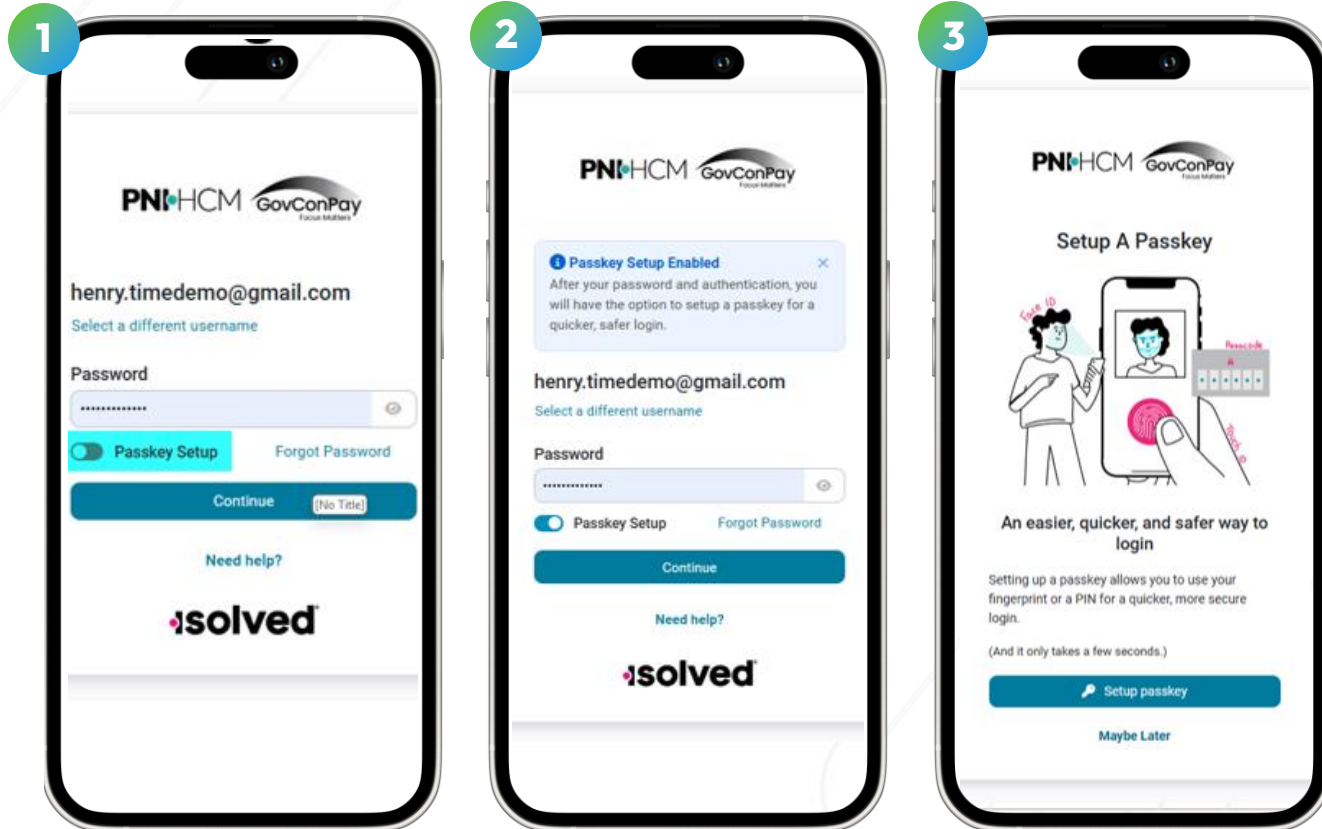
Your Consent: After you have carefully read these Terms of Use and Consent to Electronic Communications and Electronic Signature, please indicate your understanding and acceptance by selecting one of the following:

- ☒ I accept the Terms of Use and Consent to Electronic Communications and Electronic Signature.
- ☐ I decline the Terms of Use and Consent to Electronic Communications and Electronic Signature.

