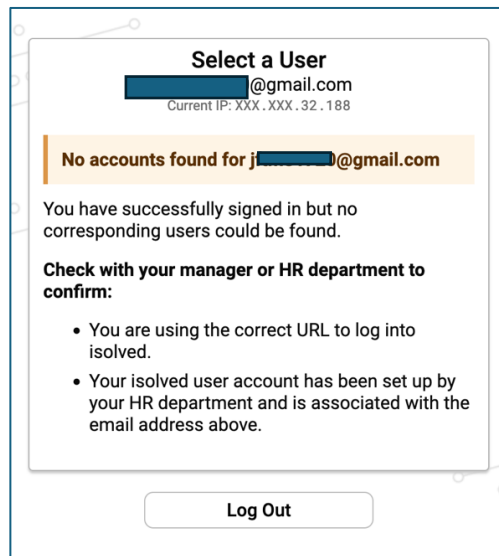


Troubleshooting login issues

If you cannot log into isolved, here are some steps you can take:

1. Are you logging into **payplus.myisolved.com** (correct) or **isolved.com** (incorrect)?

If you are attempting to log into the wrong site, you will see this error message;



The correct site is on the PayPlus website (paypluspayroll.com) under Links & Forms. We recommend you bookmark that site.

[Administrator / Online Payroll Processing \(isolved\)](#)

For the client who wants the convenience of entering time via the Internet with some additional functionality. You can enter new employees, submit hours, set up deductions, change rates of pay, and have access to several hundred reports on demand....all at your convenience.

[→ EMPLOYER LINK TO ISOLVED](#)

2. Are you using the correct password? **PayPlus does not have access to your password.** If you forgot your password, you will need to reset it ("Forgot my password") and write it down for future reference.
3. If you are using Windows and you log in but are immediately logged out, this is a Windows, not isolved, issue. You need to sync your computer's date and time settings.

Right-click the date and time at the bottom right and then select **Adjust Date/Time**. Select the **Sync** button. (If you do not see a Sync button, you will need to have your IT person do a force sync on your computer.)

4. Are you using the correct username? You have two accounts, one for administering payroll (often ends in PayPlus) and the other to view your personal pay stubs. Make sure you are using the password that goes with that username. Also, make sure you use the appropriate two-factor authorization method for that account.