

## What to do if you are locked out of iSolved?

### Unlocking your iSolved Account

iSolved now allows all users to unlock their own account. Enumerators who are locked out of their account DO NOT need to contact the Budget & Accounting Technician (BAT) or their NASDA Coordinator. ***If a user's account is locked, they can wait 10 minutes and iSolved will automatically unlock their account.*** The user can attempt to log in again and if they have 5 failed attempts, the 10-minute process will be repeated. Although enumerators will have the ability to unlock their account, BATs and Coordinators will still be able to unlock the accounts.

Users who don't remember their password can select the "***Forgot Password?***" link on the login page. It will take them through their security questions, and then allow them to change their password.

### Common Problems Logging in to iSolved

Some enumerators have expressed frustration that they are constantly being asked for an authorization code when logging into iSolved, or the system doesn't recognize your username. **Please remember, you may be required to enter an authorization code again if:**

- *You have not logged in to your account in a long time;*
- *You change web browsers;*
- *Switch back and forth from wifi and cable connection;*
- *Switch back and forth from an iPad to another computer or laptop;*
- *Login from a different geographic location than you normally do.*

### Checklist for Troubleshooting iSolved Login Problems & Possible Solutions

- Make sure you have downloaded/installed the **latest iOS update** on your iPad that was authorized by your NASS RFO team. If you're not sure, please ask your supervisor or NASDA Coordinator.
- When iSolved doesn't recognize a username, that usually means you're trying to access iSolved through a "shortcut" or old link on your iPad or computer homescreen. Make sure you always access iSolved through the **NASDA website** or the iSolved button on the **CAPI Dashboard**. **The correct link to login to iSolved is:**  
<https://payrollnetwork.myisolved.com/UserLogin.aspx>
- Make sure you are entering your **username/login ID** (your email address) **and password** correctly and completely!
- If you enter an incorrect password 5 times, you will be locked out of the system. You will receive a message after each attempt, indicating the number of attempts remaining. After the fifth incorrect attempt, you will be locked out for 10 minutes. After the 10 minutes has

passed, use the “**Did you forget your password**” link to change your password. The system will take you through your security questions again and ask for an authorization code when you change your password.

### **Additional Problems Logging in to iSolved**

- You may need to change **security settings** and enable and **verify cookie settings before** you login to iSolved when using your iPad. On your iPad, **Tap on Settings. Select Safari. Scroll down to privacy and security** on the right. **Tap on** “*Clear History and Website Data.*” When you login to iSolved, you will be required to enter an authorization code once again, but then the next time you login to iSolved, it will remember the device and web browser.