



# Frequently Asked Questions

## Employee Self-Service

### Easy Reference

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### 1. Why didn't I receive the email from The Ahola Corporation (ahola@mysolved.com)?

Check your junk or spam folder. Sometimes browsers identify the [ahola@mysolved.com](mailto:ahola@mysolved.com) email address as junk/spam. If it is not there, confirm with your company iSolved administrator that your email address was correctly entered into iSolved.

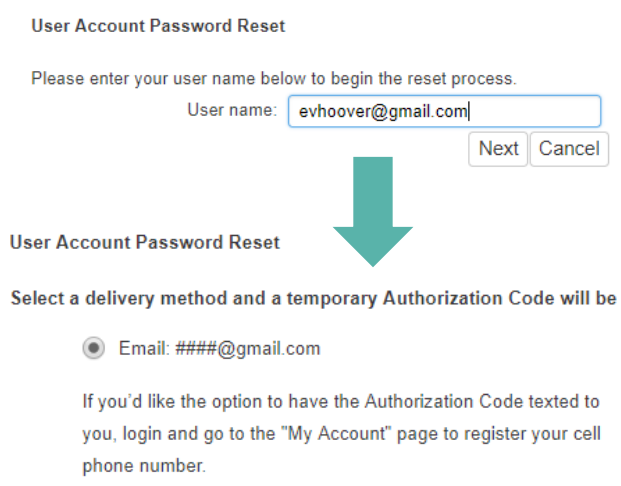
If it is not in your junk or spam folder and you have confirmed that your email address has been entered correctly, ask your company iSolved administrator to resend you your registration email. If you still do not receive it, ask your administrator to contact their Ahola Payroll Specialist.

### 2. When I click the link in the registration email I am taken directly to the iSolved login screen. It asks for my password but I don't have a password. What do I do?

If your email provider is RoadRunner (RR), Windstream, or Cox, the link in the registration email is not interpreted correctly and instead of being taken to the screen to create your password, you are taken directly to the login screen. Please forward the registration email (from The Ahola Corporation) to [training@ahola.com](mailto:training@ahola.com). We will fix the link and email it back to you. At that point, you will be able to create your password and login.

### 3. Why does iSolved keep telling me my "login attempt was not successful"?

The first thing to do is to verify that the Ahola logo is displayed on your login screen. If it is not you have probably found an iSolved login screen for a different payroll service. Please go to [www.aholawebpr.com](http://www.aholawebpr.com). If you are on the correct login screen and your user email address is entered correctly and completely, this error indicates that the password you are entering does not match the password that is stored in the system. Click the *Forgot Password?* link below the orange login button to reset your password. Follow the on-screen directions to complete the process.





#### **4. My self-service account is locked. What do I do now?**

Self-service accounts become locked if the incorrect password has been entered six times. You can wait ten minutes and your account will become unlocked automatically. You can then try to enter your password again. Alternatively, you can ask your company iSolved administrator to unlock your account. Again, you can try to enter your password at that time.

If you continue to receive the message “Your login attempt was not successful”, you should follow the directions in #3 above to change your password.

#### **5. Why is my user name not valid?**

This usually means that you have not yet created your password to activate your self-service account. If the registration email from The Ahola Corporation or [ahola@mysolved.com](mailto:ahola@mysolved.com) was sent within the past 72 hours, you can click on the link contained in the email to create your password.


If the email was sent more than 72 hours ago ask your company iSolved administrator to resend the email.

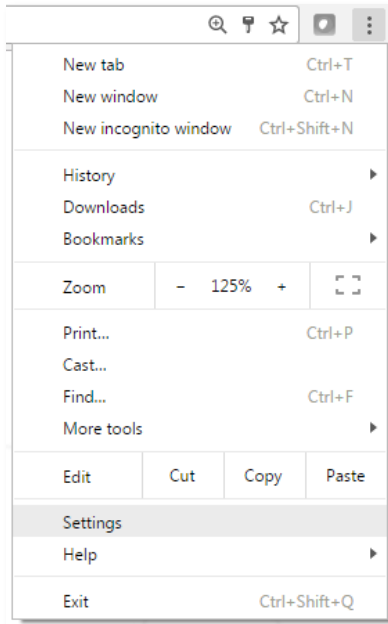
If you have activated your self-service account and you have been able to access your pay stubs in the past, but now you are receiving this error message, there has probably been a glitch in the system. While we understand that this sounds vague, please understand that occasionally things occur that are beyond our control.

One option is to ask your company iSolved administrator to delete your self-service account and resend you the registration email. You will need to create your password again, but you will not lose any pay history or other data associated with your self-service account.

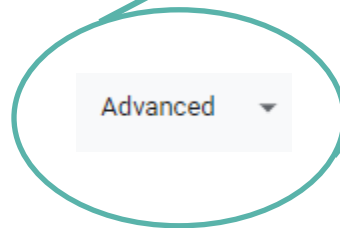
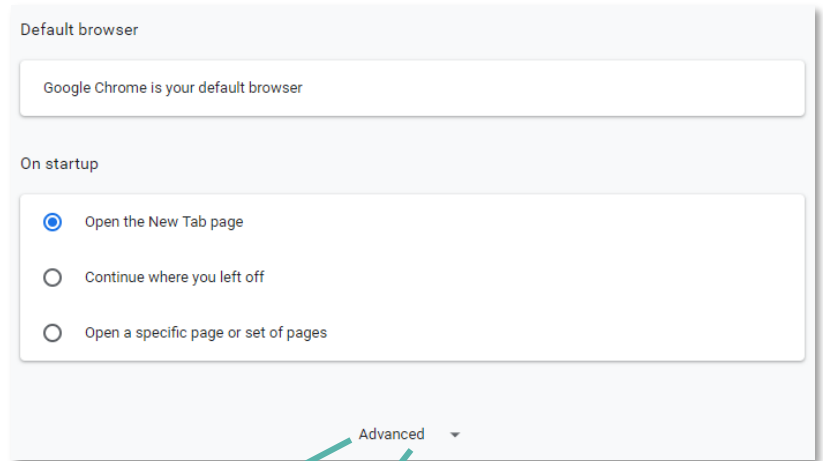
Another option is to delete the cookies from the browser you use to access your self-service account. When you login to iSolved, the cookie (or file) that is created by [www.aholawebpr.com](http://www.aholawebpr.com) is updated with your login information and the date. Sometimes, however, the cookies become damaged. On the following pages we show you how to delete cookies for some common internet browsers, such as Google Chrome, Firefox and Internet Explorer.

## Google Chrome

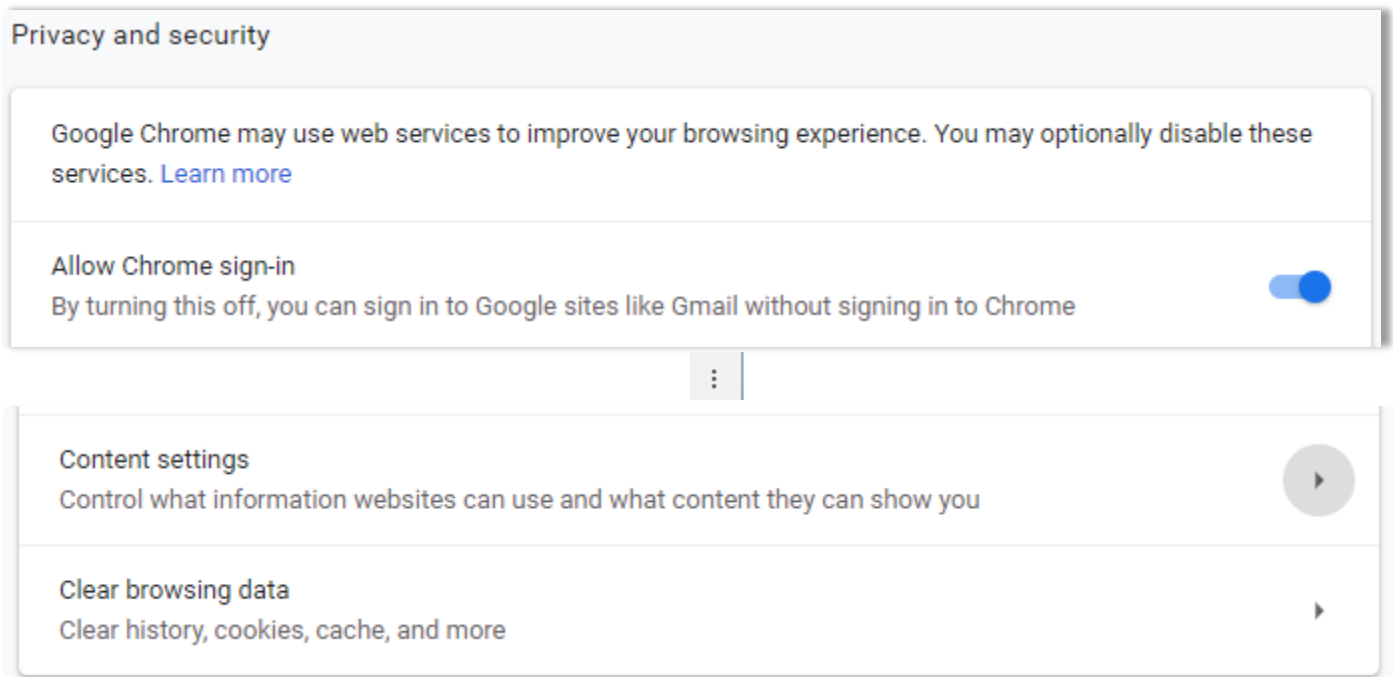
1. Click the menu button  in the top right-hand corner of your screen and select **Settings**;



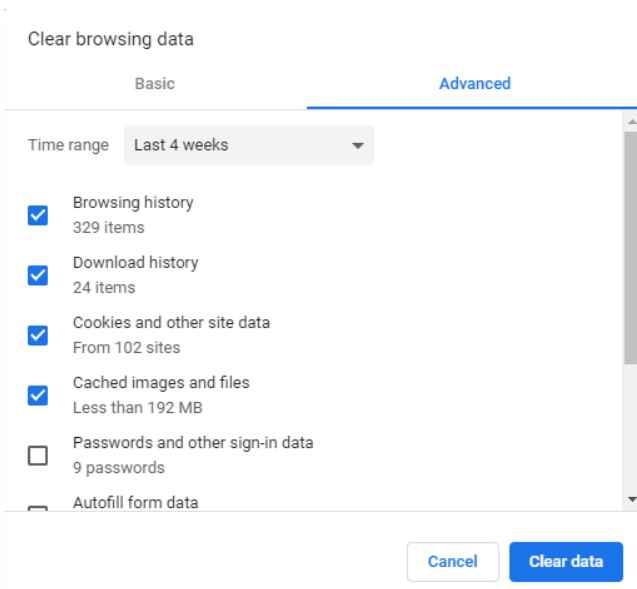
2. On the Settings page, scroll down until you find the **Advanced** option;



