ADMIN GUIDE

Employee Login Troubleshooting

Login: Computer

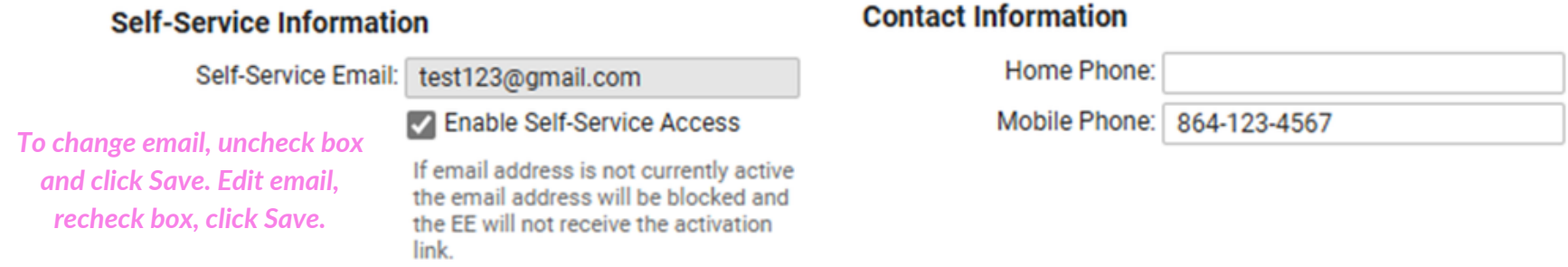
1. Confirm that the employee is using the correct isolved People Cloud phone app or website on their computer.

Android App

iPhone App

Website

2. Go to Employee Management » Employee Maintenance » **General**. Confirm that the employee is using their Self-Service email address as their Username and their correct mobile phone number.



3. If an employee isn't receiving verification texts, have them check their spam messages on their phone.



4. If the employee needs a tenant ID, the tenant ID is: pflnc

Payfluence

Service Beyond Expectation

Scan for helpful **how-to videos**: