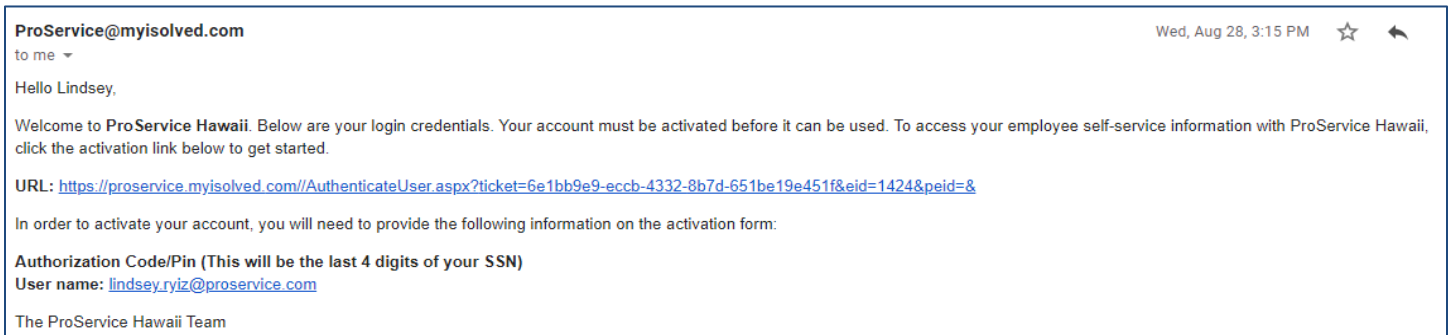## Employee Self-Service Initial Email

Your employer will initiate a system-generated email to you upon the activation of Employee Self- Service. This email is from a no-reply email address. Here is what it will look like:

ProService@myisolved.com   Wed, Aug 28, 3:15 PM ☆ ↩

to me ▾

Hello Lindsey,

Welcome to **ProService Hawaii**. Below are your login credentials. Your account must be activated before it can be used. To access your employee self-service information with ProService Hawaii, click the activation link below to get started.

URL: https://proservice.myisolved.com//AuthenticateUser.aspx?ticket=6e1bb9e9-eccb-4332-8b7d-651be19e451f&eid=1424&peid=&

In order to activate your account, you will need to provide the following information on the activation form:

Authorization Code/Pin (This will be the last 4 digits of your SSN)
User name: lindsey.ryiz@proservice.com

The ProService Hawaii Team

You must click on the link provided in the email. The **User Name** is the email address provided or given to you by your employer which is usually your work email address. The email address provided in the email will be your user name each time you log into Employee Self-Service.

Your one-time authorization code for your initial sign-on is the last four digits of your SSN.

Employee Self-Service Initial Sign-on

Once you click on the link provided, the **User Name** and **Client Code** will be pre-filled.

- You must add your **Authorization Pin** number (the last 4 digits of your SSN).

- Create and confirm a **Password**.

- Please ensure that passwords are a minimum of 12 characters (at least one lower case alpha [a-z], one upper case alpha [A-Z], one numeric [0-9], and one special character. Spaces are allowed to support the use of easier to remember passphrases. Your password will not expire.

- You then must select a challenge question/answer and confirm your answer.

- It is best to add your cell phone number in order to receive text messages if you are accessing your Employee Self-Service from a different IP address.

First Time Log-in

Once you click on **Continue** from the initial New User Account Setup, it will log you into Employee Self- Service. Depending on the role set up for you by your employer, your screen could have one, two, or more subjects listed on the left side menu. Here is an example:
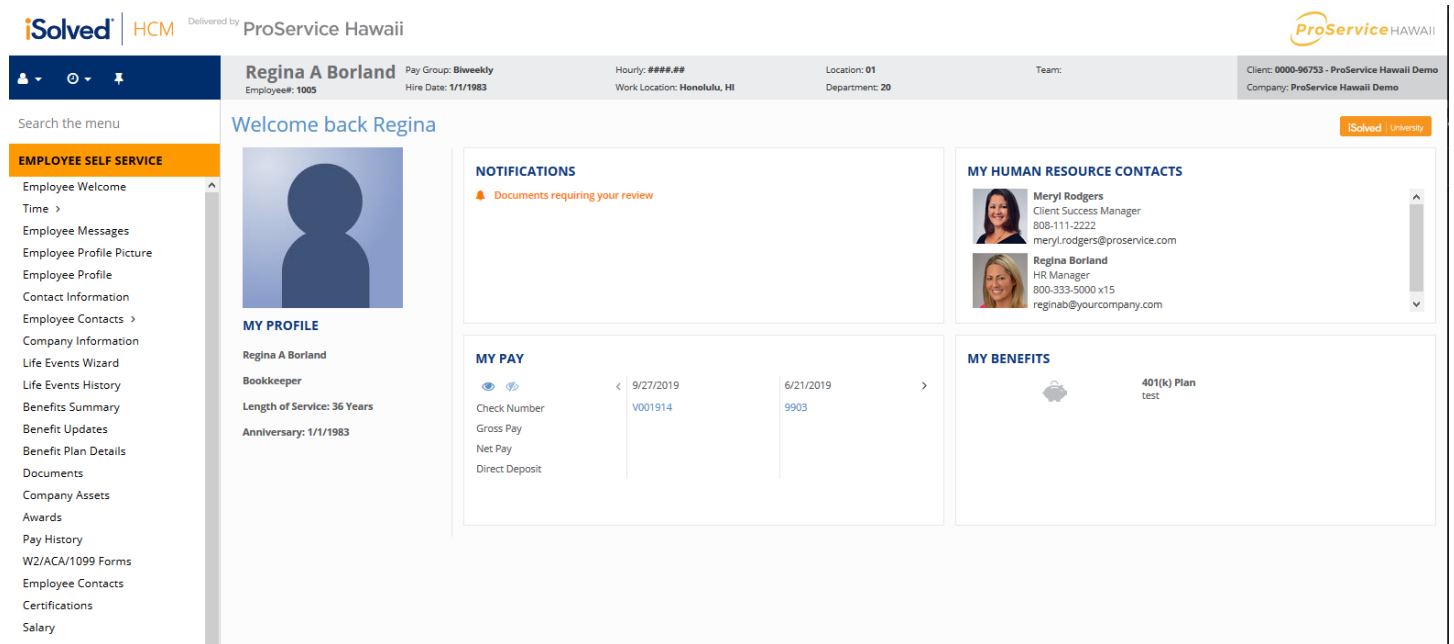
Under your name on the left hand side is a drop-down menu.

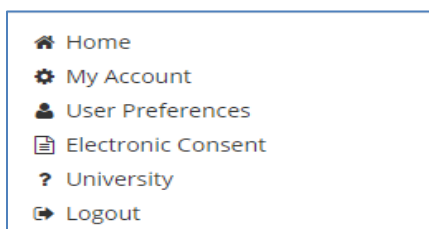- Click on **My Account** to add or change your mobile phone number, change your password, or change your security question.

- Click on **User Preferences** if you work for multiple companies using the same Email address. When selecting this option, a box will appear that will contain a drop down with any Default Company or Default User Role to select from. All companies and user roles assigned to the employee will appear in the drop down box. Once selected and saved, this will be the User Role and Company you will see the next time you log in. This becomes your Default User Preference.
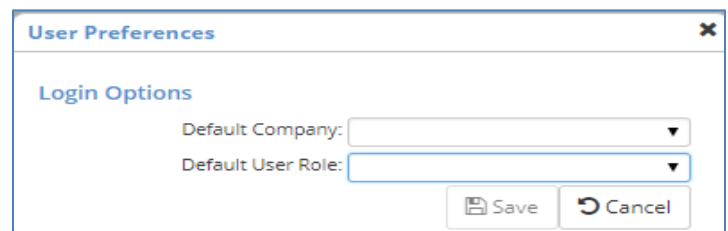
- Once Saved, a confirmation will appear.

- Click on **Electronic Consent**. If you have already signed the Electronic Consent form, a pop up will appear indicating that. If not, the document will appear for your signature.

- Click on the **University** link to create an account for access to help documents or recorded videos about the iSolved system.

- **Home** will take you back to your **Welcome** page.

- **Logout** is used when you have completed your activities in Employee Self-Service.

Please remember to save the URL to your favorites or bookmark the page. proservice.myisolved.com

Pay History

Pay History is a record of each check stub available in iSolved. The history at the top of the page is by year and check date. It includes "Gross Pay," "Total Hours," "Net Pay," "Check or Voucher Number," "Check Amount," "Description" and "Payroll Run #."

Pay History

Year: 2019 ▼

Check Date	Gross Pay	Total Hours	Net Pay	Check\Voucher #	Check Amount	Description	PR Run #
09/27/2019	1693.80	60.00	1277.87	V001914	0.00	Regular Check	27
06/21/2019	1602.90	56.78	1214.38	9903	1214.38	Regular Check	26

In order to see more Pay History, use the scroll bar on the right-hand side of the menu, or change the **Year** in the drop-down box.

The screen default will be a view of your most current pay stub. The top of the pay stub is a summary of dates and employee information, including withholding status.

Check Type:	Regular Check	Gross Pay:	1693.80	Regina A Borland		Employee #:	1005	Location	01
Check Date:	09/27/2019	Gross Wage:	1693.80	201 E 28th St		Soc Sec #:	XXX-XX-5560	Department	20
Period End:	09/22/2019	Net Pay:	1277.87	New York, NY 10016		Fed Filing:	Married	St Filing:	Married
Period Begin:	09/09/2019	Check Amt:	0.00		ProService Hawaii Demo	Fed Exemptions:	1	St Exemptions:	0
Payroll Run #:	27	Voucher #:	V001914			Fed Additional:		St Additional:	

The next section contains **Earnings or Memos**, **Deductions** and **Taxes**. These figures include the current pay hours or dollars and the YTD hours or dollars. It also includes the current and taxable wages in the Tax section for each type of tax listed.

Earnings & Memos*

	Curr Hours	Curr Dollars	YTD Hours	YTD Dollars
ER Medical*		382.66		2678.62
Holiday			16.00	451.68
Vacation			8.00	225.84
Regular	60.00	1693.80	722.03	20382.92
2nd Shift			16.00	463.68
Vacation Payout			16.00	451.68
Overtime - Blen			1.33	56.32

Deductions

	Curr Dollars	YTD Dollars
Medical Pre-tax	58.86	706.32

Taxes

	Curr Dollars	Curr Wages	YTD Dollars	YTD Wages
SOC SEC EE	101.37	1634.94	1322.20	21325.80
MED EE	23.70	1634.94	309.22	21325.80
FEDERAL WH	107.42	1634.94	1497.19	21325.80
NEW YORK WH	71.51	1634.94	966.59	21325.80
NEW YORK	49.28	1634.94	662.20	21325.80
NEW YORK SDI EE	1.20	1693.80	14.40	22032.12
NEW YORK PFL	2.59	1693.80	33.71	22032.12

There are three sections on the bottom of the pay stub. They include the **Current Period Leave Accruals**. This may be blank if your employer has blocked this service, or may not be using iSolved to process their accruals. This is what it will look like if the accruals are processed by the system.

The second section at the bottom of the pay stub is your **Direct Deposit** information, if applicable. It will list any direct deposit accounts along with the amount deposited into each account.

Current Period Leave Accruals

	Hours Accrued	Hours Taken	Available Balance

Direct Deposit

	Account	Deposit Amount
Checking	####2225	1277.87

Employer Taxes

	Curr Dollars	Curr Wages	YTD Dollars	YTD Wages
SOC SEC ER	101.37	1634.94	1322.20	21325.80
MED ER	23.70	1634.94	309.22	21325.80
FUTA ER			42.00	7000.00
NEW YORK SUI ER			359.44	11400.00
NEW YORK MCTMT ER		1634.94	11.75	21325.80
NEW YORK REEMPLOYMENT SERVICE ER			8.55	11400.00

You are able to view or print your pay stub in a .pdf version by clicking on the **View/Print Pay Stub** on the blue action line.

🖨 View/Print Pay Stub