3. In the Privacy and Security section select **Clear browsing data**;



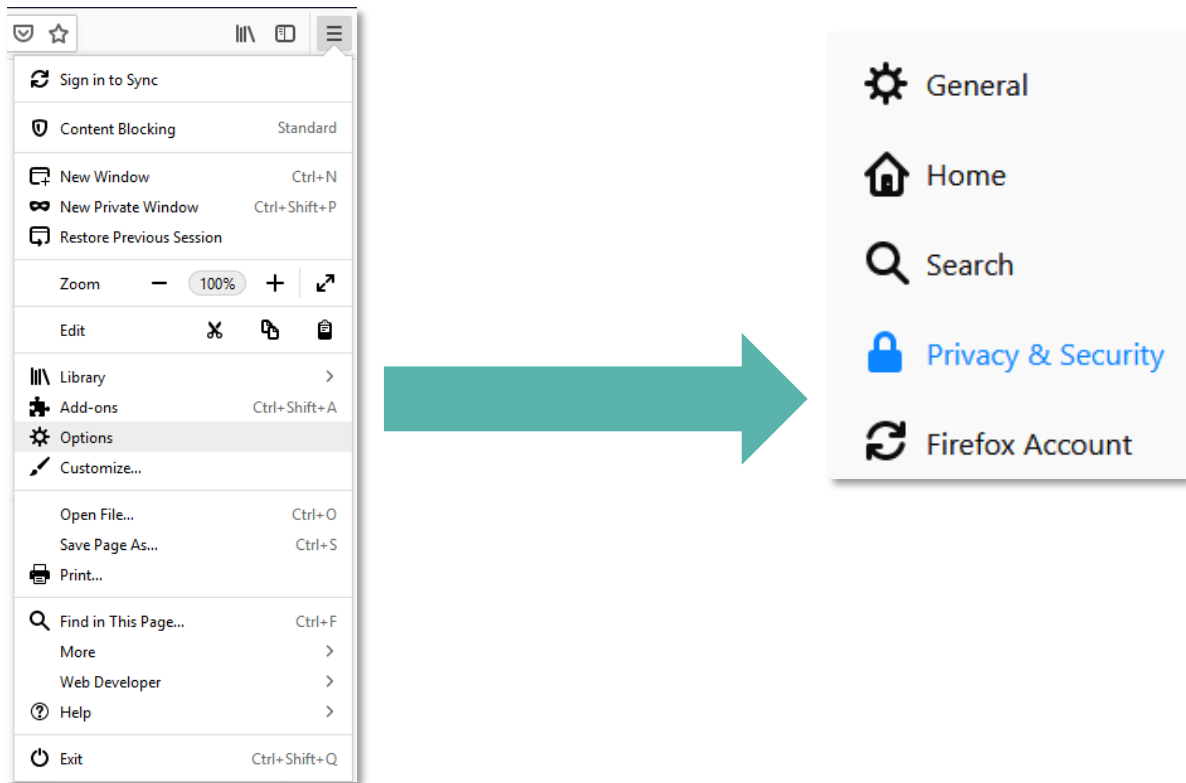
4. Confirm the options in the pop-up window reflect the image below and click Clear data;



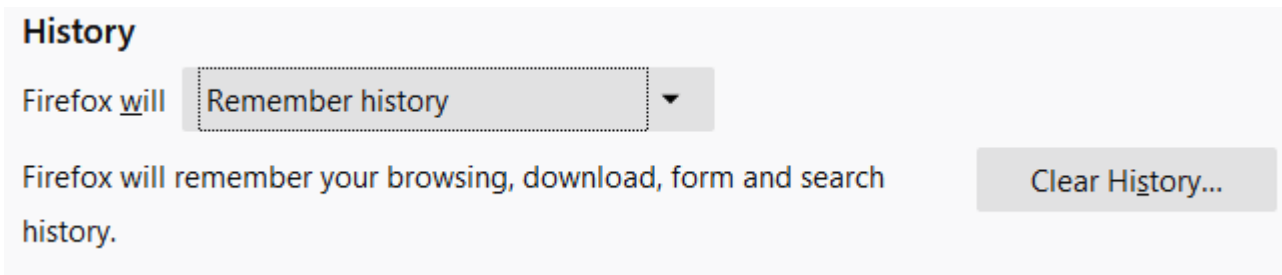
5. You will now be able to login to iSolved. You will be prompted to generate an authorization code, after which you will be able to login without any problems.

## Firefox

1. Click the menu button (three horizontal lines), choose Options and then select Privacy and Security;



2. Scroll down to the History section and click **Clear History**;





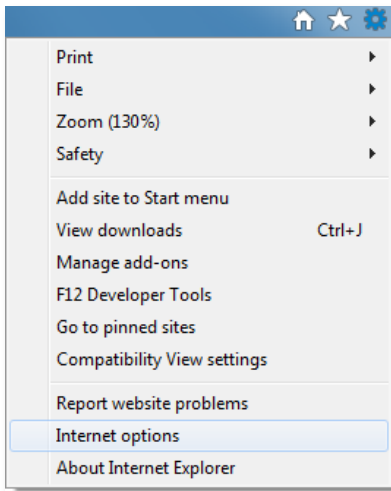
3. Confirm the options reflect those in the image below and click **Clear Now**;

A screenshot of a web browser's "Clear Recent History" dialog box. The title bar reads "Clear Recent History" with a close button (X) on the right. Below the title bar, there is a dropdown menu labeled "Time range to clear:" with "Today" selected. Underneath, there are two sections: "History" and "Data". The "History" section contains five checkboxes: "Browsing & Download History" (checked), "Active Logins" (unchecked), "Form & Search History" (checked), "Cookies" (checked), and "Cache" (checked). The "Data" section contains two checkboxes: "Site Preferences" (unchecked) and "Offline Website Data" (unchecked). At the bottom right, there are two buttons: "Clear Now" and "Cancel".

4. You can now login to iSolved. You will be prompted to generate an authorization code, after which you will be able to login without any problems.

