

HOW TO RESET YOUR ISOLVED PASSWORD

INTRODUCTION

SUMMARY

If you have forgotten your isolved password, then you can reset it.

PREREQUISITES

Go to <https://ironroad.myisolved.com/cloudservice>. This can be completed on your isolved mobile app.

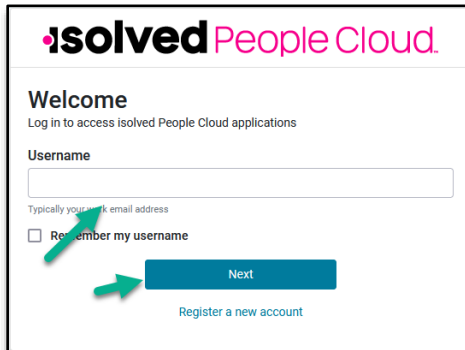
SYSTEM MENU PATH

isolved Login page.

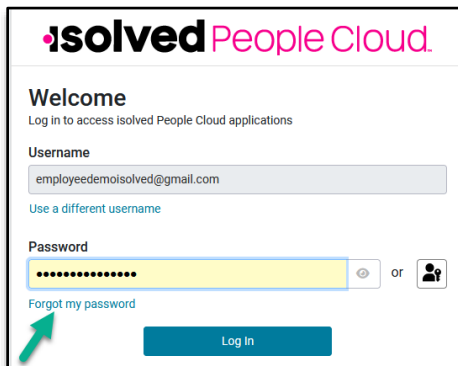
REPORTS

PROCEDURE

1. Access <https://ironroad.myisolved.com/cloudservice>
2. Enter your username and click Next.

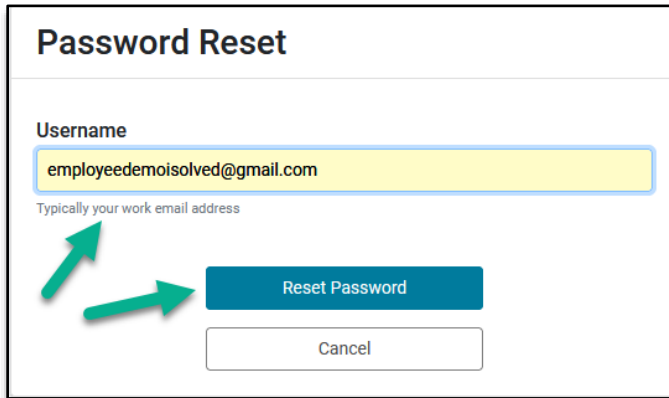


3. Click "Forgot my password"



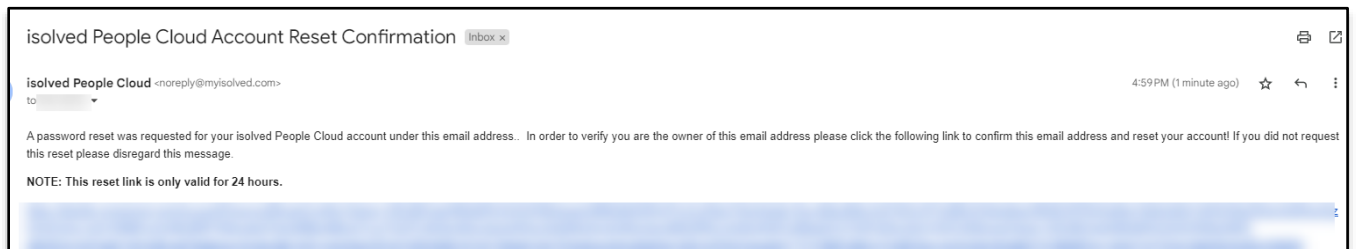
HOW TO RESET YOUR ISOLVED PASSWORD

4. Enter your username again and click Next.

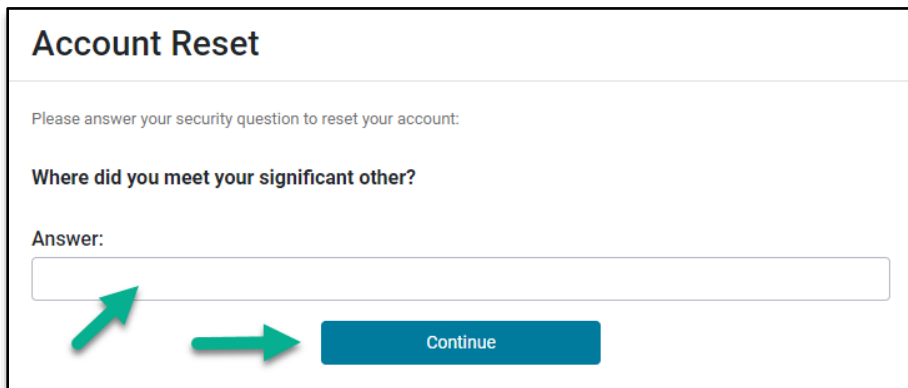


The screenshot shows a web form titled "Password Reset". Under the "Username" label, there is a text input field containing the email address "employeeemoisolved@gmail.com". Below the input field is a small note: "Typically your work email address". At the bottom of the form, there are two buttons: a blue "Reset Password" button and a white "Cancel" button. Two green arrows point from the left towards the "Reset Password" button.

You will receive 'isolved People Cloud Account Reset Confirmation' in your email account. Here is a sample of the email:



5. Click the link in the email. The system will ask you for the answer to your security question.



The screenshot shows a web form titled "Account Reset". It asks the user to "Please answer your security question to reset your account:". The security question is "Where did you meet your significant other?". Below the question is an "Answer:" label and a text input field. At the bottom, there is a blue "Continue" button. Two green arrows point from the left towards the "Continue" button.

HOW TO RESET YOUR ISOLVED PASSWORD

6. Enter a new password, typing it twice. Complete the rest of the screen and click Reset Account.

Account Reset

Provide the following information to reset your account:

Password

Password requirements:

- A minimum length of 12 characters
- At least one digit (0-9)
- At least one uppercase character (A-Z)
- At least one lowercase character (a-z)
- At least one special character

Confirm Password

Country:

Mobile Phone Number (Optional)

Choose a security challenge question
Helps validate your identity if you should forget your password

Answer

7. Enter the verification code and click continue.

Account Verification

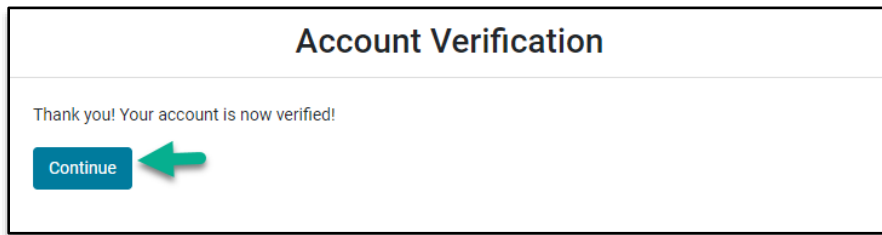
Your account has been reset

Since you entered a mobile phone number previously we will need to verify you are the owner of the number provided. We have sent a verification code to the mobile number on your account. Please enter the code you have received below and click continue. Verification codes sent via text message are valid for 3 minutes.

Verification Code:

HOW TO RESET YOUR ISOLVED PASSWORD

8. Click continue.



isolated will log you in when you use your new password.

RESULTS & NEXT STEPS