

New User - Accept Invitation Process

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Introduction

Adding a new user is a simple 2-step process.

1. First, an Admin user will create the user in User setup and then send an email invitation to join the rest of the team in *isolved Hire*.
2. Next, the new user will accept the invitation and complete registration and can then log into the system.

This user guide shows you how the registration process is completed from the perspective of the new user.

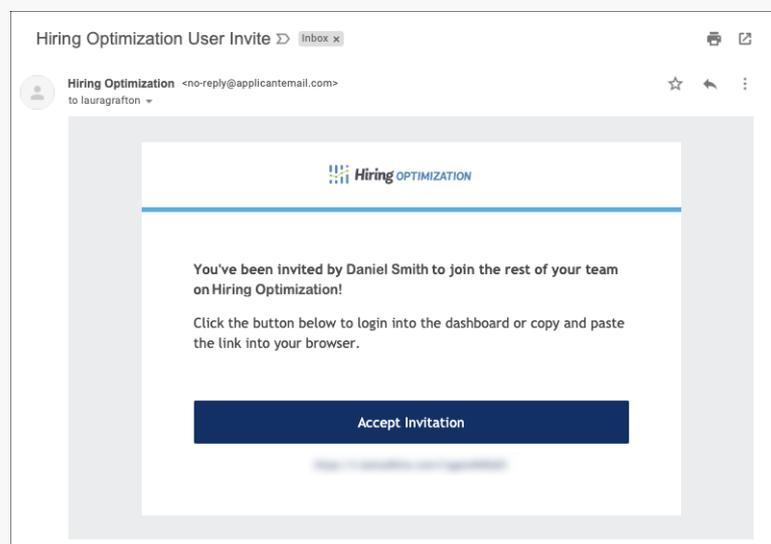
New User Experience

New users will receive an email inviting them to accept the invitation and create a login.

From: no-reply@applicantemail.com

Subject: *isolved Hire* User Invite

The email content will include the name of the Admin user who issued the invitation, and instructions to click the button to **Accept Invitation**.



Once the new user clicks the **Accept Invitation** button in the email, they are directed to the **New User Invite**

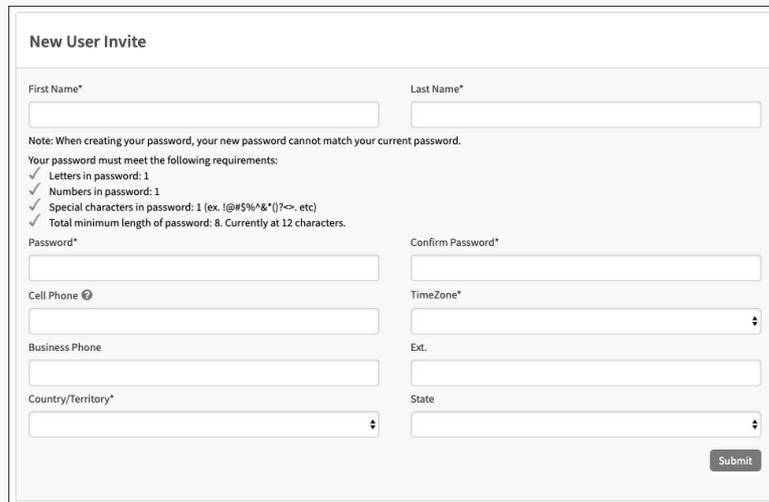
page.

The user will enter their first and last name, create and confirm a password, add cell and business phone numbers, time zone, country and state. Required fields are marked with an asterisk (*).

The default settings for system users passwords are:

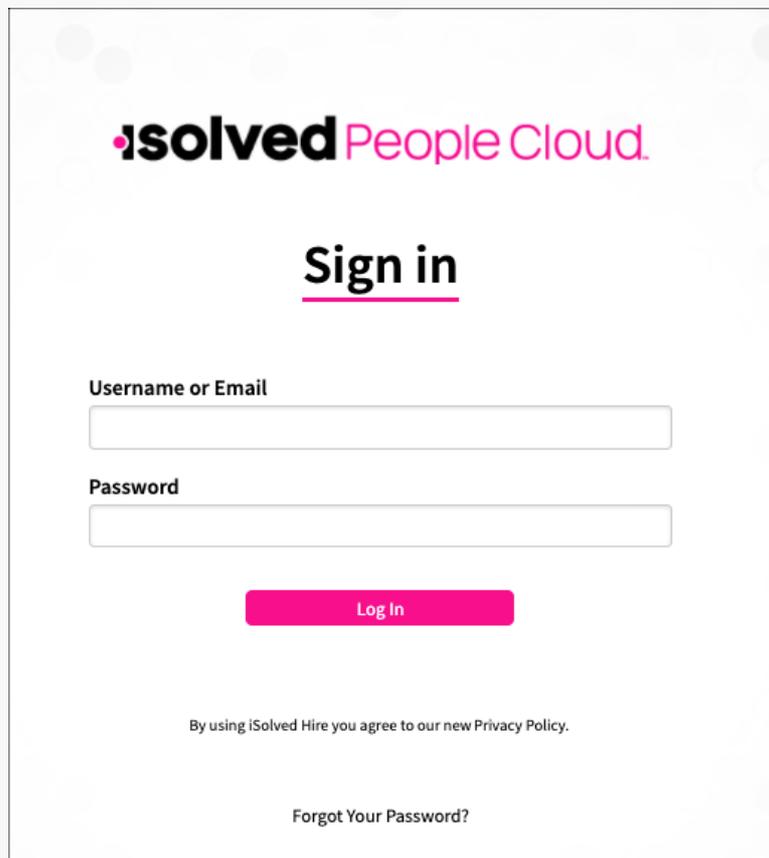
- Include at least one letter
- Include at least one number
- Include at least one special character
- Must be a total minimum length of 8 characters

When the fields are completed, the user will click **Submit**.



The user will be redirected to the admin portal login screen for isolved Hire, where they will enter their email and new password and click **Log In**.

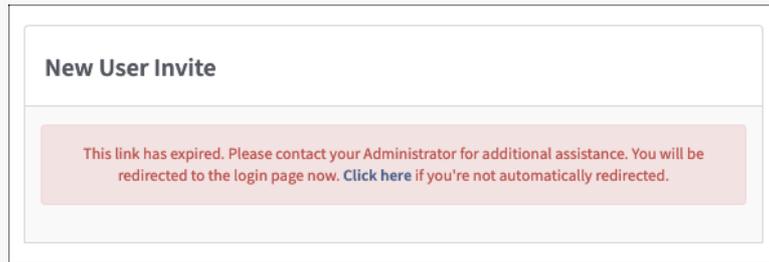
The admin portal can be accessed at any time at: <https://admin.isolvedhire.com>



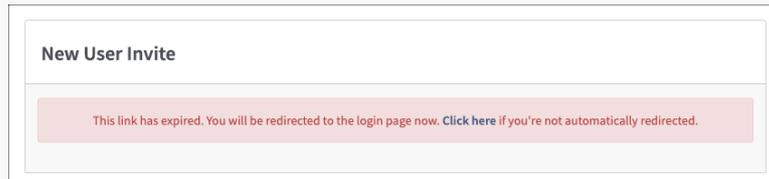
The Accept Invitation link expires after 21 days. If the user clicks the Accept Invitation button after 21 days have passed, a message is displayed saying that the link has expired, provides them additional instructions

and redirects them to the login page.

Admin users can reissue the invitation by clicking the **Action** button for the user and selecting **Send Invite**.



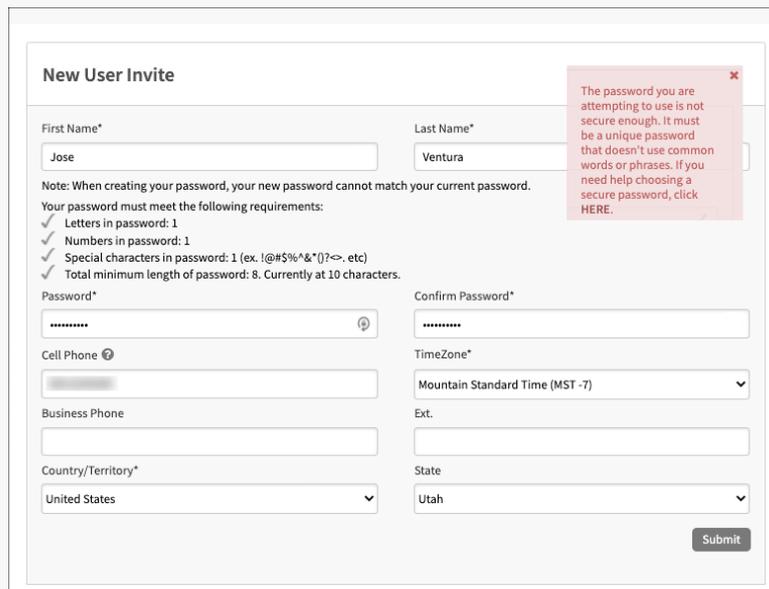
If the user clicks on the Accept Invitation button from the email after completing registration, a message is displayed saying that the link has expired and redirects them to the login page.



As an enhanced security measure, isolved Hire no longer allows easy-to-guess passwords when creating or resetting a password. isolved Hire uses a 3rd party tool to determine if the password can be easily guessed. If an easily guessed password is used, a message is displayed that reads: "The password you are attempting to use is not secure enough. It must be a unique password that doesn't use common words or phrases. If you need help choosing a secure password, click HERE."

If the link is clicked, the user is redirected to: <https://haveibeenpwned.com/Passwords>.

Users must enter a more secure password before the changes are saved.

A screenshot of a "New User Invite" registration form. The form includes fields for "First Name*" (Jose), "Last Name*" (Ventura), "Password*", "Confirm Password*", "Cell Phone", "Business Phone", "Country/Territory*" (United States), "TimeZone*" (Mountain Standard Time (MST -7)), "Ext.", and "State" (Utah). A "Submit" button is at the bottom right. A red warning box on the right side of the form states: "The password you are attempting to use is not secure enough. It must be a unique password that doesn't use common words or phrases. If you need help choosing a secure password, click HERE." Below the name fields, there is a note: "Note: When creating your password, your new password cannot match your current password. Your password must meet the following requirements: ✓ Letters in password: 1 ✓ Numbers in password: 1 ✓ Special characters in password: 1 (ex. !@#\$%^&*()?<=>, etc) ✓ Total minimum length of password: 8. Currently at 10 characters."

Two Factor Authentication

We require system users to provide two factor authentication for security purposes the first time the user attempts to login. Two-factor authentication adds an additional layer of security by requiring a system user to confirm their identity. In this case, the user must have the matching login credentials and be able to access the cell phone attached to their profile. The user provides the code which was sent to them via the cell phone. The user is logged into the system after the credentials and code have been authenticated.

The new user will enter their login credentials and click **Log In**.

The **Two Factor Authentication** page will open and the user will be prompted to send the secure code by text to the number shown on the screen, which is the cell phone number the user entered on the registration form.

For your security, we need to confirm your identity by sending you a secure code through your cell phone.

Send Me a Secure Code By Cell Phone Text

*Click the button to send a text with a secure code to *****-7190. Standard text messaging rates and charges may apply.*

Send Code

The user will click **Send Code** and will receive the code via text message, typically within a few minutes.

Your security code has been sent successfully. Please wait a moment for it to arrive. Enter the code below and click Submit Code.

Secure Code

Submit Code

Send Me a Secure Code By Cell Phone Text

*Click the button to send a text with a secure code to *****-7190. Standard text messaging rates and charges may apply.*

Resend

The user will then enter the secured code they received, and click **Submit Code**.

The user will then be logged into the system.

If the user does not receive a code, they can click **Resend** to resend the code.

A message is also displayed, prompting the user to contact support to update their cell number or if additional assistance is needed.

Please note, secure authentication codes cannot be sent via text to international phone numbers. Users with international numbers can contact our Support team to receive assistance with authentication.

Your security code has been sent successfully. Please wait a moment for it to arrive. Enter the code below and click Submit Code.

Secure Code

Submit Code

Send Me a Secure Code By Cell Phone Text

*Click the button to send a text with a secure code to *****-7190. Standard text messaging rates and charges may apply.*

Resend

Having trouble? Please contact support to update your cell phone number.

The code is sent to the cell phone number the user entered on the registration form.

The code is clearly marked in the text.

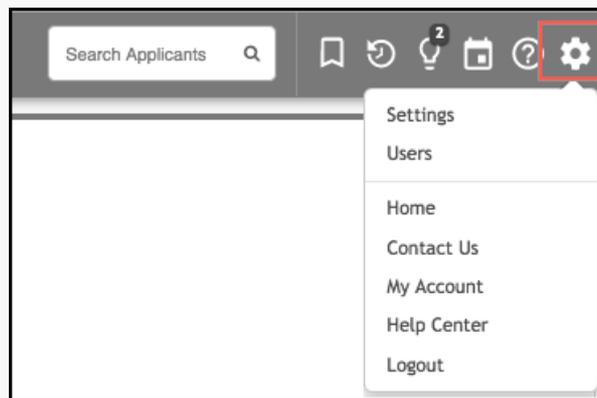
The code will expire after 1 hour. If the code expires or is not delivered, the user can choose an alternate method to receive the code or can click **Send Code** again to receive another code.

The code is delivered via text, the text reads: "XXXXXX is your secure code to sign in to isolated Hire."

Managing their Account

Users can manage their own account from within the system.

Click the **Gear icon** and select **My Account**.



The **User Profile** page will open.

Users can make changes to their own account information, adjust their Applicant Dashboard and Jobs Dashboard Settings and connect a calendar, if desired.

Mary Greenriver
 Last Successful Login: 30-Jul-2019

User Profile
 Here you can edit your personal information, change your password, and update any other information related to your account.

User Settings

Username*

Email*

Password Last Changed: 11-Feb-2019

Time Zone*

Send Inbox Messages as Emails

Contact Information

First Name*

Last Name*

Business Phone

Business Ext

Cell Phone ?

Address

Country/Territory*

State/Province

City

Zip/Postal Code

Common Questions

Why does a new system user need to register?

Self-registration streamlines the process for both Admin users and system users. Admins are now able to add multiple users with the same role and permissions at once, and do not need to create personal passwords for users. System users are introduced to the isolated Hire system and can add their own information, reducing the amount of input from Admin users.

Does the Accept Invitation button link expire?

Yes, the link expires after 21 days. The link also shows expired if the user has already completed registration and clicks the button again.

Who can reset a password?

Admin users can assist other system users in managing their passwords by either sending them a request to update their own password, or can change the password for them.

Does an Admin have to reset passwords for other users?

No; system users can click the **Forgot Your Password?** button on the login screen to reset their own password. They can also manage their password from within the system from the **My Account** page.

What are the password requirements?

To keep ATS information secure, we offer several options for your Organization Password Settings. Here are the system default password requirements:

- 1 Letter in password
- 1 Number in password
- 1 Special character in password
- Minimum of 8 total characters

Can the password requirement settings be changed?

Yes; Admin users can contact the Support Team to adjust password settings, including the number of characters and kind of characters required. Passwords can also include Two Factor User Authentication and the ability to set the number of days before passwords must be reset.

Does the user have to do two factor authentication every time they log in?

No; if the user regularly uses the same browser (e.g. Chrome, Explorer, Safari, Firefox, etc.), their login credentials should be saved with that browser as a cookie. If the user is clearing your cache (clearing cookies) regularly, that cookie is not being saved and the user will be prompted to do 2-step authentication the first time they log in after that. If the cache is being cleared nightly, the user will be prompted to do the authentication step the first time they login. You may want to talk to your IT department to determine which security settings would be best for you so that you and your users do not need to repeat this process frequently.

What if the user doesn't receive an authentication code?

The code will expire after 1 hour. If the code expires or is not delivered, the user can click **Send Code** again to receive another code or contact our support team for assistance.

Does two factor authentication work with international phone numbers?

No; secure authentication codes cannot be sent via text to international phone numbers. Users with

international numbers can contact our Support team to receive assistance with authentication.

Related Articles

[User Roles Overview: Administrator, Managers, Assigned Users, Contacts](#)

[Password Options](#)

[Does the share application via email link expire?](#)

[Does the reference check email link expire?](#)

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