

## iSolved | Go Introduction

iSolved | Go is an optional add-on for the iSolved platform that allows employees and supervisors to punch IN and OUT from an Android or Apple smart phone. While the app is free, there may be a charge for the ability to use the mobile application for some customers, so please check with your payroll provider if you are unsure if your company elected to use this application.

Information entered via iSolved | Go is securely stored in the iSolved database and can be used interchangeable with the other forms of data entry. Punches can be made from a physical time clock, the ESS screens of iSolved, or the iSolved | Go app. For example, your "IN" punch for the day can be entered at your desk using ESS, while your lunch and/or "OUT" punch can be entered via your mobile as you are waiting for the elevator at the end of the day.

This guide includes instructions on how to download and install iSolved | Go from the Google Play/Apple Store, and how to use the application to punch in and out as an employee.

### 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.



### 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.

**Note:** The system accepts login from Employee Self Service users *only*. Client-level iSolved user information will not be accepted as a login for iSolved GO.



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.

With the **Remember Me** option selected, the app will automatically log in upon launching.

**Note:** Your phone must use a lock screen secured with a PIN, pattern or fingerprint in order for auto-login to function. Otherwise, the **User Name** will be remembered, but you will have to enter your **Password** to log in.

Before entering your username and password, click the icon indicated on the left and enter CGIPayroll as the Network Partner.

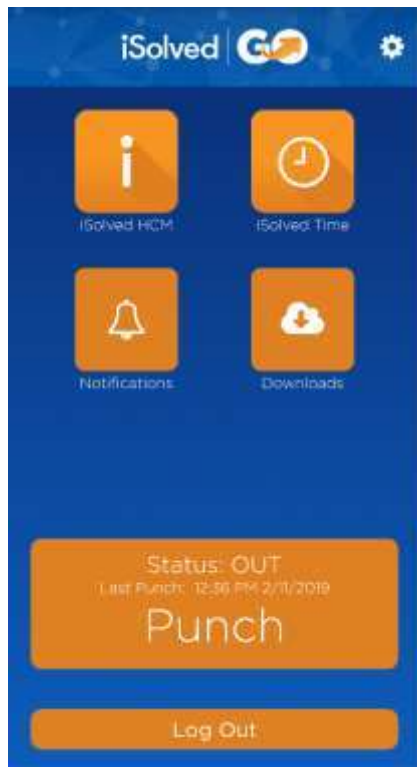
After three unsuccessful login attempts a message will appear which reads:

*"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."*

## iSolved | Go Overview



Once you have successfully logged into the iSolved | Go application, the main screen appears.

The main application screen is broken up into two sections. The selection options at the top of the screen are reviewed in detail later in this guide. The bottom of the screen contains the **Punch** and **Log Out** options.

Your current punch status is displayed, along with the date and time of your last “In” or “Out” punch. If the last punch recorded is over 8 days old, no data is displayed.

Select the **Punch** icon to enter punch directly, without having to navigate the “iSolved Time” menu.

**Note:** Whether this icon enters a “Quick Punch” or a “Detailed Punch” is defined by the option specified in the **Settings** menu. Click on the gear icon in the upper right-hand corner of the screen to review this setting.

The **iSolved HCM** area contains the following options:

**Note:** Not all options may be available to all users.


- View Paystub
- Update My Information
- Change Tax Withholdings
- Time Off Balances
- Time Off Request
- Update Password

The **iSolved Time** area contains the following options:

**Note:** Not all options may be available to all users.

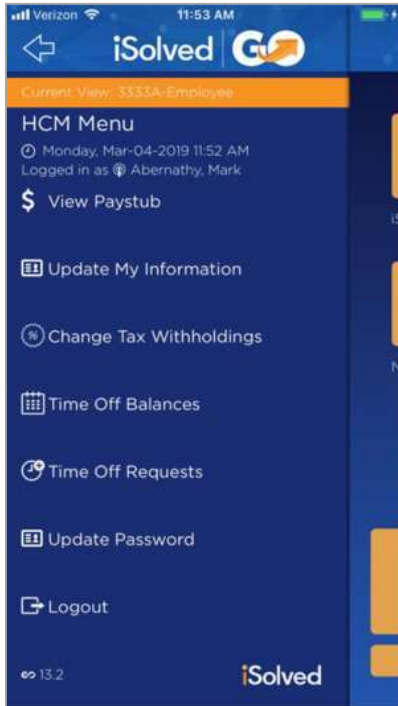
- Time Card
- Mobile Punch
- View My Schedule
- Settings

### Additional Options

- The **Notification** area contains any notifications that have been sent to you from the iSolved system. See “Appendix D” on page 19 for details on this screen and its function.
- The **Downloads** area allows you to download paystubs and W-2s to your mobile device in PDF format. See “Appendix E” on page **Error! Bookmark not defined.** for details on this screen and its function.
- Click on the  icon to access the **Settings** screen. Refer to page **Error! Bookmark not defined.** for more information on this screen.
- The **Log Out** icon at the bottom of the screen will log you out of the application.

The following sections outline more detail on the different options in the **iSolved HCM** and **iSolved Time** areas.

## iSolved | HCM



Once you have logged into iSolved HCM, your name and 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
- Change Tax Withholdings
- Time Off Balances
- Time Off Requests
- Update Password

### 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 to the **iSolved HCM** menu.

### Update My Information



**Update My Information**  
 Wednesday, Jun-15-2016 02:19 PM  
 Logged in as Smith, John R

**Phone Number**

Home:

Work:

Mobile:

**Address**

Line1:

Line2:

Zip Code\*:

City\*:

State\*:

A change of address may cause a change in taxes.

