For help logging in, visit

papertrails.com/help

or contact your employer.

Activate your online account

You will receive an email from 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?

Log in using the isolved People Cloud mobile app (download the app in the Apple or Google Play app stores) or at myhrstuff.com from your computer.

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 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.

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What is multi-factor authentication (MFA)?

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! There are 3 MFA options in isolved. isolved will always ask you to sign in with and setup the more secure methods.

📱 SMS (Text Message) – Basic Security

A code is sent to your phone via text. Easy to use, but more vulnerable to phishing and SIM swap attacks.

🔓 Authenticator App – Stronger Protection

Apps like Google or Microsoft Authenticator generate time-sensitive login codes. More secure than SMS and doesn't rely on cell service.

🔑 Passkey – Best Protection (Recommended)

A passwordless option that uses Face ID, fingerprint, or a device PIN. This is the most secure method. Each device and browser needs its own passkey.

Visit papertrails.com/help for FAQs and videos on how to navigate your MFA options.