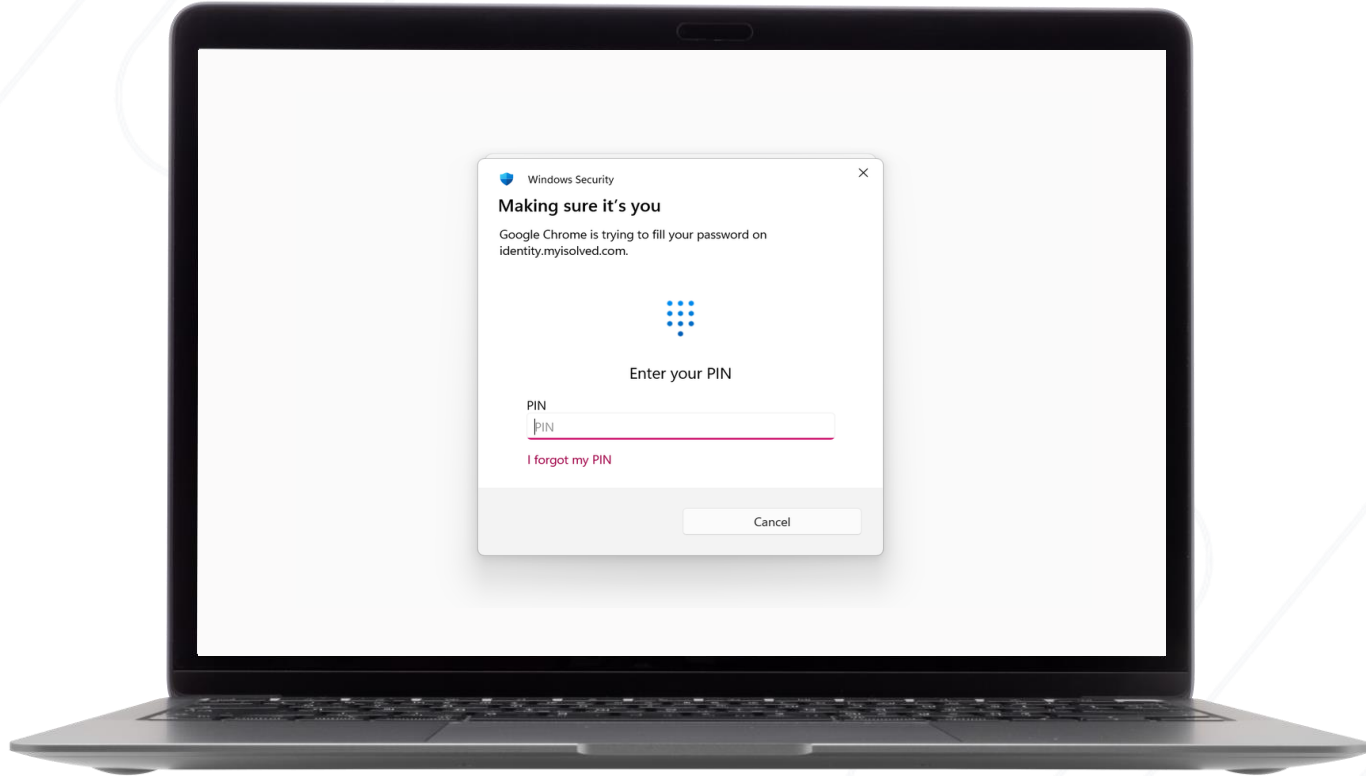
CANCEL

SUBMIT

Utilizing Passkeys



Utilizing Passkeys



AEE - Workspaces

The screenshot displays the AEE Workspaces dashboard for a user named Henry. The interface includes a sidebar with navigation options: Manage, Time and Attendance, Pay and Tax, Personal, and Benefits. The main content area features several widgets: a 'Quick Punch' section with a 'Last punch OUT' timestamp of 8:07 PM and a 'Punched Out' button; a 'To-Dos' section with a 'Time Card Verification' task due today; and a 'Time Off: PTO' section. A prominent 'Net Pay' modal is overlaid, showing a net pay of \$8,000.00 for the August 4-17, 2025 pay period, paid on August 22. It also indicates that the pay is less than the last paycheck and provides a 'Get Paid Early via ZayZoon' button and a 'View Details' link. At the bottom of the modal, there is a link to 'Explore Credit Options with FinFit'.

isolved

Good evening
Henry

Quick Punch

Last punch OUT You can still punch if you wish

As of 8:07 PM

Punched Out

Time Off: PTO

Net Pay

\$8,000.00

Paid on Aug 22 for 80.00 hours in the Aug 4 - 17, 2025 pay period

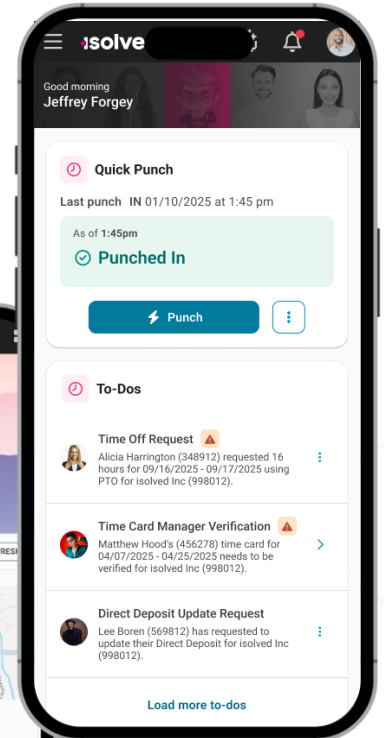
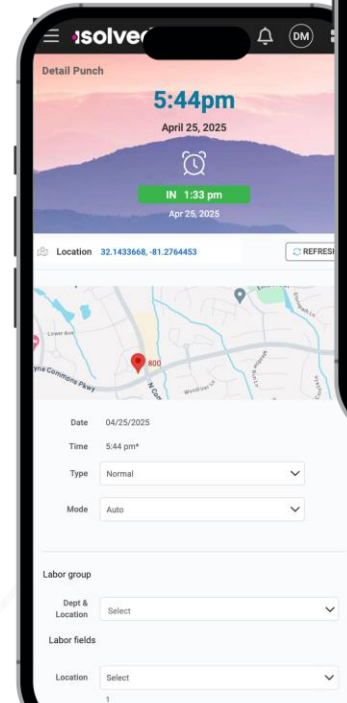
Get Paid Early via ZayZoon

Less than last paycheck

View Details

Explore Credit Options with FinFit

Mobile Solutions



Mobile Solutions

Access essential HR functions anywhere, at any time, from any device.

- Engage in a modern, simplified onboarding process
- View and manage pay information, including pay history, taxes, and direct deposit
- Quickly view and update personal information and complete necessary forms
- Compare election options, enroll in benefits and conveniently enter qualifying life events
- Clock in and out of shifts, view schedules and manage time off requests
- Access announcements via in-app push notifications
- Leverage Face ID for a secure login experience

Mobile Solutions



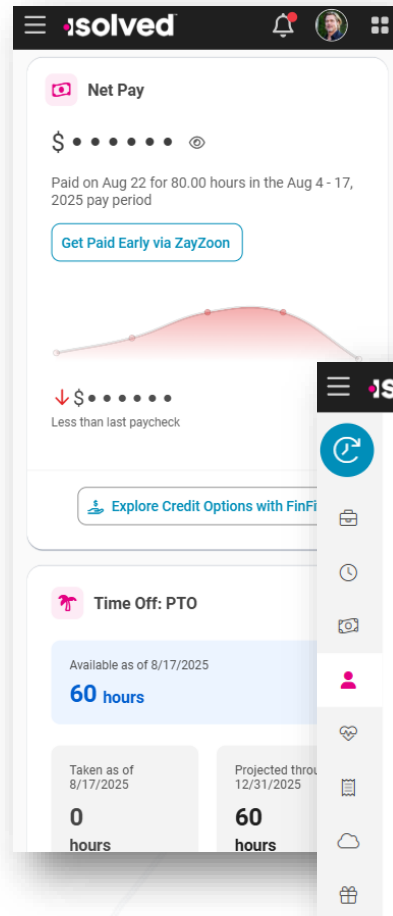
isolved People Cloud

Empowering your people

★★★★☆ 2.5K

Business | Infinisource

Open



Self Service Utilization

Self-Service Utilization Report

Amy Mill...

Search the menu

EMPLOYEE MANAGEMENT

EMPLOYEE ADMIN TOOLS

Employee Administration

Enrollment Management

I-9 Management >

Pending Employees

Pending Terminations

Pending Workflow

Self-Service Management

Employee Analytics >

Employee Utilities >

EMPLOYEE SELF-SERVICE

CLIENT MANAGEMENT

Self-Service Management

Account Status Enable Access Inactive Accounts Resend Emails

Employee Status: Active

Expand All Groups Collapse All Groups Clear Grouping/Filters

Drag a column header here to group by that column

Employee Name	Employee ID	Status	Work Location	Self-Service Ena...	Self-Service Email	Last Login Date
Tina Hartford	6017	Active	Rockville, MD	✓	tiffany.presley@pniihcm....	10/3/2025, 3:21 PM
New Hire	1289	Active	Rockville, MD	✓	amynewhire@gmail.com	2/23/2020, 9:48 PM
Thomas Hunter	1263	Active	HAGERSTOWN, MD	✓	demothunter@gmail.com	10/6/2021, 8:25 PM
John Iannitelli (John)	1332	Active	Rockville, MD	✓	amy.onboard.test@gma...	8/3/2022, 1:59 PM
Amanda ITtest	1328	Active	Rockville, MD			
Bengie M Jackson	6016	Active	NEW YORK, NY	✓	jacksonbengie@gmail.c...	5/20/2024, 10:43 AM

Auditing for Changes


Amy Mill... 

Search the menu 

EMPLOYEE MANAGEMENT

EMPLOYEE ADMIN TOOLS

Pending Workflow

Self-Service Management

Employee Analytics >

Employee Utilities ▾

Benefit Evaluation

Delete Employee

Employee Audit

Employee Change Log

Employee Mass Change

Pending Employee Import

Client: BD1414 - Becky * Network Company DEMO

Employee Audit

* From 9/13/2025 * To 10/13/2025 * Table Employee Job * Legal

BD * Network Company DEMO x BD Family Restaurant, Inc DEMO x 

Expand All Groups Collapse All Groups Clear Grouping/Filters

Drag a column header here to group by that column    Search

Employee Name	Employee ID	Key	Field	Old	New	Date	User	S
Mae B Maryton	6034	714976	Department	#NEW#	110	09/18/2025 11:50:...	AmyReleaseTest	
Mae B Maryton	6034	714976	EffectiveDate	#NEW#	9/18/2025 12:00:0...	09/18/2025 11:50:...	AmyReleaseTest	
Mae B Maryton	6034	714976	Job	#NEW#	13134 - 25000	09/18/2025 11:50:...	AmyReleaseTest	
Mae B Maryton	6034	714976	SupervisorEmploy...		Carol A Augustine	09/18/2025 11:50:...	AmyReleaseTest	
Mae B Maryton	6034	714976	ManagerEmployee		Mike Collins	09/18/2025 11:50:...	AmyReleaseTest	
Mae B Maryton	6034	714976	IsWorkersCompEx...	#NEW#	False	09/18/2025 11:50:...	AmyReleaseTest	

* All Employee Changes in a specific category (i.e. Job, Benefits, Earnings)

Employee Changes

Amy Mill...

search the menu

EMPLOYEE MANAGEMENT

EMPLOYEE ADMIN TOOLS

Pending worklow

Self-Service Management

Employee Analytics >

Employee Utilities >

Benefit Evaluation

Delete Employee

Employee Audit

Employee Change Log

Employee Mass Change

Pending Employee Import

Employee Change Log

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* From 7/1/2025 * To 10/13/2025 * Table Employee Benefit x 5 more x

Expand All Groups Collapse All Groups Clear Grouping/Filters

Drag a column header here to group by that column Search...

Table	Key	Field	Old	New	Date	User	Source
Employee Benefit	Basic AD&D - Basic A...	StartDate	#NEW#	9/16/2021 12:00:00 ...	08/14/2025 10:15:55...	alex.lewis	Process Payroll
Employee Benefit	Basic AD&D - Basic A...	BenefitPlan	#NEW#	3002 - Basic AD&D - E...	08/14/2025 10:15:55...	alex.lewis	Process Payroll
Employee Benefit	Basic AD&D - Basic A...	BenefitCoverage	#NEW#	949 - EE ONLY	08/14/2025 10:15:55...	alex.lewis	Process Payroll
Employee Benefit	Basic AD&D - Basic A...	ApplyWellnessCredit	#NEW#	False	08/14/2025 10:15:55...	alex.lewis	Process Payroll
Employee Benefit	Basic AD&D - Basic A...	EnrollmentDate	#NEW#	8/14/2025 12:00:00 ...	08/14/2025 10:15:55...	alex.lewis	Process Payroll
Employee Benefit	Basic AD&D - Basic A...	EligibilityDate	#NEW#	9/16/2021 12:00:00 ...	08/14/2025 10:15:55...	alex.lewis	Process Payroll

