

For help logging in, visit

[papertrails.com/help](https://papertrails.com/help)

or contact your employer.

## Activate your online account

You will receive an email from [papertrails@myisolved.com](mailto:papertrails@myisolved.com) to activate your new account. Only your employer can send this activation email. If you have not received it or need it re-sent, please contact your employer.

## Where do I log in?

Login at [myhrstuff.com](https://myhrstuff.com) from your computer or download the **NEW** **isolved** **People Cloud** mobile app on your mobile device.

## I forgot my password!

## What do I do?

We cannot reset your password; you must use the forgot password utility in **isolved**.

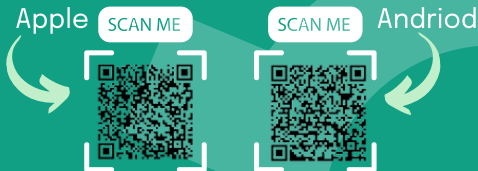
- 1) Open [myhrstuff.com](https://myhrstuff.com) or the **isolved** mobile app
- 2) Enter your username (your email address) and click Next
- 3) Click "I forgot my Password" below the login box and follow the wizard to reset your password.



**PaperTrails**

# How do I install this on my phone?

- 1) Visit the Apple or Google Play App Stores and search for “isolved People Cloud”.
- 2) Or scan the QR code below.



## Why does isolved always ask me to verify my account via text or email?

Each time you log in, isolved uses multi-factor authentication (MFA) to ensure it's really you logging in. Because your login is the key to your private payroll information, we want to make sure only your eyes see it!

To increase your experience, we recommend using a “key” to login. When logging in, click the “Set Up Now” button after entering the MFA code. This allows you to setup a passwordless option such as FaceID, Thumbprint, Passcode, PIN, or other options present on your device to speed up the process.

Looks like this:

