iSolved

iSolved | Go v12.0
Employee User Guide

HKP
YOUR WORKFORCE SOLUTION

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iSolved | Go Introduction

iSolved | Go is an optional add-on for the iSolved platform that allows employees to access to paystubs and W-2 forms.

iSolved | Go Setup

This section walks you through downloading, installing and accessing your information in the iSolved | Go application.

Downloading iSolved | Go from Google Play/Apple Store

On your Android/Apple smart phone, open the application store and use the search term "iSolved" or "iSolved | Go" to find the application. Select the option to install this application. Once you have downloaded and installed iSolved | Go, please open it to proceed.
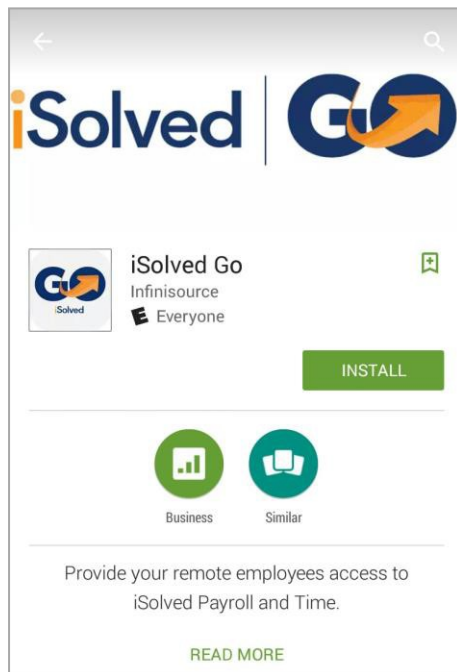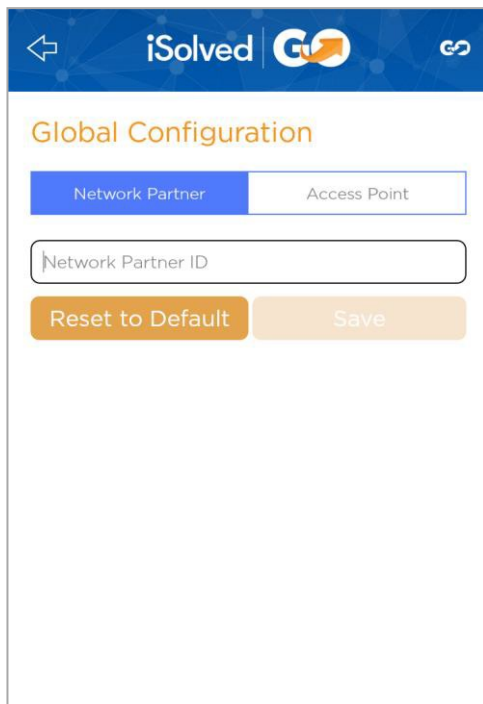
Enabling iSolved Access with iSolved | Go

Because there are many Network Partners that use iSolved, a code must be entered to link the iSolved | Go application to the correct iSolved environment.
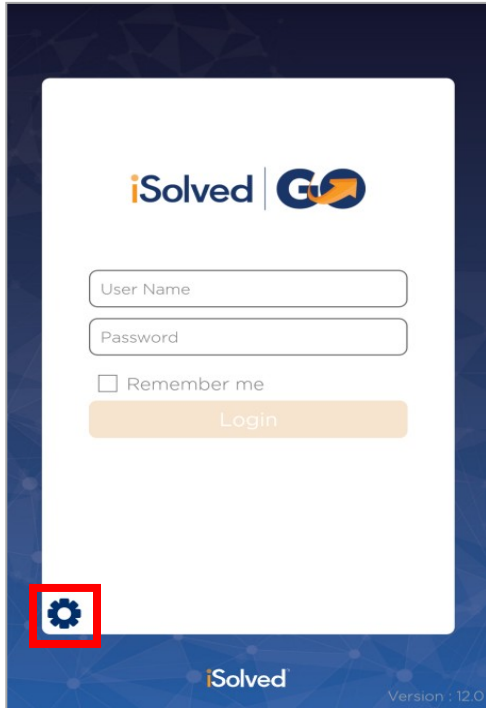
To enable iSolved access for any user via the iSolved | Go Application, follow the directions below:

1. Select the ⚙ icon in the bottom left portion of the login screen.

2. On the **Network Partner** tab, enter the following into the **Network Partner ID** field.

    hkpayroll

3. Click on the **Save** button to save the configuration. This should only need to be configured the first time.

Logging into the iSolved | Go Application

This is the login page for the iSolved | Go Interface. All users must exist in iSolved as self-service users with the appropriate permissions to use the features of the application.
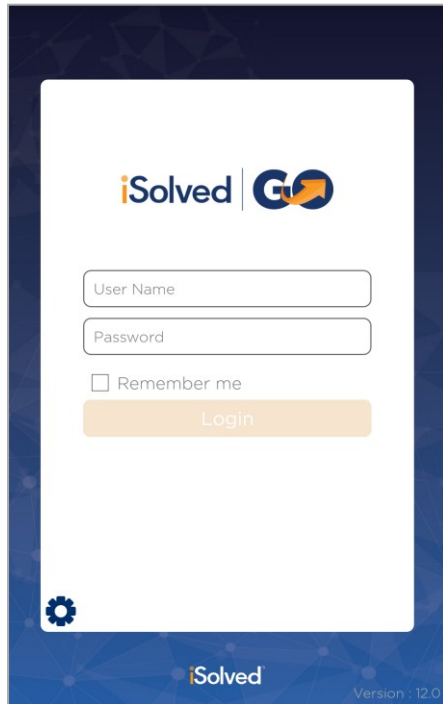
1. Enter your iSolved user name in the **User Name** field. This is always your email address.
2. Enter your iSolved password in the **Password** field.
3. Click on the **Login** button to log into the application.

The user name entered here can be remembered by the application by enabling the **Remember Me** option. Only the password will need to be entered to log into the iSolved | Go application.

Note: If your phone uses a secured lock screen (with a PIN, pattern or fingerprint) the **Password** will be remembered as well.

After three unsuccessful login attempts, a message will appear which reads:

"It looks like you are having problems signing in. It could be caused by:

- *Your company does not allow mobile sign-ins.*
- *You have not configured the Network Partner.*

For assistance, please contact your service provider."

You can contact Hodge Human Resources at hr@hodgecompany.com for further assistance.

iSolved | Go Overview

Once you have successfully logged into the iSolved | Go application, you will need to select the program area that you wish to access.
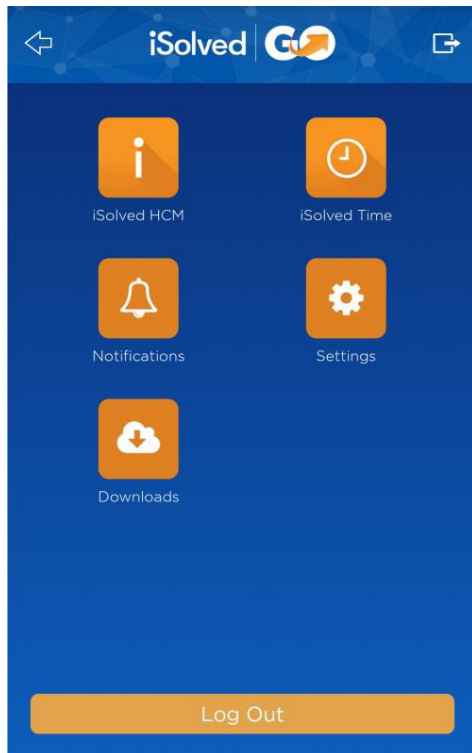
The **iSolved HCM** area contains the following options:

- View Paystub
- Update My Information

The **Notification** area contains any notifications that have been sent to you from the iSolved system. See "Appendix A" on page 16 for details on this screen and its function.

 The **Downloads** area contains downloadable versions of Paystubs or W-2 Forms.

At any time, you may click on the icon (located in the top left of the screen) to go back to the main menu. The icon (located in the top right of the screen) will log you out of the application.

iSolved | HCM Self Service

Once you have logged into iSolved HCM, your name and the current date/time will be displayed on the upper left-hand side of the screen.

From this menu, the following areas can be selected:

- View Paystub
- Update My Information

To update information such as tax withholding, log in to hkp-usa.com and use the update pages in your Employee Self Service menu.