* Individual Employee Changes (i.e. Job, Benefits, Earnings)

Security & Fraud

Security & Fraud Protocols

<https://payrollnetwork.myisolved.com/>

URL Confirmations

Payroll Preview

Direct Deposit Changes

<https://payrollnetwork.myisolved.com>



Welcome

Enter your account email to log in to People Cloud

☐ Remember Me

Continue

[Need help?](#)

isolved

Direct Deposit Changes

Alert: Employee direct deposit change(s) meet Fraud Protection requirements



no-reply@infinisource.com

To [REDACTED]



Reply



Reply All



Forward



Tue 10/7/2025 2:43 PM

Tracked To Dynamics 365

[CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.]

We have detected potentially fraudulent direct deposit updates for the following legal company. The following employee(s) have an hourly rate that is more than \$0.00 per hour and their direct deposit was changed to a high risk routing number. Please review these changes to ensure their accuracy:

Client: [REDACTED]

Legal Company: [REDACTED]

Pay Group: Bi-Weekly

Payroll Date: 10/10/2025

Employee Name:
[REDACTED]

Messages & Emails



Documentation

- Announcements
- Company Guides/Handbooks
- Reminder Emails
- How-To Guides
- Benefits Handbook / SPDs
- Events

Polling Question

Do you send reminders to all employees at Year-End?

*Polls will appear above the chat window.



Best Practices for Open Enrollment / Year-End

Year-End Messages

**Important
OE Dates**

**Auditing Address
& Name Info**

**Compliance
Changes**

**Validating
New Year
Payroll**



Benefit Reminders are Available

Benefit Enrollment Setup

[Isolved University](#) [Help](#)Status: Active

Name	Description	ESS Portal Opens Date	ESS Portal Closes Date	Plan Year Benefit Start Date	Period Inactivates Date	System Enrollment Period
2025-2026 Annual Open Enrollment!		8/6/2025	8/14/2025	9/1/2025	9/5/2025	No
New Hire Benefits Enrollment!		9/1/2024	9/2/2024	9/1/2024	8/31/2025	No
Qualifying Life Event Enrollment!		9/1/2024	9/2/2024	9/1/2024	8/31/2025	No

[Enrollment Period](#) [Rules](#) [Email Alerts](#) [Page Settings](#) [Managed Enrollment Options](#) [Life Events](#) [Enrollment Reports](#)

Email Template	Enrollment Status	Send Date
2025-2026 Annual Open Enrollment Reminder!	Incomplete	8/7/2025
2025-2026 Annual Open Enrollment Reminder!	Incomplete	8/8/2025
2025-2026 Annual Open Enrollment Reminder!	Incomplete	8/11/2025
2025-2026 Annual Open Enrollment Reminder!	Incomplete	8/12/2025
2025-2026 Annual Open Enrollment Reminder!	Incomplete	8/13/2025
2025-2026 Final Annual Open Enrollment Reminder - OE Closes TODAY!	Incomplete	8/14/2025
2025-2026 Annual Open Enrollment begins Today!	All	8/6/2025

Email Alerts

Email alerts can be sent to employees during this Enrollment Period.

- Multiple email alerts can be setup.
- Select an email template and the date the email should be sent.

* Email Template: Reminder! 2025-26 Annual Ope* Enrollment Status: Incomplete* Send Date: 8/7/2025

Providing Clear Benefit Options & Decision Support

Benefit Enrollment Wizard

isolated University [Help](#)

[← Previous](#) [→ Next](#)

1 Enrollment information

Welcome

Beneficiaries and Dependents

2 Preview

Current Benefits

Cost Analysis

3 Plan selections

- ☒ Medical Pre-Tax 125
- ☒ HSA
- ☒ Dental Pre-Tax 125
- ☒ FSA Medical
- ☒ FSA Dependent Care
- ☒ Basic Life
- ☒ Employee Optional Life
- ☒ QTB Transit
- ☒ QTB Parking
- ☒ Short Term Disability
- ☒ Long-Term Disability

2025 Open Enrollment!

January 1, 2025 through December 31, 2025 Incomplete

147 DAYS LEFT

Cost Analysis

Medical Pre-Tax 125

Monthly deduction amounts are displayed below.

Plans	EE Only (Individual)	EE + 1	Family
Anthem BCBS Med PreTax	\$150.00	\$272.50	\$356.00
Kaiser HMO Medical PreTax	\$200.00	\$200.00	\$600.00

> HSA

> Dental Pre-Tax 125

> FSA Medical

> FSA Dependent Care

> Basic Life

> Employee Optional Life

> QTB Transit

> QTB Parking

> Short Term Disability

> Long-Term Disability

Elected Benefit Costs ?

Per Pay	Per Month	Per Year
Medical Pre-Tax 125		\$164.31
HSA		\$300.00
Dental Pre-Tax 125		\$7.77
FSA Medical		Waived
FSA Dependent Care		Waived
Basic Life		\$0.00
Employee Optional Life		\$57.45
QTB Transit		\$100.00
QTB Parking		Waived
Short Term Disability		\$0.00
Long-Term Disability		\$1.08
Total		\$630.61

Polling Question

Do you provide your employees training for Employee Self Service?

*Polls will appear above the chat window.



Communicating & Training Employees Effectively

Facilitated isolved Employee Self Service Training for Your New & Current Employees

Training takes time, but new employees need access to isolved early on to submit their timecards, enroll in benefits, and review documents. Accelerate your employees' access to training – and save yourself hours of effort – with Train Assist.

Live, Biweekly Sessions. Two Training Opportunities. Endless Efficiency.

With Train Assist, schedule expert-led Employee Self Service training seamlessly into your onboarding schedule without overburdening your internal teams. Two facilitated sessions hosted monthly give you recurring opportunities to get new employees up to speed, while an on-demand training library can cover blind spots between sessions.

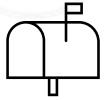
Interested? Learn more at
<https://www.pnihcm.com/isolved-employee-training>.



Our Agenda

- An Introduction to isolved
- Logging into isolved
- Screen Navigation
- Reviewing Messages
- Accessing Your Pay Stub
- Accessing Your Form W2s / 1099 / ACA Forms
- Adding & Updating Direct Deposit
- Updating Personal Information
- Updating Your Contact
- Completing Your Form W4
- Reviewing Time Cards & Time Off
- Accessing Benefits
- isolved University