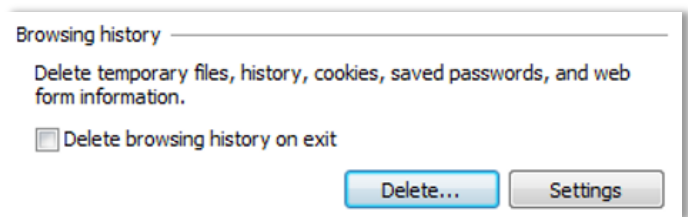
## Internet Explorer

1. In Internet Explorer, select the **Tools** button, and then select **Internet options**;



2. Select the **General** tab on the Internet Options pop-up window;

3. Click the **Delete...** button;

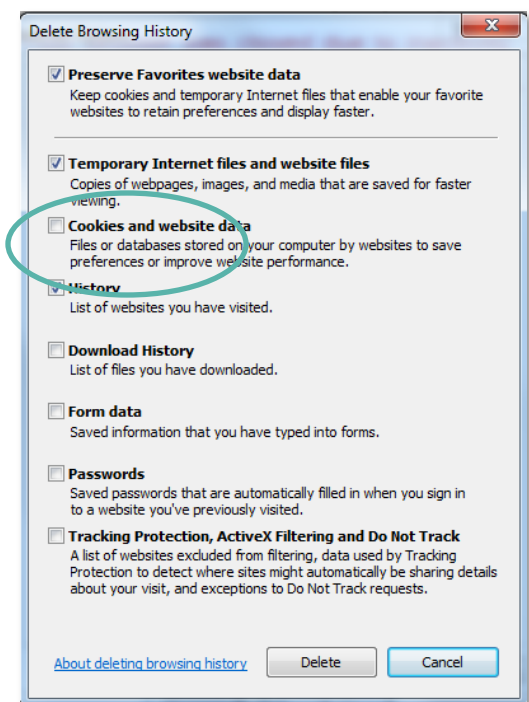


4. Confirm the options reflect the image to the left and then check the box next to *Cookies and website data*. Click **Delete**;

5. Click **Ok** on the Internet Options window;

6. You can now login to iSolved.

You will first be prompted to generate an authorization code, after which you will be able to login without any problems.







## 6. Why doesn't it recognize the computer I'm using? It's the same one I always use!

When you login to iSolved, the cookie (or file) that is created by [www.aholawebpr.com](http://www.aholawebpr.com) is updated with your login information and the date. If you login from the same computer on the same browser within 30 days, you should be able to access iSolved without any difficulty.

Cookies are browser based so if you login with a different browser, you may be required to verify your identity, depending on whether you have used the second browser to access iSolved within the past 30 days. In this case, you will be prompted to generate an authorization code as in the image below:

### We don't recognize the computer you're using.

We'll need to confirm your identity before you can log in.

Click the link below and a temporary Authorization Code will be sent to the email address on file, or texted to the cell phone number on file, for this user.

Email: #####@gmail.com

If you'd like the option to have the Authorization Code texted to you, login and go to the "My Account" page to register your cell phone number.

[Get Authorization Code](#)

### Why has this happened?

- You're using a new computer or one you haven't used before.
- The IP address is not recognized as one used by you in the past 30 days.

Clicking the orange button will enable you to choose whether the code is emailed or texted to you (provided you have previously entered a cell phone number into your iSolved account.)

Enter the code onscreen in order to complete the login process and access your paystub.

Once your identity is confirmed for a specific browser you should be able to login from that browser anytime (within 30 days) with no problem.

If you are continually prompted to get an authorization code, there is probably a setting regarding the handling of cookies on your browser that needs to be changed.

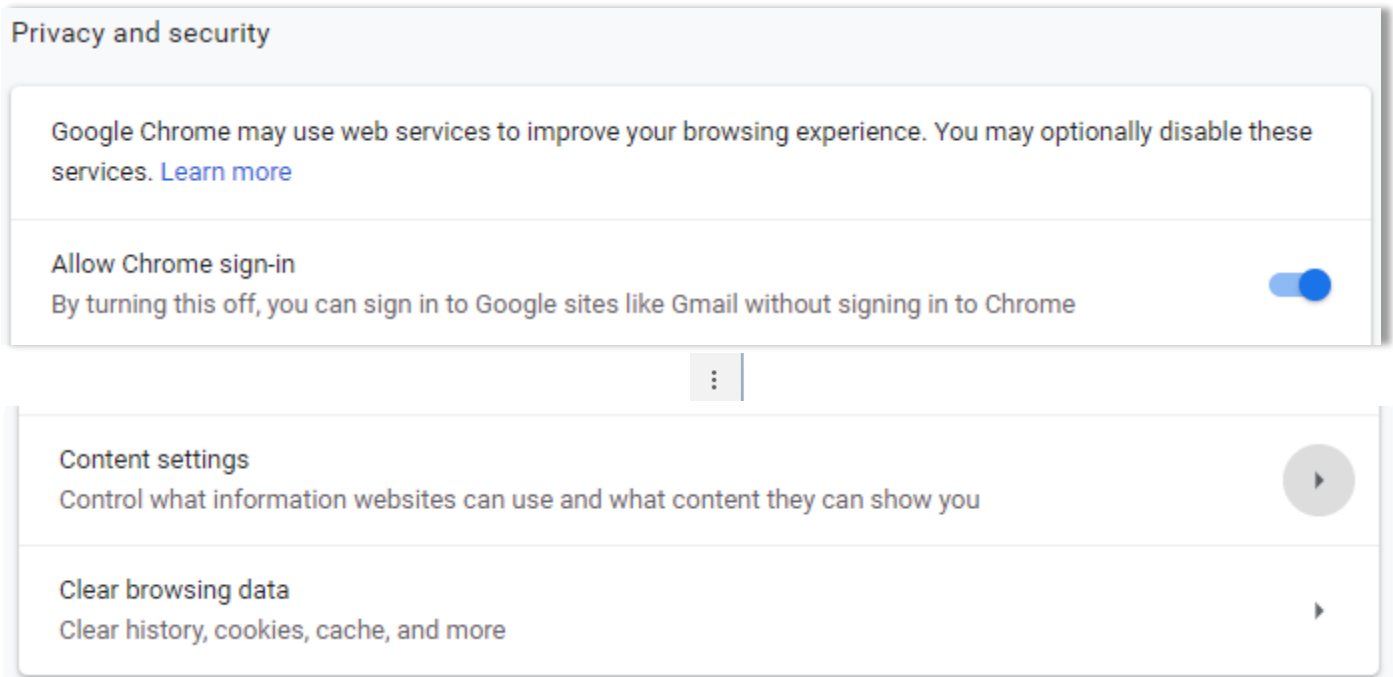
## 7. What should my browser do with cookies?

Internet browsers, such as Google Chrome, Firefox or Internet Explorer are typically set to allow cookies to be stored, but you may have previously blocked cookies in your browser settings. Perhaps you have set your browser to clear cookies when you close the browser. If this is the case, then each and every time you log in, you will be prompted to generate an authorization code to confirm your identity, as in #6 above.

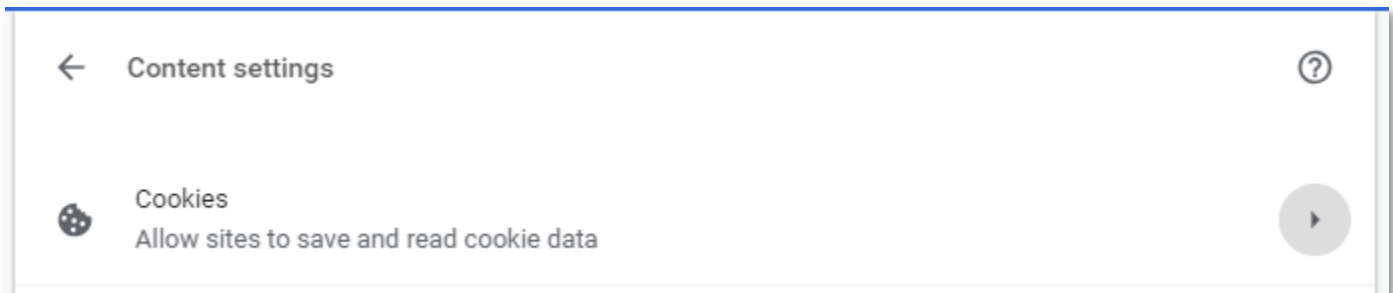
The following pages provide detailed instructions to enable cookies to be stored for specific browsers and to ensure they are not deleted when the browser is closed:

## Google Chrome

1. See page 4 to go to the *Privacy and Security* section of the *Settings* menu. Select **Content settings...**

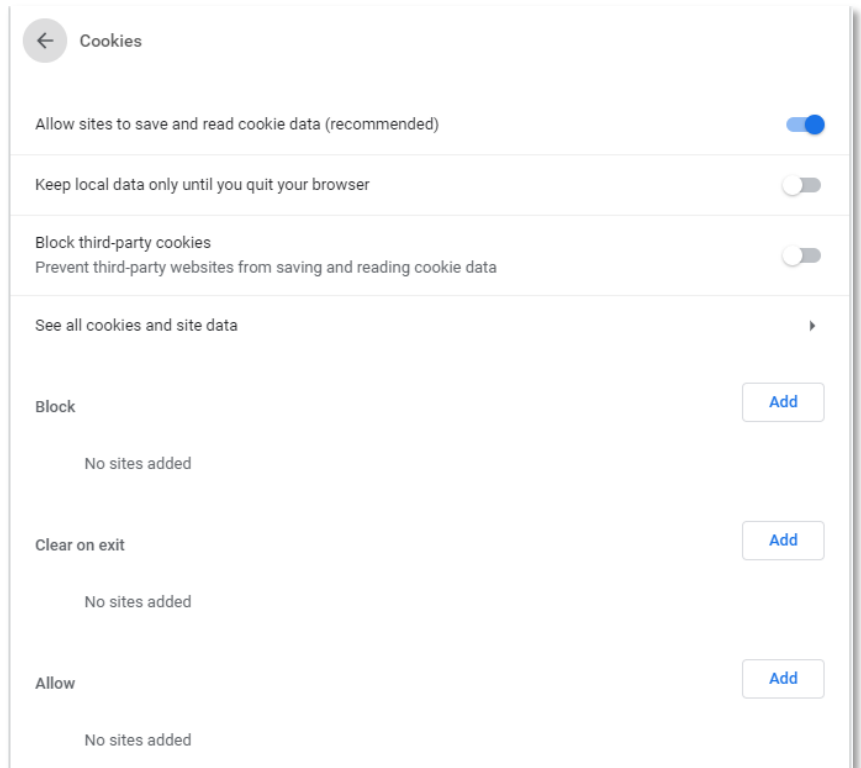


- a. ...and then Cookies;

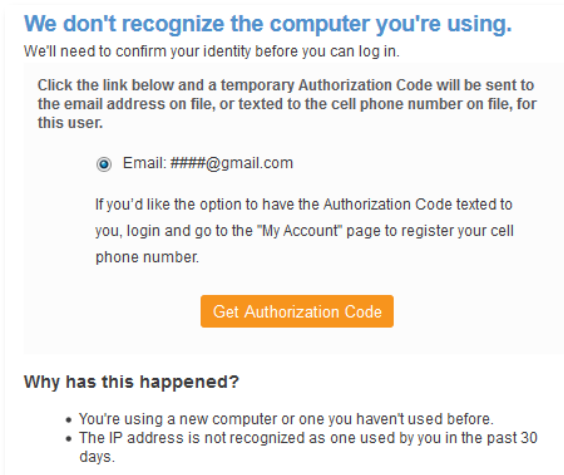




6. Confirm that your Cookie settings reflect the image below;



7. If [www.aholawebpr.com](http://www.aholawebpr.com) appears in the Block section above, you will need to remove it. It is advisable to click the *Add* button next to the Allow section. You can then enter [www.aholawebpr.com](http://www.aholawebpr.com) to ensure that cookies are always allowed to be stored for this site.

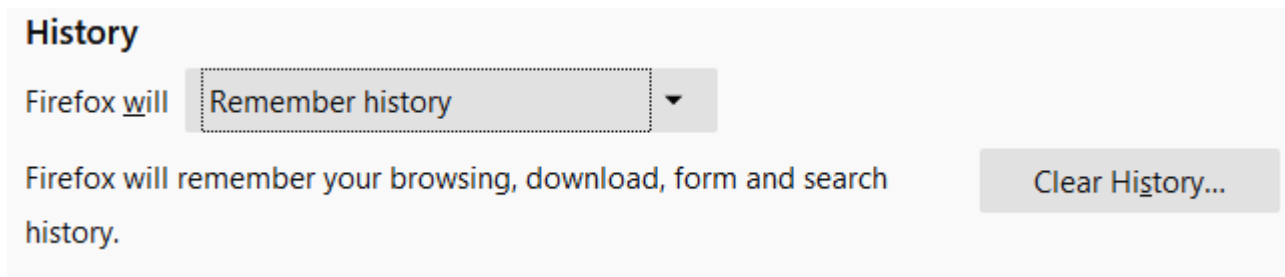


8. If you have followed the above directions and still receive the message indicating that iSolved does not recognize your computer, or if your login information/password is not recognized, you will need to delete your recent browsing history and cookies (see p. 4.)



## Firefox

1. See page 6 to go to the *Privacy and Security* section of the *Options* menu;
2. Scroll down to the History section and confirm that Firefox will **Remember History**;



3. If you have followed the above directions and still receive the message indicating that iSolved does not recognize your computer, or if your login information/password is not recognized, you will need to delete your recent browsing history and cookies (see p. 6.)

**We don't recognize the computer you're using.**  
We'll need to confirm your identity before you can log in.

Click the link below and a temporary Authorization Code will be sent to the email address on file, or texted to the cell phone number on file, for this user.

Email: ####@gmail.com

If you'd like the option to have the Authorization Code texted to you, login and go to the "My Account" page to register your cell phone number.

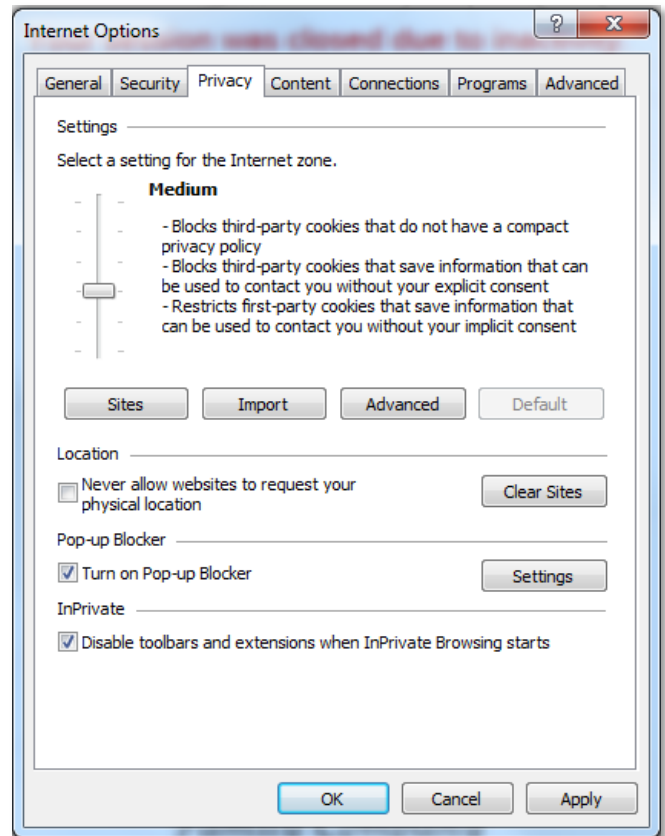
[Get Authorization Code](#)

**Why has this happened?**

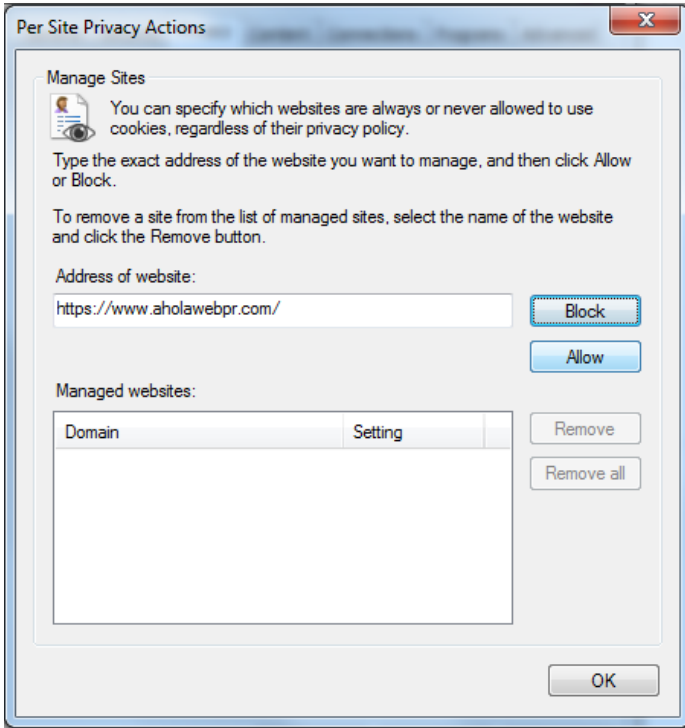
- You're using a new computer or one you haven't used before.
- The IP address is not recognized as one used by you in the past 30 days.

## Internet Explorer

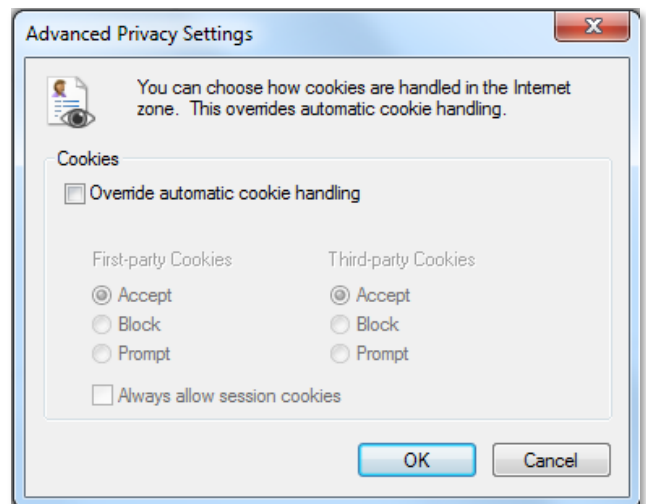
- c. See page 8 to go to the **Internet options** menu;
- d. Select the **Privacy** tab, and under **Settings**, move the slider to **Medium**;



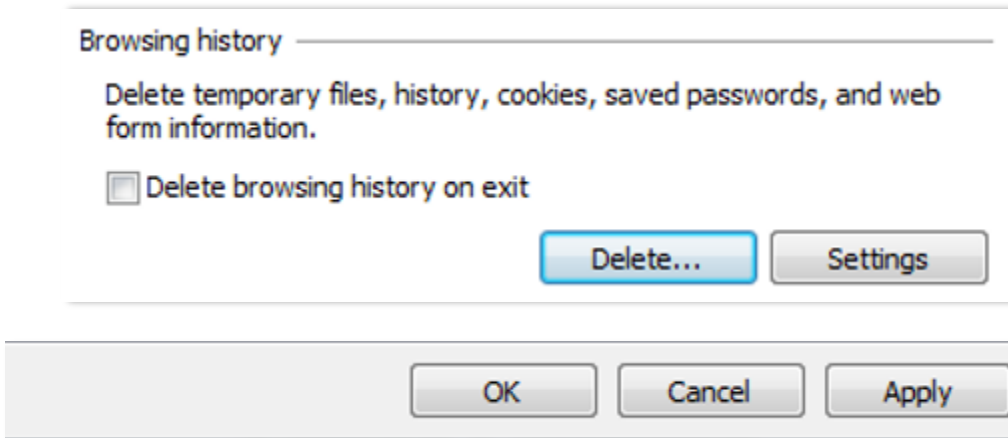
- e. Click the **Sites** button. Enter [www.aholawebpr.com](http://www.aholawebpr.com) and click *Allow*, followed by *OK* and then *Apply*;



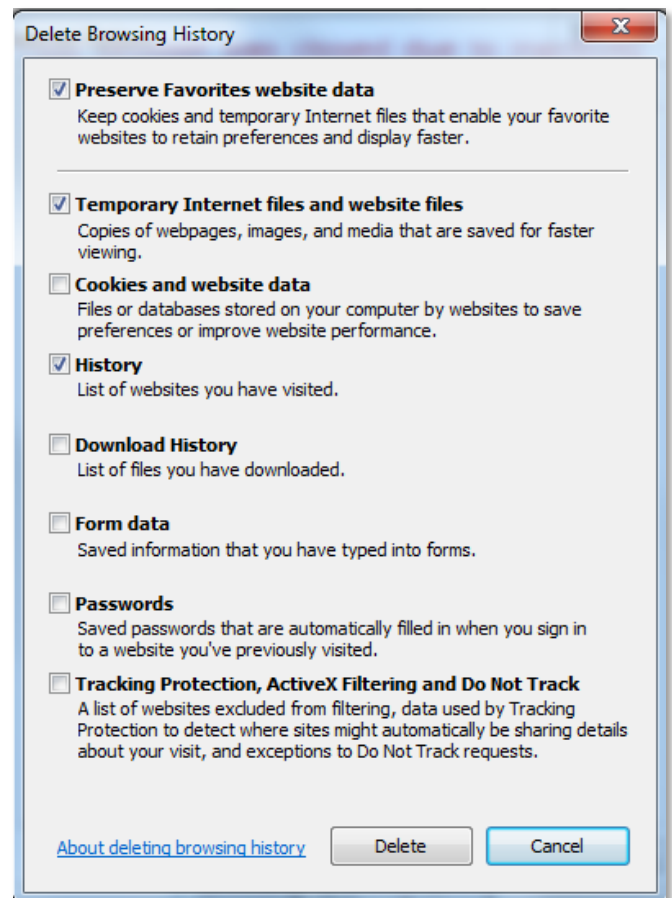
- f. In **Internet Explorer 11**, select the **Advanced** button. If *Accept* is not checked in the *First-party Cookies* column, click the box next to *Override automatic cookie handling*, click *Accept* and then *OK*.



- g. Now select the **General** tab on the Internet Options window and determine whether **Delete browsing history on exit** is checked;
- a. If it is not checked, then click **OK**;



- b. If the **Delete browsing history on exit** button is checked, then click the **Delete...** button. Confirm the options reflect the image below. Click **Cancel**;



- c. Click **Apply** on the Internet Options window and then **OK**.



Infinisource does not officially support Safari or Microsoft Edge, but we do have some people using these browsers:

## Safari

1. From Safari, select Preferences;
2. Click Privacy;
3. Select one of the following “Cookies and website data” option:
  - a. Allow from current website only: Safari accepts cookies and website data only from the website you’re currently visiting. Websites often have embedded content from other sources. Safari does not allow these third parties to store or access cookies or other data.
  - b. Allow from websites I visit: Safari accepts cookies and website data only from websites you visit. Safari uses your existing cookies to determine whether you have visited a website before. Selecting this option helps prevent websites that have embedded content in other websites you browse from storing cookies and data on your Mac.
  - c. Always allow: Safari lets all websites, third parties, and advertisers store cookies and other data on your Mac.

## Microsoft Edge

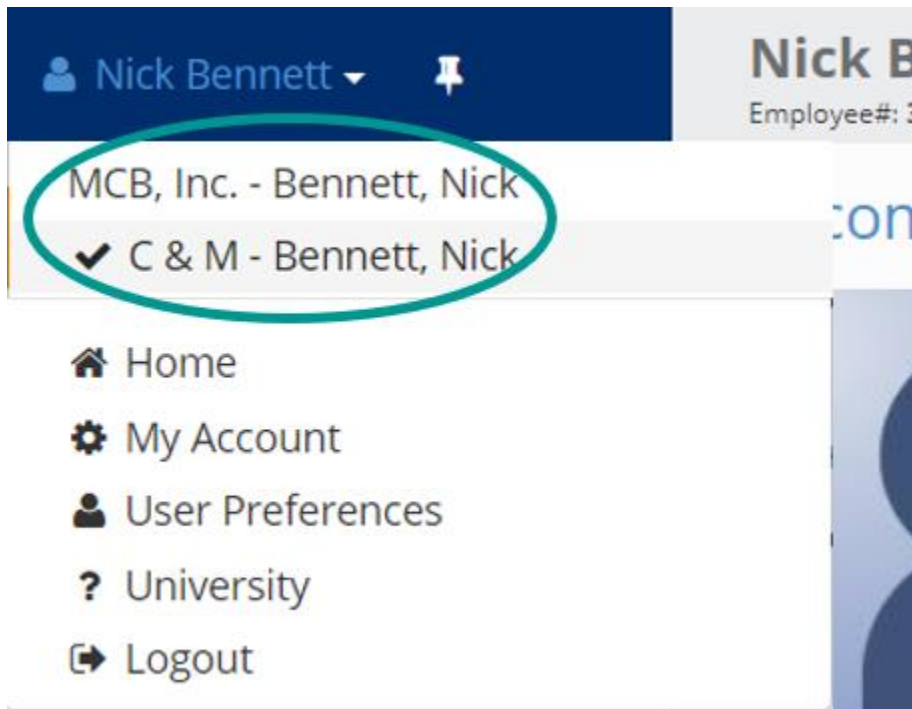
1. In Microsoft Edge, select the three-dot *More Actions* button on the top right;
2. Select Settings and then View Advanced Settings;
3. From the drop-down menu in the Cookies section, select Don’t Block Cookies.

Please be aware there is no guarantee that iSolved will work with Microsoft Edge.



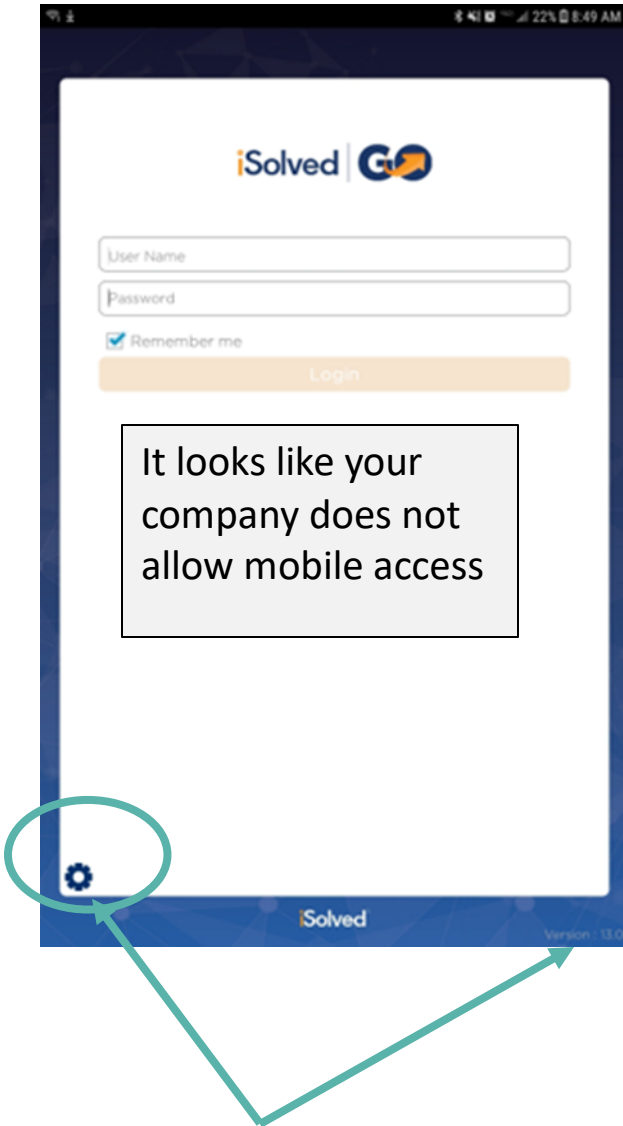
## 8. I used to work for another company that used iSolved. How do I see those paystubs?

Login to your self-service account and click on your name in the short navy-blue bar in the upper left corner of your screen.



You will all companies for which you have an active self-service account. You can select the relevant company and view your pay stubs and W-2s.

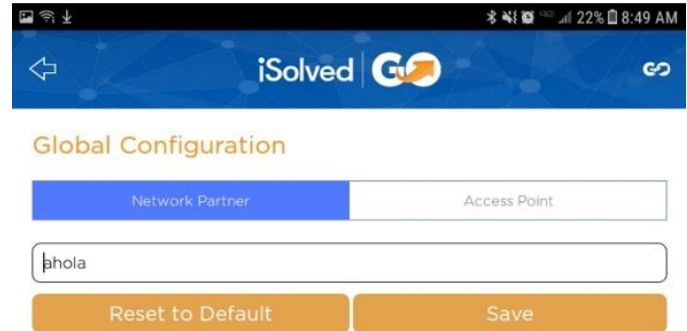
### 9. Why does the iSolved Go mobile app say my company doesn't allow mobile access?



If you receive this message you should first check the Version of iSolved that you have installed. At the time of writing, the most current version is v. 13.1. If you have anything older than this version, please uninstall iSolved Go and download the latest version.

If you have the latest version of iSolved Go but you still receive the message, click the gear icon (circled) in the bottom left corner of your screen.

You will be taken to the Global Configuration screen, where you should enter ahola as the Network Partner ID. Save the information.



You will be taken back to the login screen above where you can enter your email address as your user name and your self-service password.