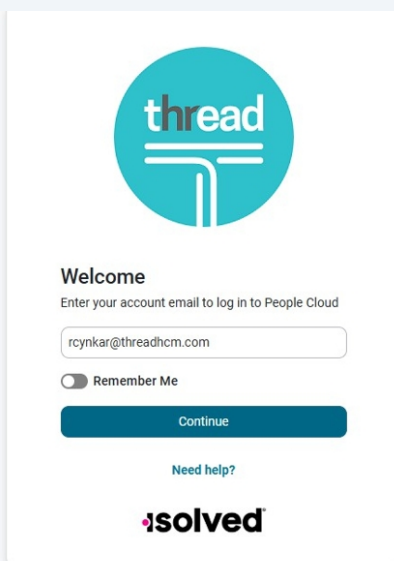


# Set Up a Passkey and Authenticator in isolved

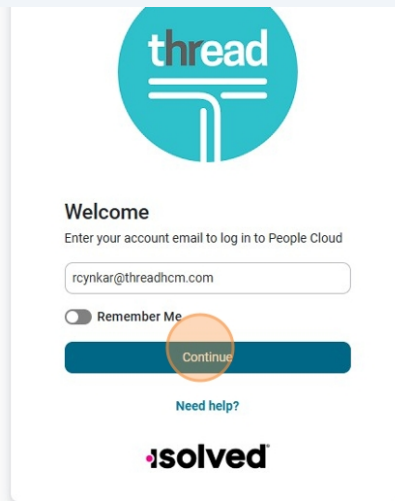


This guide will walk you through setting up your account on your first login. It will also show you how to change or add a Passkey and Authenticator after you have already logged in.

- 1 Navigate to <https://identity.myisolved.com/>

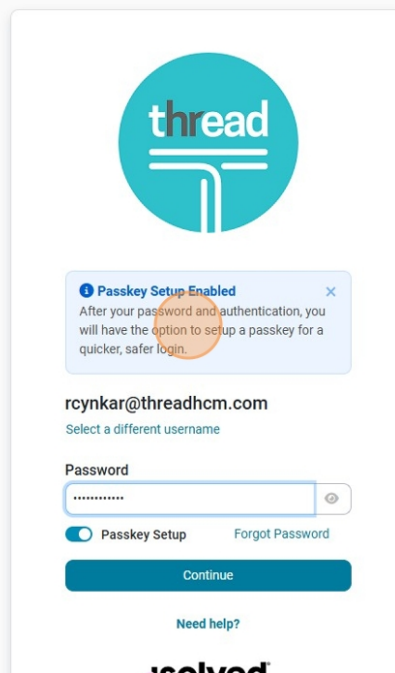


## 2 Click "Continue"



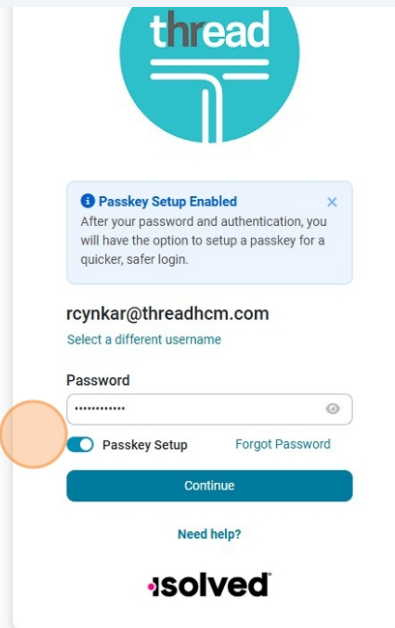
The screenshot shows the Thread login interface. At the top is the Thread logo, a teal circle with the word 'thread' in white. Below the logo, the heading 'Welcome' is followed by the instruction 'Enter your account email to log in to People Cloud'. A text input field contains the email 'rcynkar@threadhcm.com'. Below the input field is a 'Remember Me' checkbox, which is currently unchecked. A large blue button labeled 'Continue' is positioned below the checkbox. Underneath the button is a link that says 'Need help?'. At the bottom of the card is the 'solved' logo.

## 3 Click "After your password and authentication, you will have the option to setup a passkey for a quicker, safer login."



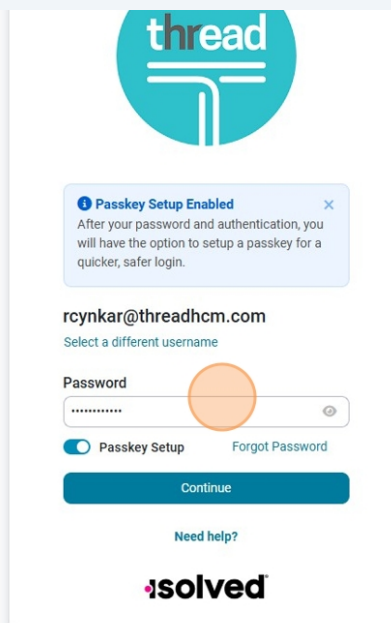
The screenshot shows the Thread login interface after the user has entered their email. A blue notification banner at the top states 'Passkey Setup Enabled' and explains that after password and authentication, the user will have the option to setup a passkey. Below the notification, the email 'rcynkar@threadhcm.com' is displayed, with a link to 'Select a different username'. A 'Password' input field is shown with a masked password '\*\*\*\*\*' and a toggle icon. Below the password field are two radio buttons: 'Passkey Setup' (which is selected) and 'Forgot Password'. A large blue button labeled 'Continue' is at the bottom. A 'Need help?' link is also present. The 'solved' logo is at the very bottom.

#### 4 Make sure "Passkey Setup" is enabled



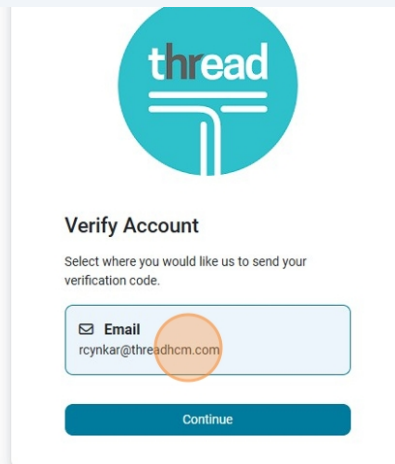
The screenshot shows the Thread login interface. At the top is the Thread logo. Below it is a blue notification box titled "Passkey Setup Enabled" with a close button (X). The text inside the box says: "After your password and authentication, you will have the option to setup a passkey for a quicker, safer login." Below the notification, the email address "rcynkar@threadhcm.com" is displayed, with a link "Select a different username" underneath. The "Password" field is shown with a masked password "\*\*\*\*\*" and a toggle icon. Below the password field, the "Passkey Setup" toggle is turned on (indicated by a blue circle), and a link "Forgot Password" is visible. The "Continue" button is highlighted with an orange circle. At the bottom, there is a "Need help?" link and the "solved" logo.

#### 5 Enter "Password" and click "Continue"

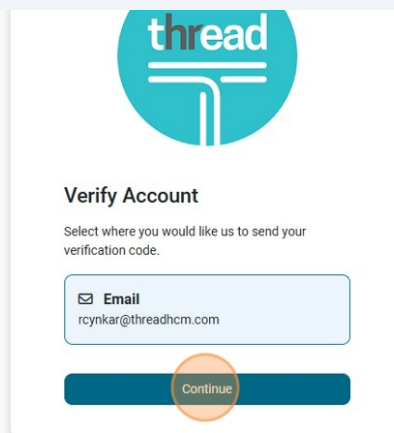


This screenshot is identical to the one in step 4, showing the Thread login page. However, in this step, the "Password" field is highlighted with an orange circle, indicating where the user should enter their password. The "Passkey Setup" toggle remains turned on, and the "Continue" button is still visible at the bottom.


- 6 Here you'll have the option to choose your email or phone to receive a code.



- 7 Click "Continue"



## 8 Enter the "Verification Code"



### Enter Your Code

Enter the 6 digit code you received at your account email address.


✉ Email  
rcynkar@threadhcm.com

Verification Code

Didn't receive a code? [Resend code](#)

[Continue](#)

## 9 Click "Setup passkey"



### Authentication Update Requirements

Your account requires additional authentication for security purposes. Setting up a passkey is highly recommended.

Setting up a passkey allows you to use your fingerprint or a PIN for a quicker, more secure login.

(And it only takes a few seconds.)

[Setup passkey](#)

[Use authenticator instead](#)

## 10 Click "Authenticated on People Cloud"

**Client Users**

**CynTech**  
Cynkar, Ryan  
Authenticated on People Cloud

**Floral Image**  
User, Test  
Authenticated on People Cloud

**Service Bureau**

**Default**  
Cynkar, Ryan  
Authenticated on People Cloud

**Demo**  
Cynkar, Ryan  
Authenticated on People Cloud

Log Out

Go to isolved University

## 11 Click here.

**isolved** Delivered by thread

Ryan Cyn...

Client / Legal ID Name Federal ID Legal Status

**Client Search**

Expand All Groups Collapse All Groups Clear Grouping/Filters

Drag a column header here to group by that column

Client ID	Client Name	Legal ID	Legal Name	DBA Name	Federal ID	Legal Status	State Code
Enter a search term above and click Search to display results							

Executive Dashboard  
CA Executive Dashboard  
IR Support Center 2  
Client Landing Page  
**Client Summary**  
Client Maintenance  
Expense Management  
Client Utilities  
Payroll  
Billing  
Fax  
Work Location  
ables  
Labor & GL  
ob  
Payroll  
Reports  
Production Utilities  
Security  
Conversion Management


## 12 Click here.

The screenshot shows the ThreadHcm 'isolved' interface. The top navigation bar includes the 'isolved' logo, 'Delivered by thread', and user controls. The left sidebar contains a menu with categories like Customer Service, Employee Admin Tools, Employee Management, and Client Management. The main content area is titled 'Client Search' and features search filters for Client / Legal ID, Name, and Federal ID. A table with columns Client ID, Client Name, Legal ID, Legal Name, DBA Name, and Federal ID is present, with a message 'Enter a search term above and click Search to display results'. On the right, a user profile dropdown for 'Ryan Cynkar' (rcynkar@threadhcm.com) is open, showing 'Manage account' and 'Log out' buttons. An orange circle highlights the 'Manage account' button.

## 13 Click "Account Info"

The screenshot shows the 'Account Info' modal window. At the top is a placeholder for a profile photo with the text 'Click to manage your profile photo.' Below this are two sections: 'Account Info' and 'Security'. The 'Account Info' section includes fields for Email/Username (rcynkar@threadhcm.com), Name (Ryan Cynkar), and Mobile Phone, each with a 'Change' button. The 'Security' section includes Password (Last Changed: 4/24/2025, 11:23:09 AM (local time)), Security Question (What is the last name of your first grade teacher?), Passkey Login (Enabled), and Authenticator App (None), each with a 'Change' button. An orange circle highlights the 'Change' button for 'Passkey Login'. A 'Close' button is at the bottom.

## 14 Click "Change"



Click to manage your profile photo.

### Account Info

Email/Username  
rcynkar@threadhcm.com

Name  
Ryan Cynkar [Change](#)

Mobile Phone [Change](#)

### Security

Password  
Last Changed:  
4/24/2025, 11:23:09 AM (local time) [Change](#)

Security Question  
What is the last name of your first grade teacher? [Change](#)

Passkey Login  
Enabled [Change](#)

Authenticator App  
None [Change](#)


[Close](#)

## 15 Click "Add New"

### My Account

#### Passkey Authentication

You have the following passkeys on your account.

Name	Created	Last used	
<input type="text" value="optional"/>	Just now	Just now	

[Save](#)

You can add additional passkeys to log in without using your password.

[Add New](#)

[Close](#)



16 Click the "Current Password" field.

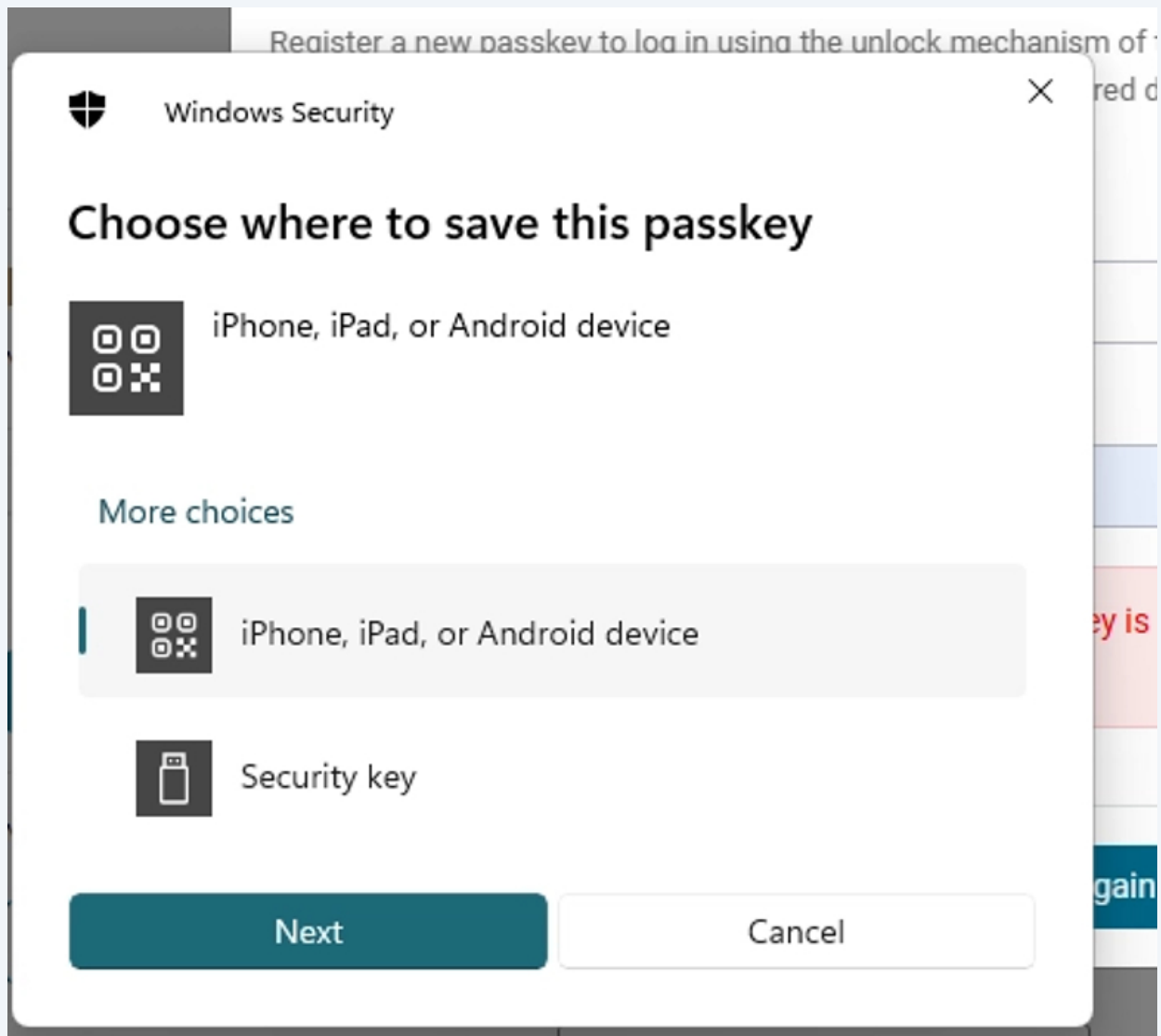
The screenshot shows the 'Add Passkey' dialog box in the 'isolved' application. The dialog box has a title bar with a close button (X). Below the title bar, there is instructional text: 'Register a new passkey to log in using the unlock mechanism of this device. Please note that anyone with the ability to unlock the registered device can log in without needing your password.' Below this text are two input fields: 'Name' with a placeholder 'optional' and 'Current Password' with a placeholder 'optional'. The 'Current Password' field is highlighted with an orange circle. At the bottom of the dialog box are two buttons: 'Start Registration' (in blue) and 'Cancel' (in white). The background shows a blurred view of the 'Passkey A' section of the application interface.

17 Click "Start Registration"

The screenshot shows the 'Add Passkey' dialog box in the 'isolved' application. The dialog box has a title bar with a close button (X). Below the title bar, there is instructional text: 'Register a new passkey to log in using the unlock mechanism of this device. Please note that anyone with the ability to unlock the registered device can log in without needing your password.' Below this text are two input fields: 'Name' with the value 'rcynkar@threadhcm.com' and 'Current Password' with a masked password '.....'. The 'Start Registration' button (in blue) is highlighted with an orange circle. At the bottom of the dialog box are two buttons: 'Start Registration' (in blue) and 'Cancel' (in white). The background shows a blurred view of the 'Passkey A' section of the application interface.

18

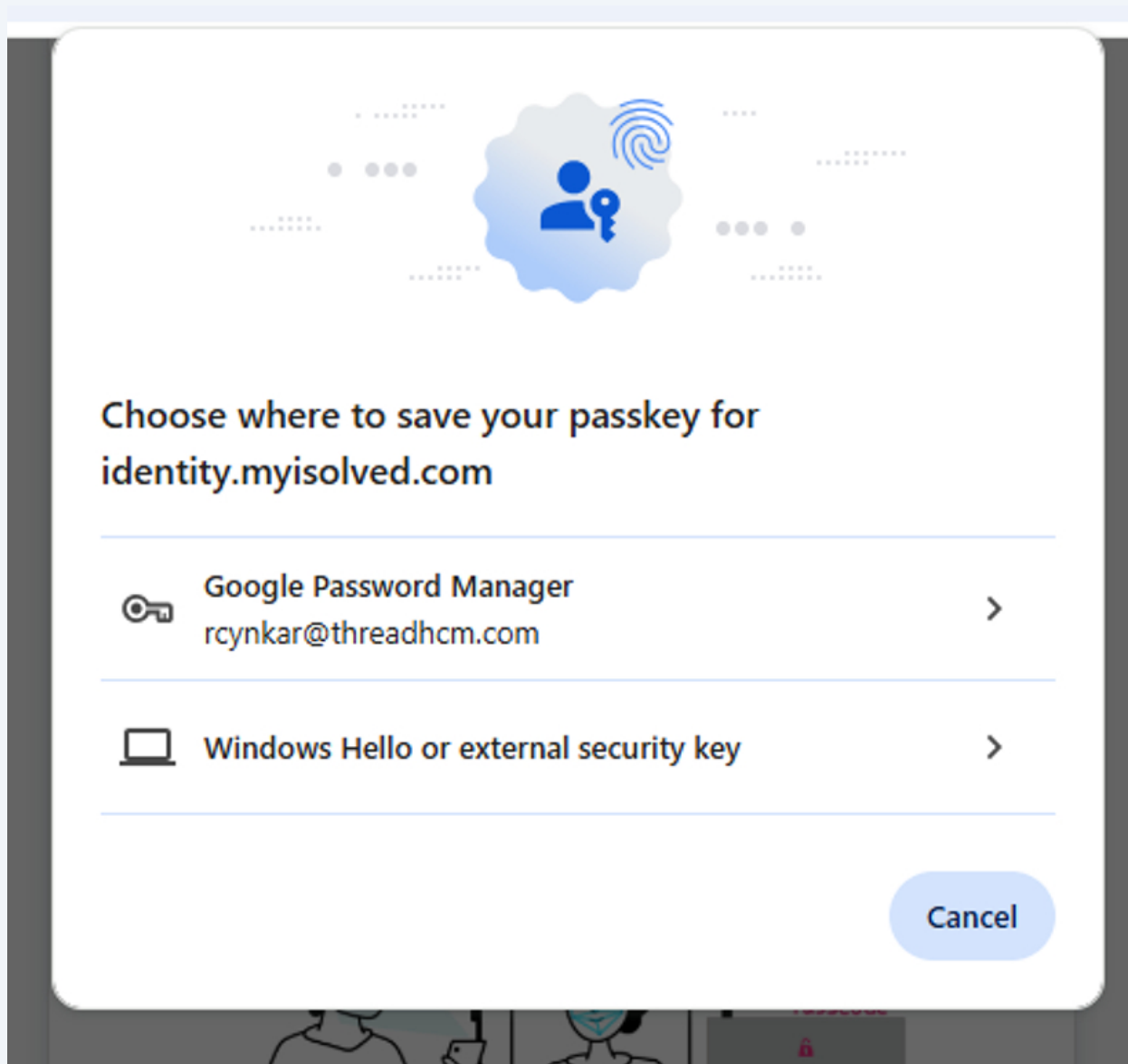
From here you can use one of these options, neither if very ideal for most users, but the options do exist. However, if you Click Cancel, you'll get additional options shown on the next step.



19

**Google Password Manager** is where you can access saved passwords if you have already saved them to Google Chrome.

**Windows Hello** is either the PIN on your computer, or Face ID. These can only be used if they are already set up as login option on your computer.




## 20 Click "Close"

**my Account**

### Passkey Authentication

You have the following passkeys on your account.

Name	Created	Last used	
<input type="text" value="optional"/>	Just now	Just now	


[Save](#)

You can add additional passkeys to log in without using your password.

[Add New](#)

[Close](#)

## 21 If you want to add an Authenticator Click "Change"

  
Click to manage your profile photo.

### Account Info

Email/Username  
rcynkar@threadhcm.com

Name  
Ryan Cynkar [Change](#)

Mobile Phone [Change](#)

### Security

Password  
Last Changed:  
4/24/2025, 11:23:09 AM (local time) [Change](#)

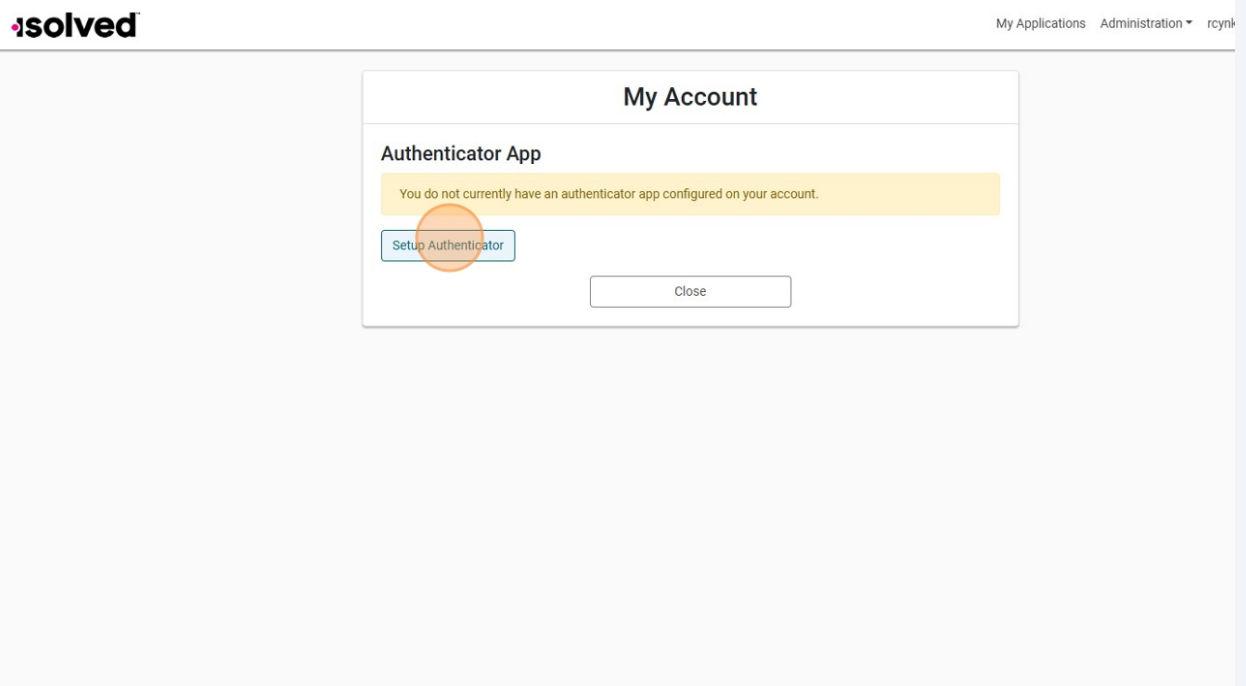
Security Question  
What is the last name of your first grade teacher? [Change](#)

Passkey Login  
Enabled [Change](#)

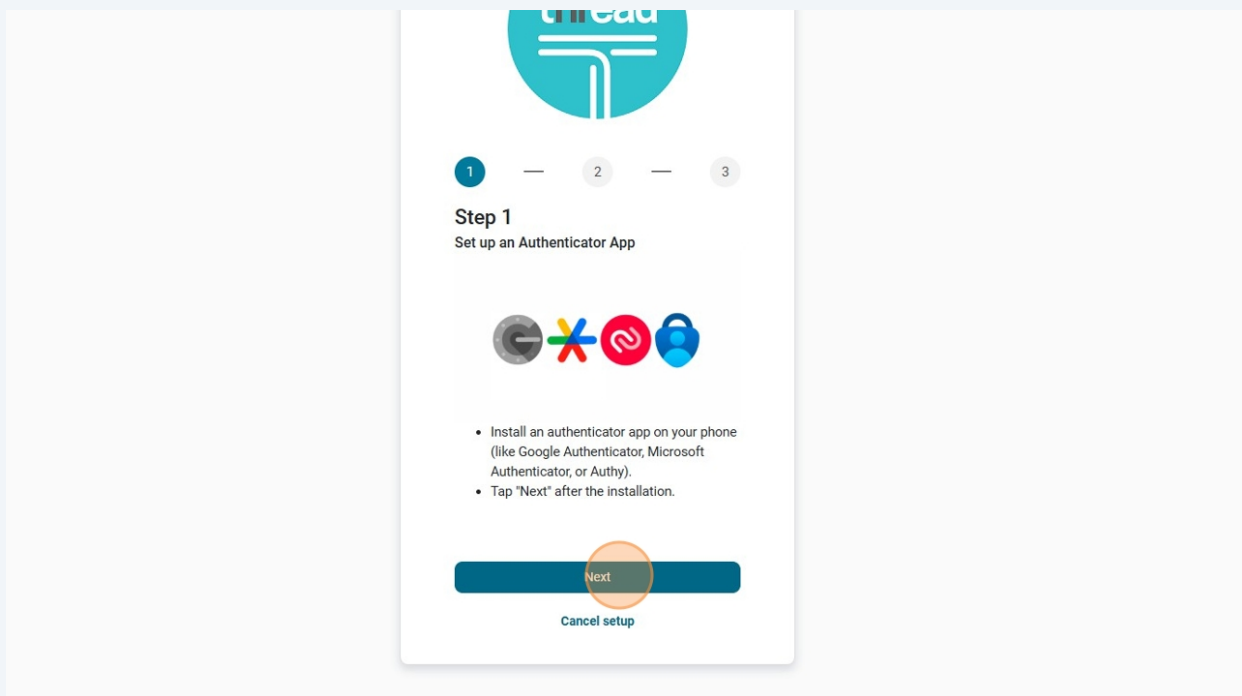
Authenticator App  
None [Change](#)

[Close](#)

## 22 Click "Setup Authenticator"

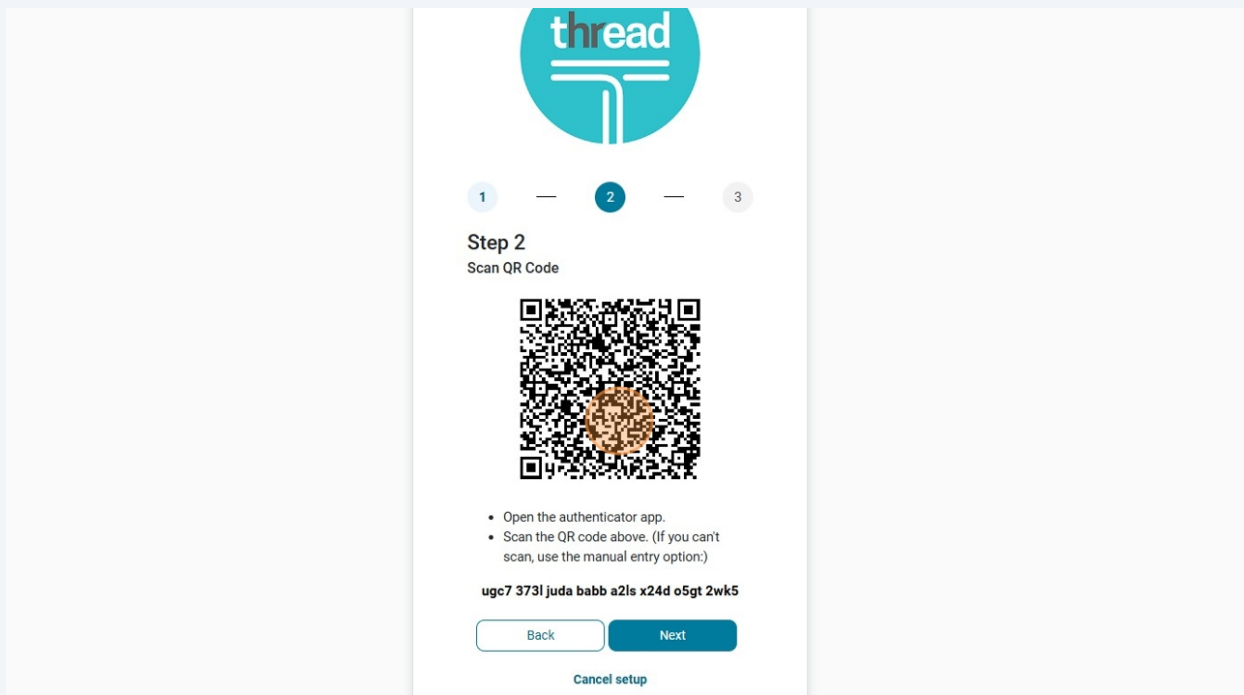


## 23 Click "Next"



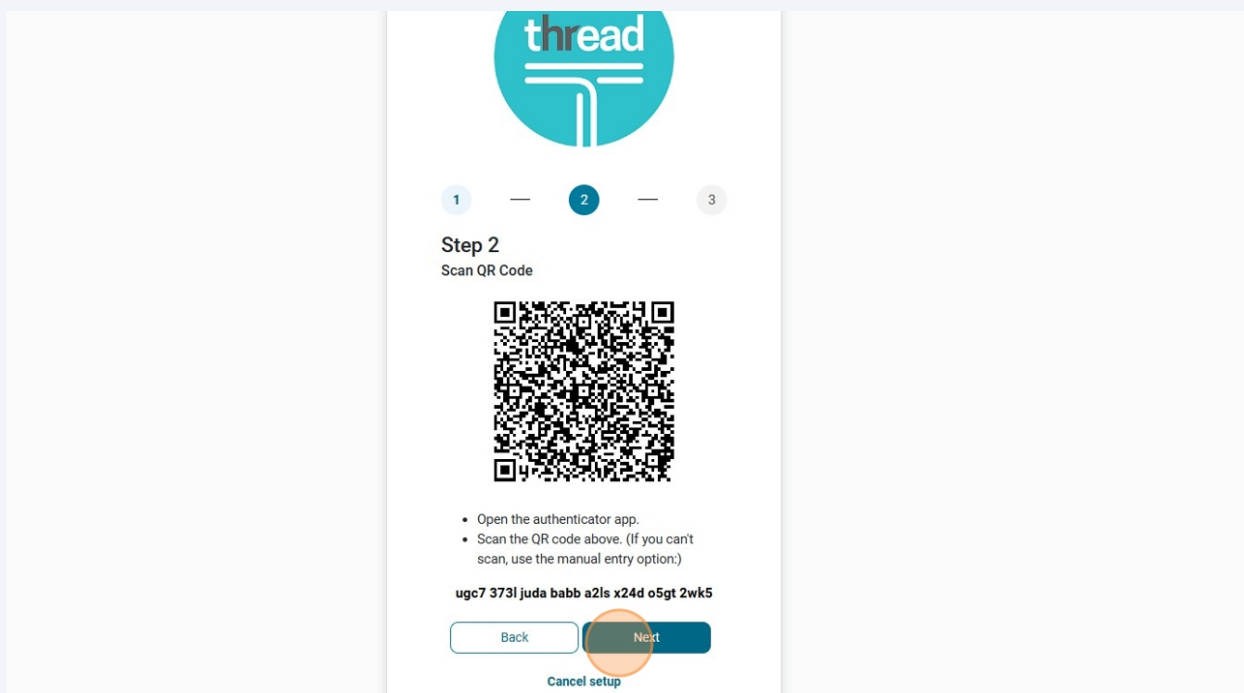
24

Here you'll need to scan the code with your QR code reader or you can use the camera on your phone. You can also copy the code in the bottom of the screen and enter it in your authenticator app.

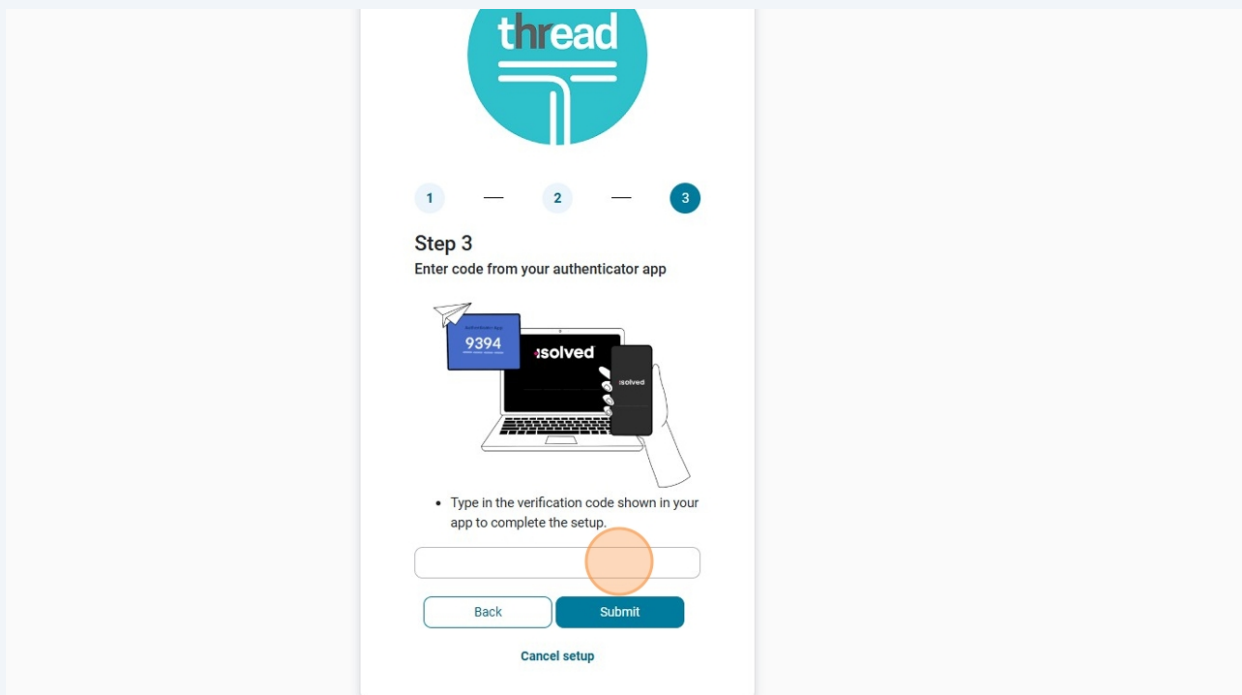


25

Click "Next"

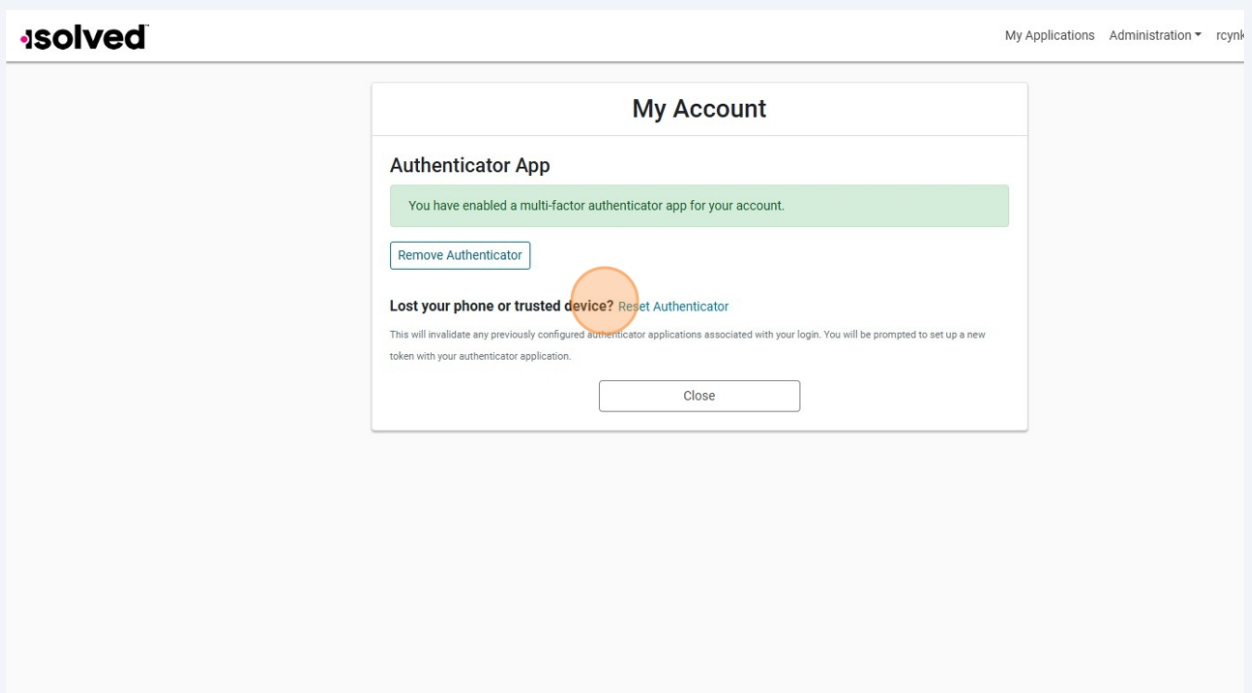


- 26 You'll need to enter the code from your authenticator once they're connected.



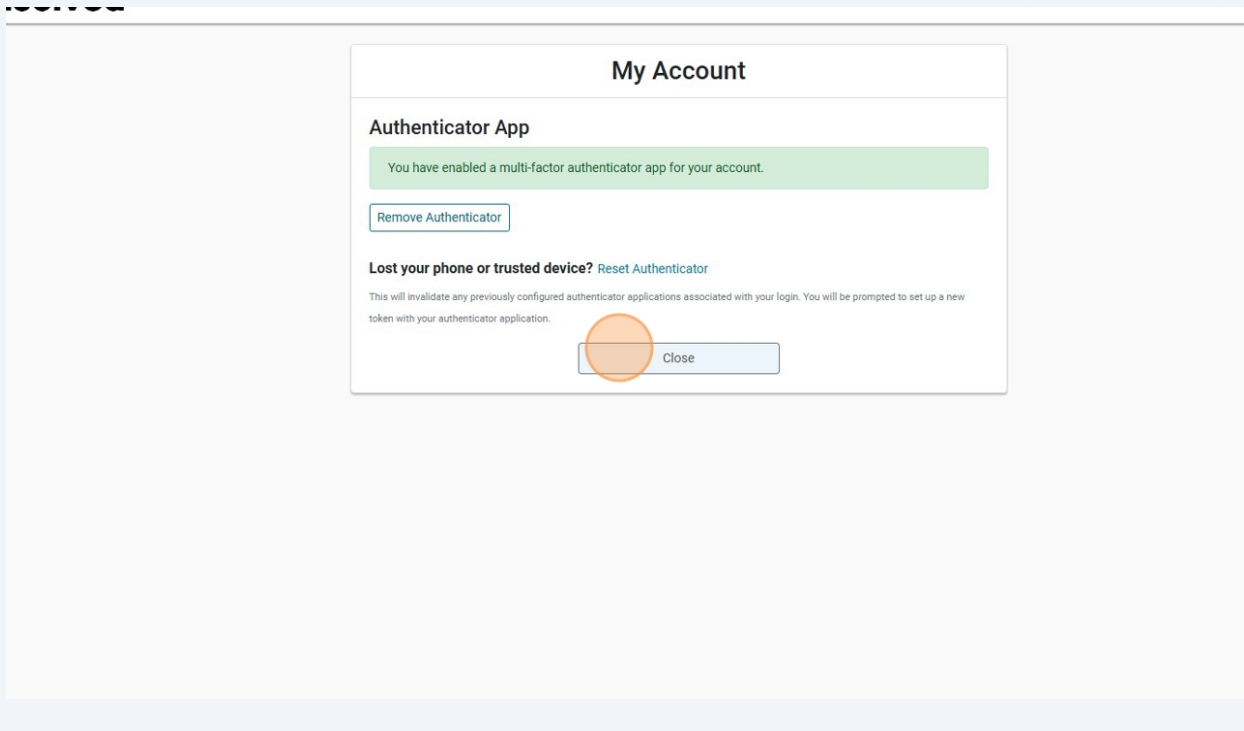
The screenshot shows a login interface for 'thread'. At the top is the 'thread' logo. Below it are three numbered steps: 1, 2, and 3. Step 3 is highlighted. The text 'Step 3' is followed by 'Enter code from your authenticator app'. Below this is an illustration of a laptop displaying 'solved', a smartphone displaying 'solved', and a hand holding the phone. A blue box with the number '9394' is shown next to the laptop. Below the illustration is a bullet point: 'Type in the verification code shown in your app to complete the setup.' Below this is a text input field. Below the input field are two buttons: 'Back' and 'Submit'. Below the 'Submit' button is a link: 'Cancel setup'.

- 27 Click "Lost your phone or trusted device?"



The screenshot shows the 'My Account' page of the 'solved' application. The page has a header with the 'solved' logo on the left and 'My Applications Administration rcynk' on the right. The main content area is titled 'My Account'. Below this is the 'Authenticator App' section. It contains a green message box: 'You have enabled a multi-factor authenticator app for your account.' Below this is a 'Remove Authenticator' button. Below the button is the text 'Lost your phone or trusted device?' followed by a link 'Reset Authenticator'. Below this is a paragraph: 'This will invalidate any previously configured authenticator applications associated with your login. You will be prompted to set up a new token with your authenticator application.' Below the paragraph is a 'Close' button.

## 28 Click "Close"



## 29 Click "Close"