View Paystub
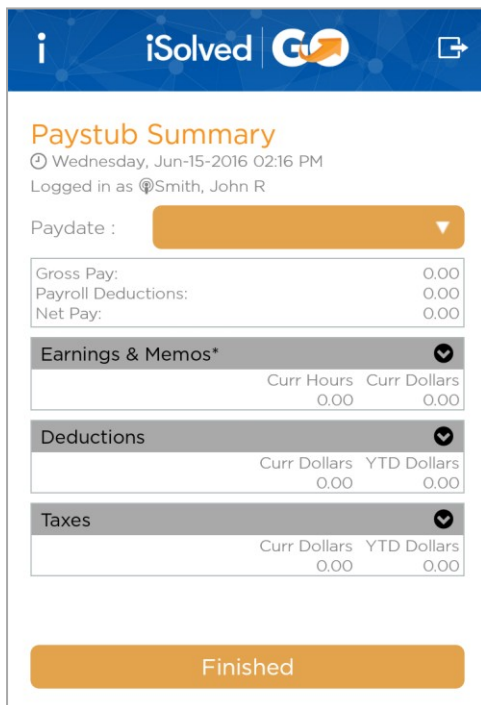
Select the desired **Paydate** from the drop-down menu.

By clicking on the ⊙ button using a finger, the details under each section of the **Paystub Summary** screen can be viewed.

The **Finished** button returns you back to the **iSolved HCM** menu.

Update My Information

This screen allows you to update your personal information in the iSolved system.

Make any necessary edits to the information in the **Phone Number** and **Address** sections, and click on the **Save** icon.
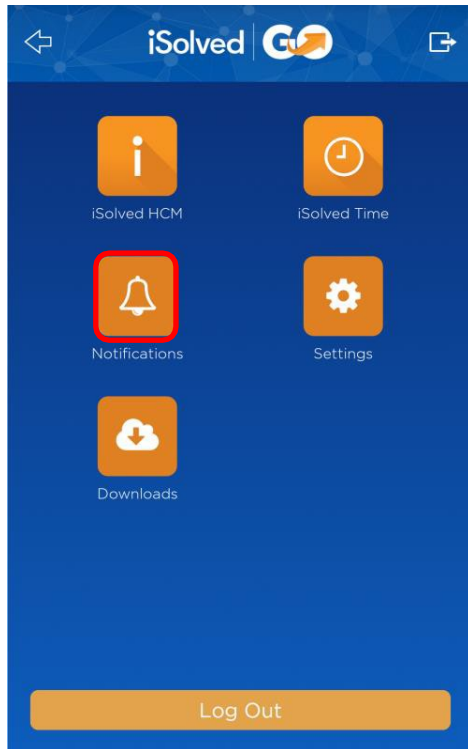
When you specify a **Zip Code** first, the application will download a list of appropriate city/state selections from the host. A **School District** code may be presented as well, depending on the Zip Code entered.
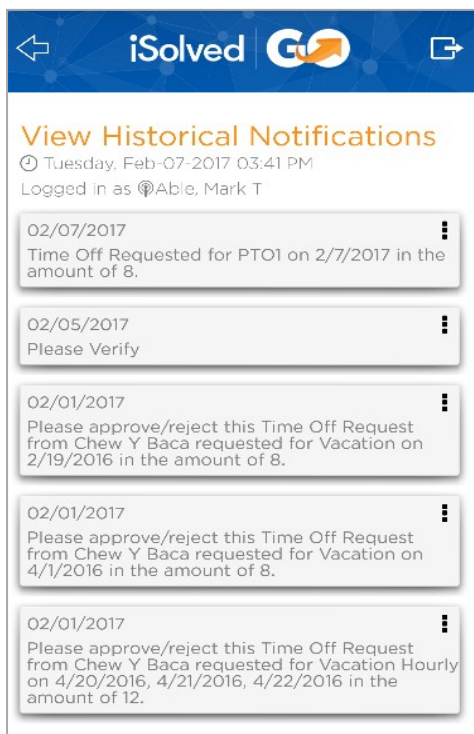**Note:** A change of address may cause a change in taxes.

Appendix A: Notifications

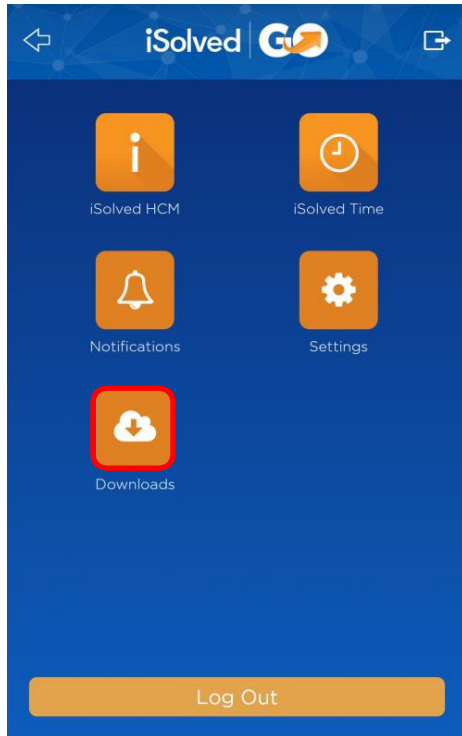From the main navigation menu, click on the **Notifications** icon.

The notifications that have been sent to you in the iSolved system are displayed. Click on the notification to be taken to the relevant screen in iSolved | Go.
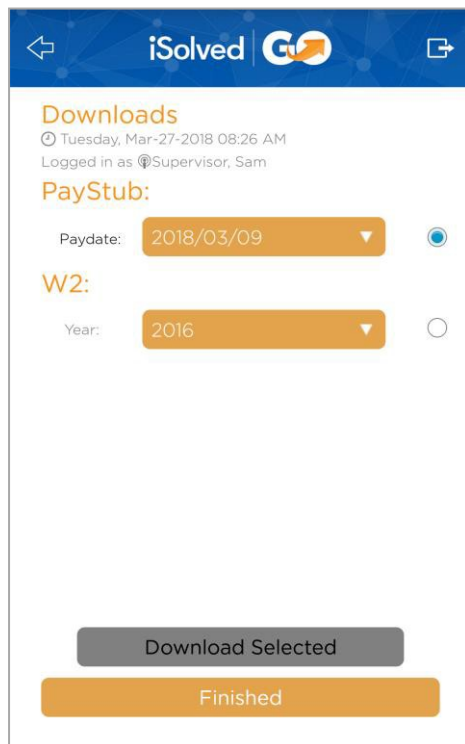

Click on the ellipsis icon to the right of any notification to **Delete** or **Delete All** notifications.

Appendix B: Downloads

This option allows you to download paystubs and W2s to your mobile device in PDF format.

From the main navigation menu, click on the **Downloads** icon.

- To download a paystub, select the radio button under the **PayStub** section, and select the desired **Paydate** from the drop-down menu.
- To download a W2, select the radio button under the **W2** section, and select the desired **Year** from the drop-down menu.

Once you have made the desired selections, click on the **Download Selected** icon.

Before you will be able to download to your device, you must first grant the iSolved | Go app access to your device's media storage.
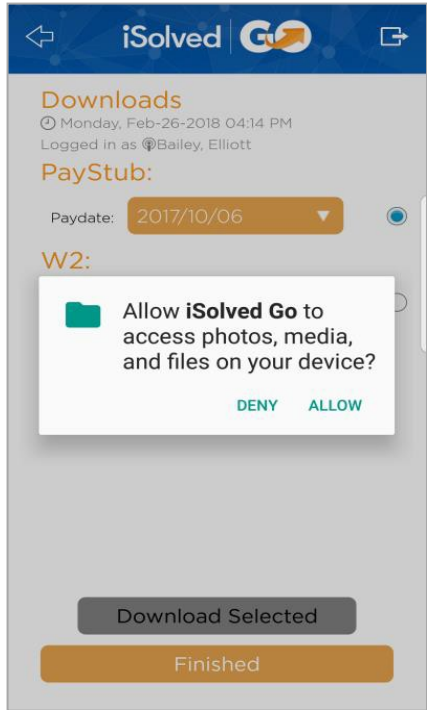
Select "Allow" to enable iSolved | Go the necessary permissions to save files to your device.

The following is an example of a downloaded paystub: