



Employee Self Service FAQs

Welcome to the isolved People Cloud personalized user experience, a consumer-grade app that exceeds employees' usability expectations and makes it a breeze to access important information. This modern experience is user-friendly, intuitive, and fully responsive across all devices. This app replaces iSolved GO.

Q: Where do employees login?

A: Visit <https://connect.threadhcm.com/cloudservice/login> and enter your Employee Self Service login credentials.

Q: Can employees login on a mobile device?

A: Yes. Open any browser on your mobile device. Visit <https://connect.threadhcm.com/cloudservice/login> and enter your login credentials. Once logged in, you will be prompted at the bottom to install the app to your Home Screen. Tap the share icon in the middle. Select the "Add to Home Screen" link from the list of options. The isolved app will be added to your mobile home screen for simplified access.

Q: How do I view my Paystub on a desktop?

A: To view your paystub, on the left navigation click on **Pay and Tax > Pay History**. To see paystubs from a previous year, click the drop down (located on the right side) and select the appropriate year.

Q: How do I view my Paystub on a mobile device?

A: To view your paystub, click on the hamburger menu icon, and select **Pay and Tax > Pay History**. To see paystubs from a previous year, click the drop down (located on the right side) and select the appropriate year.

Q: How do I submit a Time Off Request on a desktop?

A: Once logged into your account, click on **Time and Attendance > Time Off > +Time Off** located on the right side of the screen. Select the policy you would like to use, review your available balance, and click **Submit**.

Problems logging in? Check out our troubleshooting guide here!

What's included in the personalized user interface?

- Pay history to view earnings at a glance
- Full paycheck details and an archive
- Modern time cards with simplified tracking
- Filterable calendar with access to schedules, absences, and an hourly summary
- Time-off balances and requests
- Year-end forms
- Emergency contacts, beneficiaries, and dependents
- Federal reporting data
- A customized experience at every login