**Save**

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.

### Change Tax Withholdings



**Change Tax Withholdings**  
 Thursday, Jun-16-2016 10:30 AM  
 Logged in as Smith, John R

**Federal Income Tax**

Filing Status:

Exemptions:

Block Tax:

Additional \$:  Dollars:

**OR State Income Tax(Residence)**

Tax Description: OREGON WH

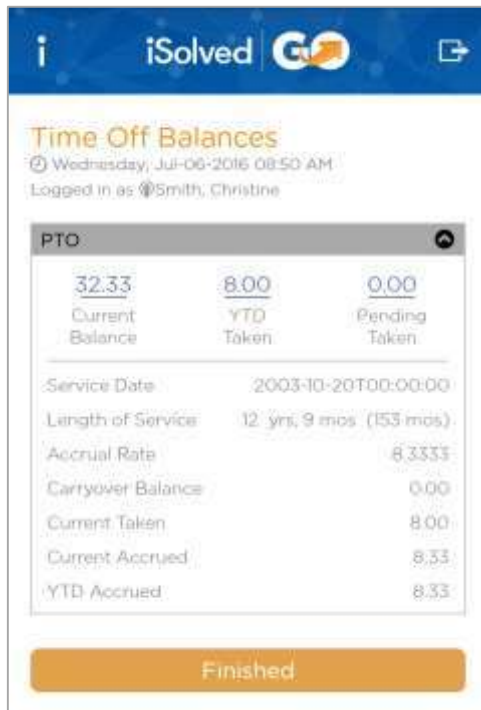
Filing Status:

**Save**

By using the **Change Tax Withholdings** screen, you can update your Tax Withholding setup in iSolved.

The **Save** button sends the updated information to iSolved and takes you back to the **HCM Menu**.

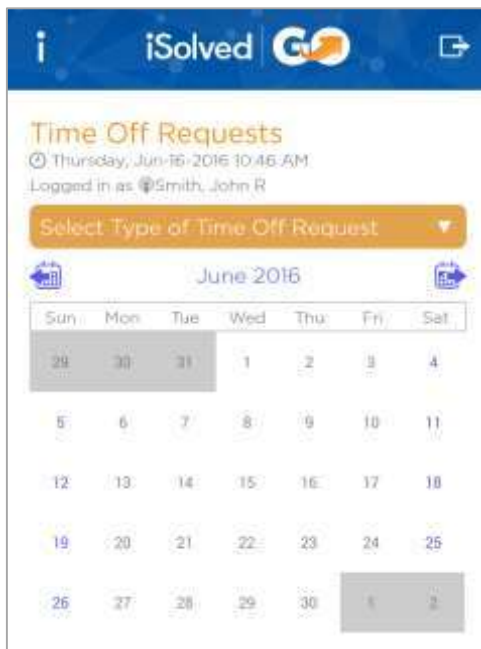
### Time Off Balances



The **Time Off Balances** screen allows you to view your up-to-date accrual balance information from iSolved.

The **Finished** button takes you back to the **HCM Menu**.

### Time Off Requests



To request time off, please follow the instructions below:

1. Select **Time Off Requests** in the **HCM Menu**.
2. Any time off used or requested is displayed in the calendar.
3. Select the accrual you wish to use for the time off request from the drop-down menu.



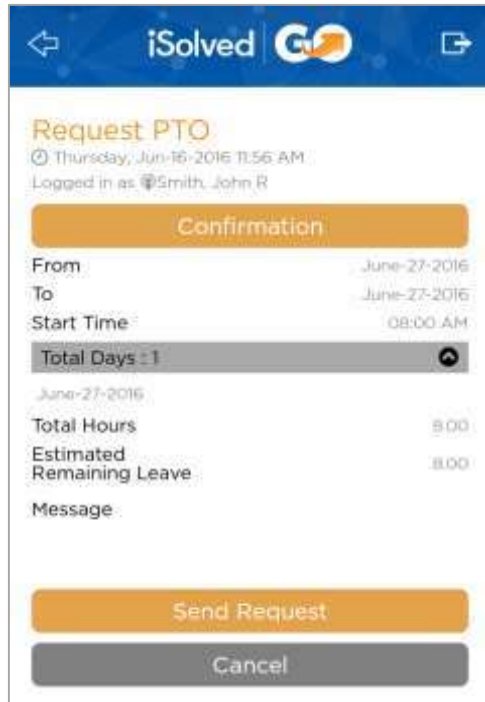


1. Select the **From** and **To** dates for the time off request. Dates can be selected by pressing each desired date directly from the calendar. The selected dates are highlighted.  
**Note:** The **From** and **To** fields select the “Start” and “End” dates of the desired range only. The days in between must still be selected.
2. Press the **Save** button at the bottom of the screen to continue.



3. Select the **Start Time**, and enter the number of **Hours Per Day**.
4. The **Total Hours** requested and **Estimated Remaining Leave** for the accrual policy selected are displayed.
5. Enter an optional **Message** to be attached to this request, if desired.
6. Click on the **Save** icon. You are taken to the **Confirmation** screen.





7. Verify that the time off request is accurate and complete.
8. Click on **Send Request** to process and send the request to iSolved.

### Update Password

This option allows you to update your login password. Upon opening this screen, a message appears notifying you that a temporary authorization code must be entered. Select either the “Email” or “Text” options to receive this code.

**Note:** The “Text” option only appears if there is a cell phone number in the system.

