

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 reset wizard.



MFA login options

Because your login is the key to your private payroll information, multi-factor authentication is required to sign in. 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 scam 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 PIN. The most secure method. Each device/browser needs its own passkey.

Not getting SMS text codes?

Check your phone's spam folder – that is usually where it went.

On iPhone, go to Messages > Filters > Spam.
On Android, go to Messages > three-dot menu > Spam & blocked.

To stop it happening again, save both isolved numbers as a contact: 256-826-0180 and 740-298-9104.