Utilizing Multiple Channels for Engagement



**Messages in
isolved**



**Company
Intranet**



**Training Sessions
(in person)**



Webinars



Email

Training & Reference Documents

Testing System Functionality & User Experience



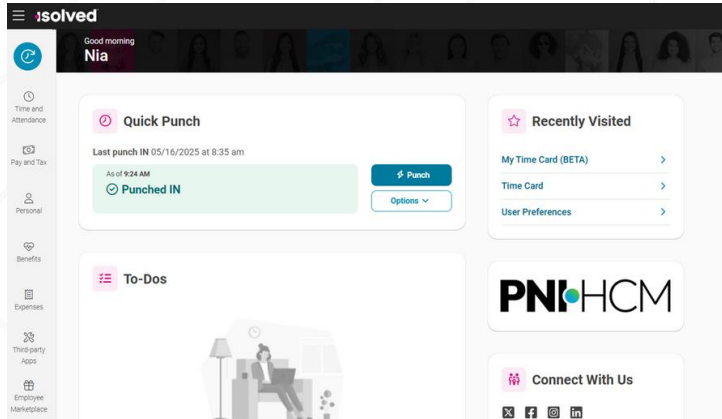
1 Evaluate User Experience



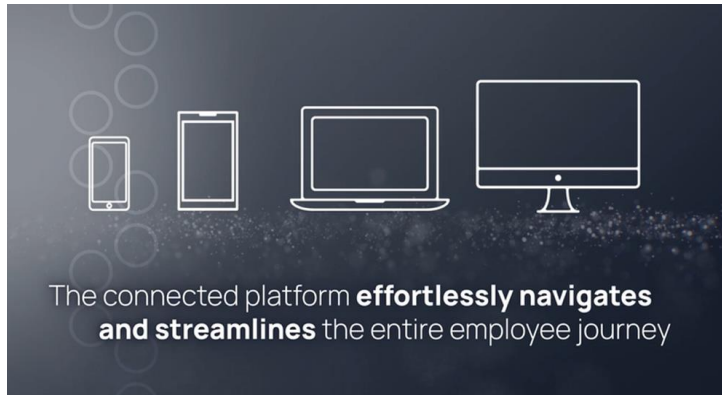
2 Resolve Issues Pre-Launch



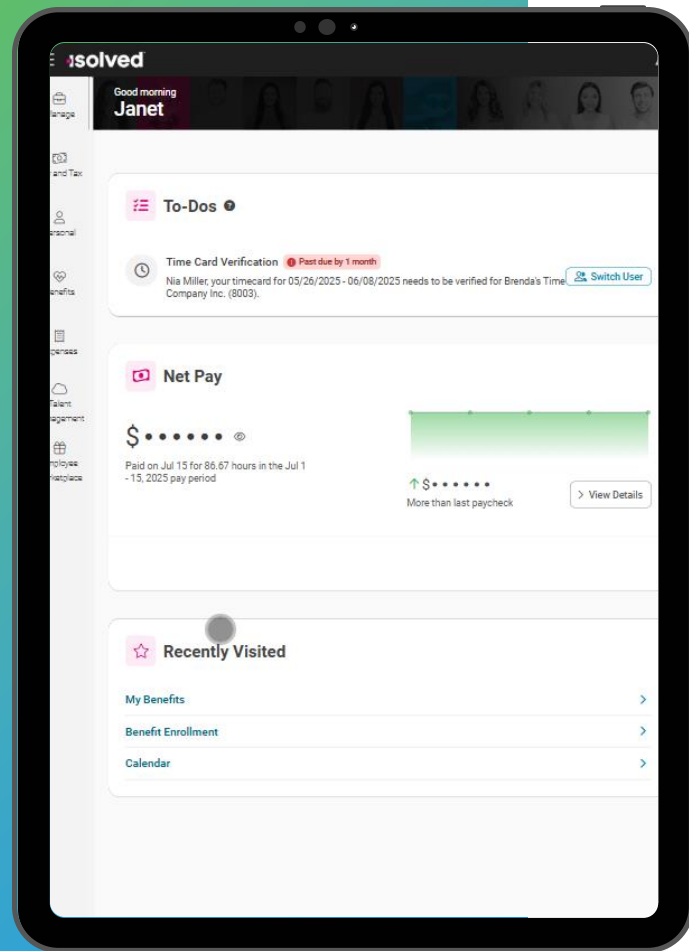
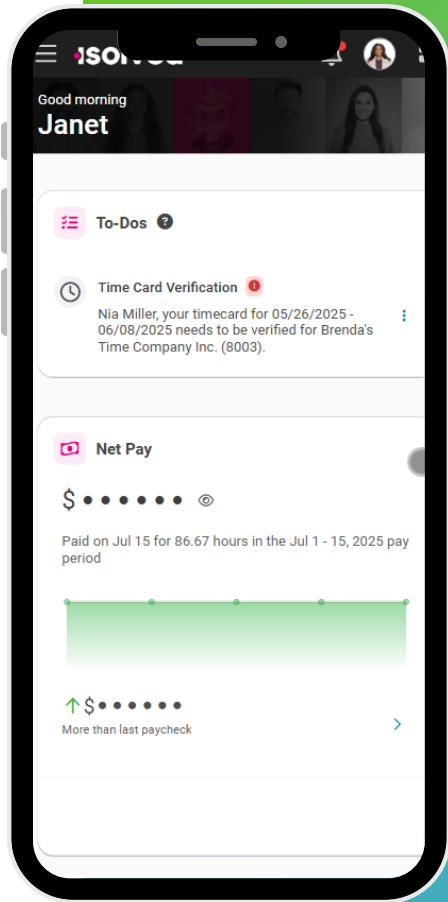
3 Test Functionality



**Employee self-service
users can now access
more tools on-the-go.**



**Performance ready
on any device with a browser
(Laptop, Tablet, Smart Phone)**



Thank you for joining us today!

Any questions?

Join Us Next Month!

Employment Year-End Wrap-Up

November 24, 2025 | 1pm ET



Scan to Register!