

### Introduction

The purpose of this article is to walk you through how to download and log in to the early access version of isolved's new mobile app. Click [here](#) to view the process for Android users.

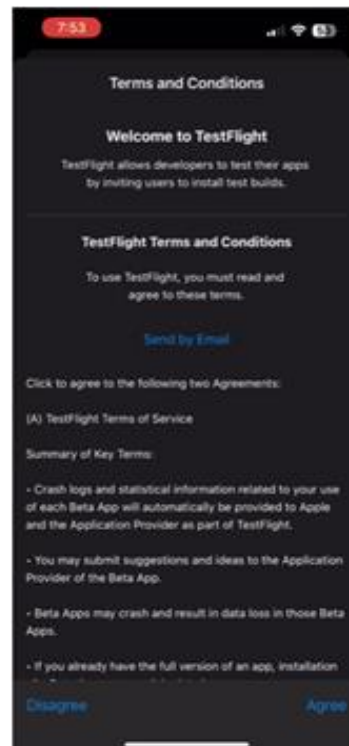
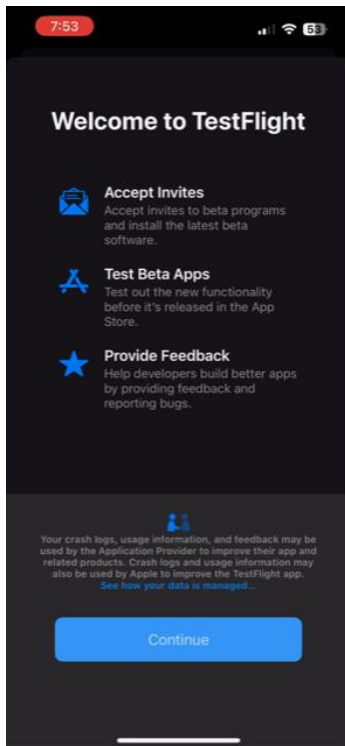
### iPhone Users

#### Download and Set Up Application

1. Download the TestFlight App.

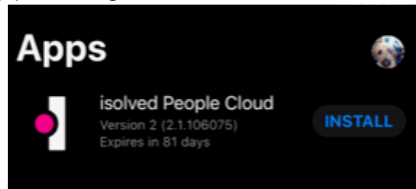


2. From the main screen, press **Continue**, and you will be taken to the Terms and Conditions screen.
3. Press **Agree**.

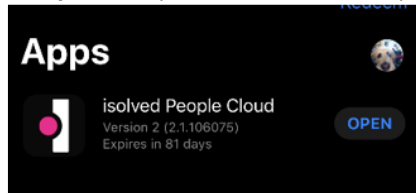


4. Use the following link to install the isolved People Cloud app: <https://testflight.apple.com/join/BaKdHoVD>

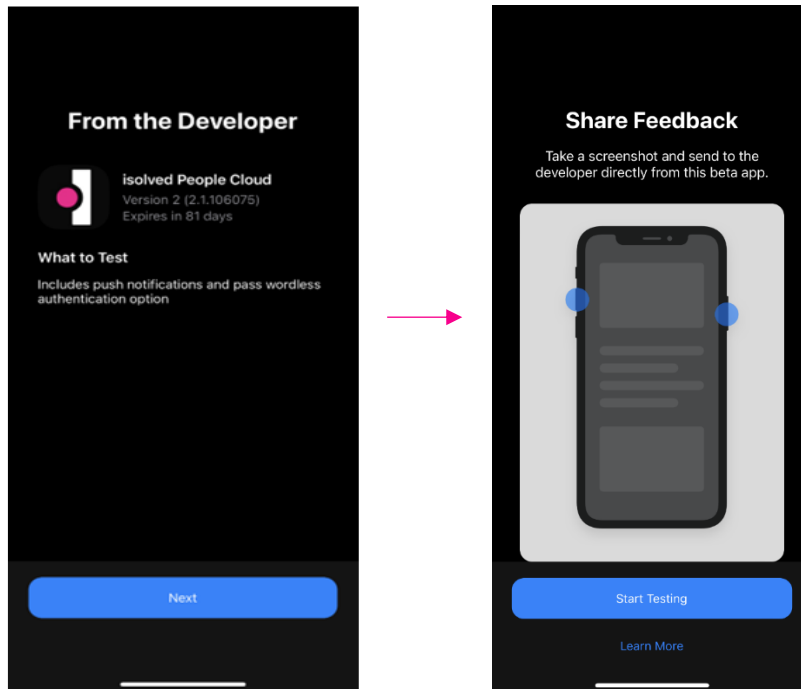
5. Install isolved People Cloud app by pressing the **Install** icon.



6. When installation is complete, press **Open** to open the isolved People Cloud app.

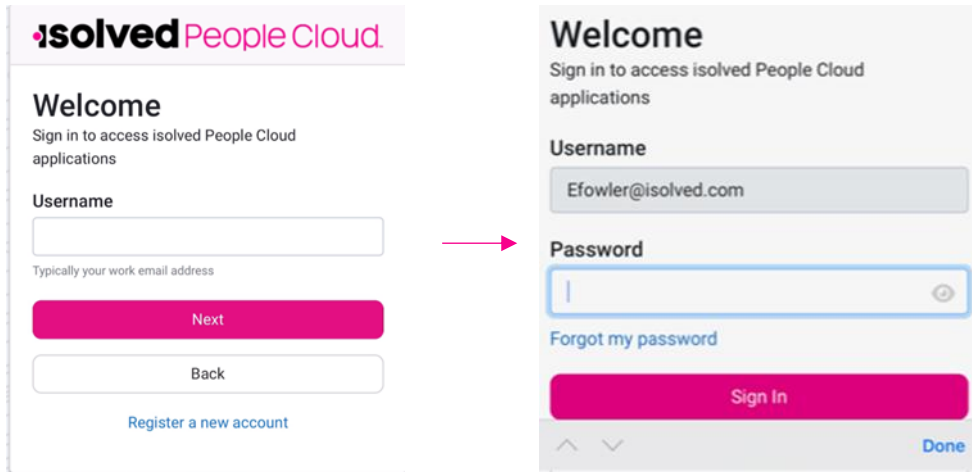


7. Read the instructions on the **From the Developer** screen.
8. Press **Next**.
9. Read the instructions on the **Share Feedback** screen.
10. Press **Start Testing**.

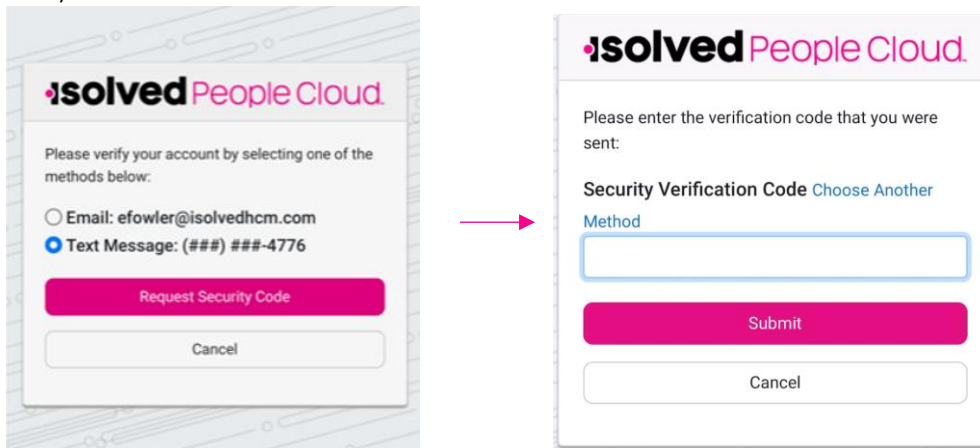


### Login Instructions

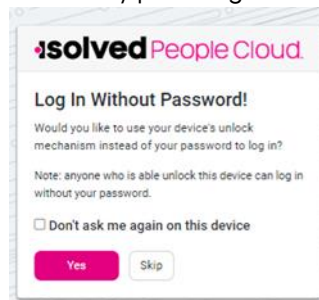
1. On the Welcome screen, enter **Username**.
2. Press **Next**.
3. Enter **Password** and press **Sign In**.



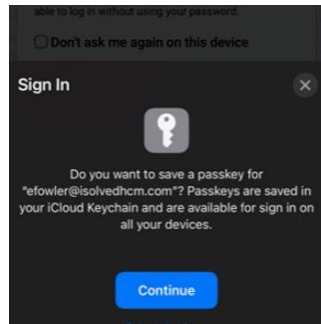
4. Select the method to verify your account. If you do not have a mobile phone number in your account, your only choice will be the email address associated with your account.
5. Enter Security Verification Code.



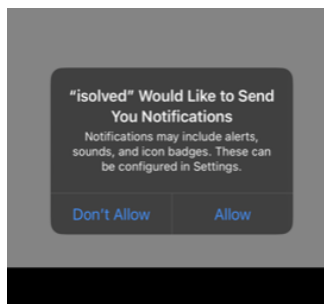
6. You can set up password-less authentication by pressing **Yes** or you can press **Skip** and go to step 9.



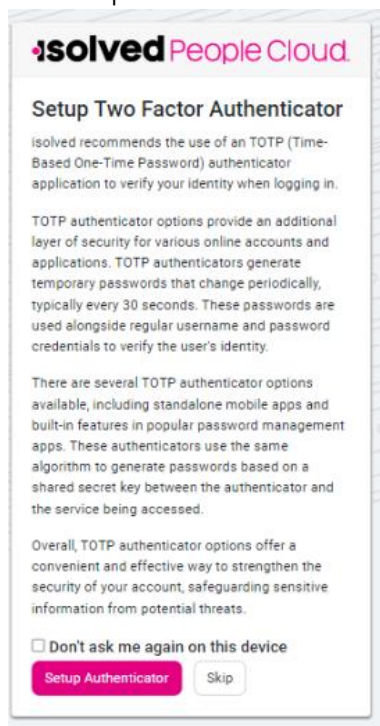
- When you press **Yes** for the “Log In Without Password” option, you are prompted to set up a **Passkey**.



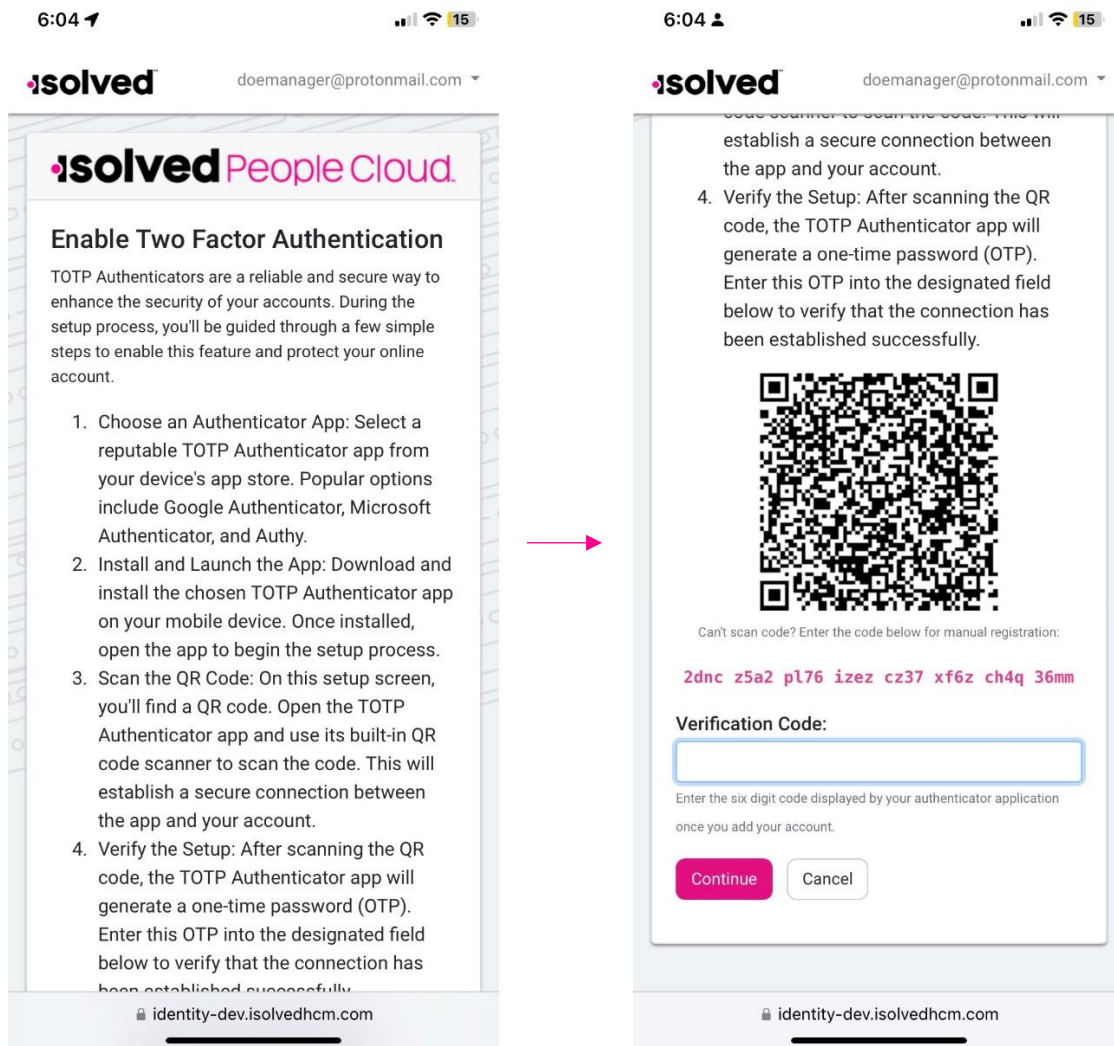
- Press **Continue** and you are logged into the isolved app and prompted with the option to allow Notifications.



- If you skipped steps 7 and 8, a new screen is presented with the following information.



10. Follow the on-screen instructions to set up the authenticator.



Note: you can also press **Skip** on both screens, and you will be prompted to log in using normal credentials each time you log in to the application.

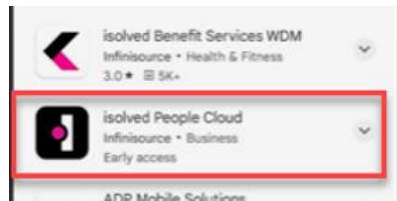
### Tenant ID

Some users may see a screen at login prompting a selection of a Tenant. This occurs if your email address is connected to more than one isolved environment. The Tenant is an identifier which indicates the URL you would typically visit to log in to self-service. Typically, this code is similar to that URL, so for example, if you logged in to xyz.myisolved.com previously to access self-service, you might see a tenant ID option "xyzco". If you need to switch tenants, you can do so by pressing the bell icon in the upper right corner and an option **Switch Tenants** is displayed. Follow the prompts to switch.

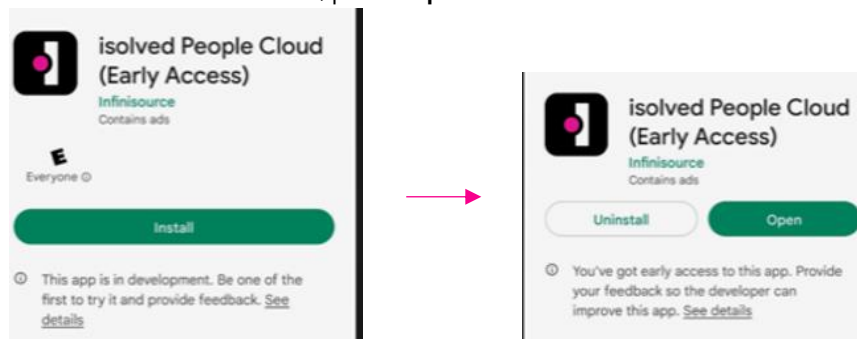
### Android Users

#### Download and Set Up Application

Once your email has been submitted to isolved and we have added your email, you will see the **isolved People Cloud (Early Access)** app in the Google play store.

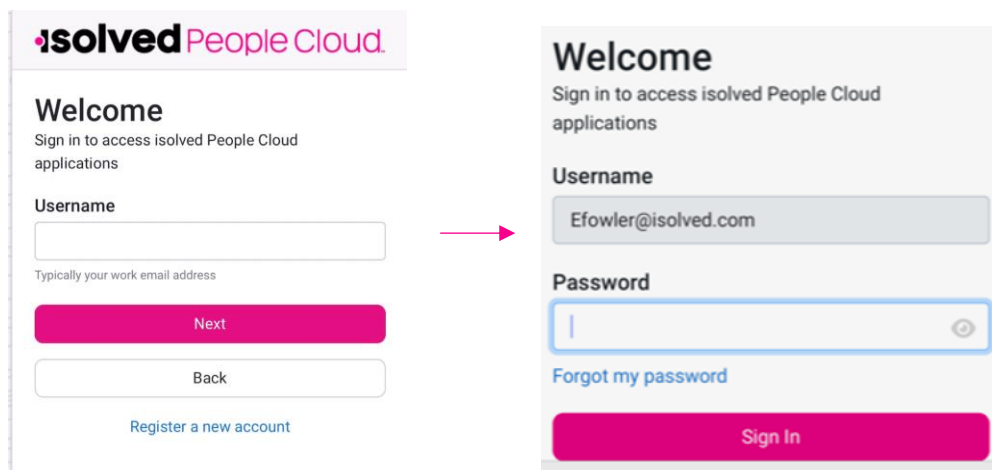


1. Open and press **Install** and once installed, press **Open**.



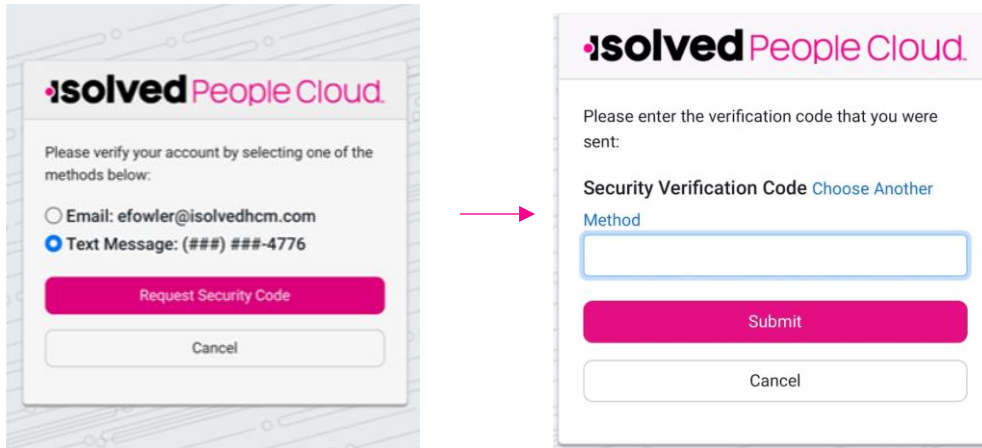
#### Login Instructions

1. Enter **your Username** and press **Next**.
2. Enter **Password**.
3. Press **Sign In**.

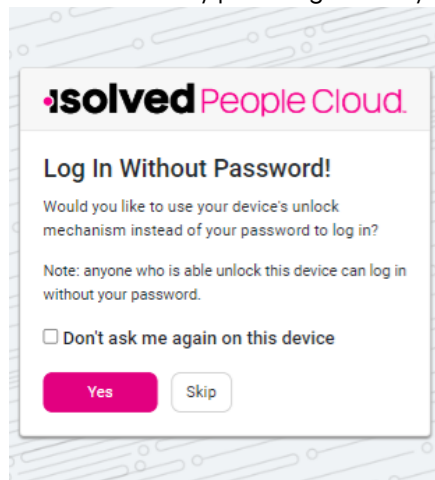


4. Request Security Code via Email or Text message.

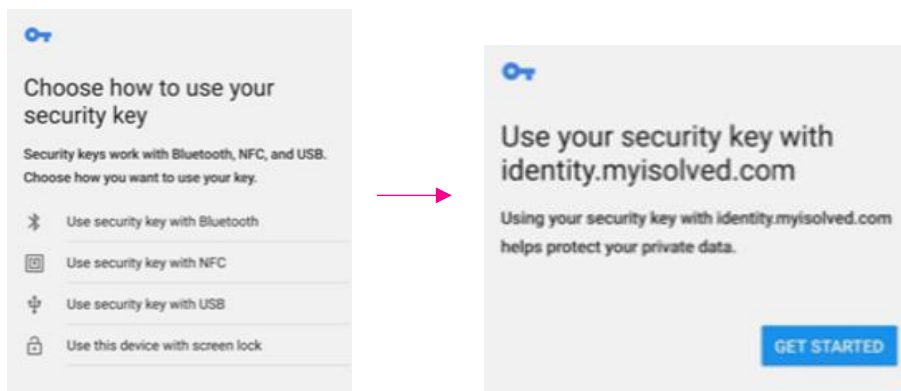
5. Enter the Security Verification Code and press **Submit**.



6. You can set up password-less authentication by pressing **Yes** or you can press **Skip** and go to step 9.

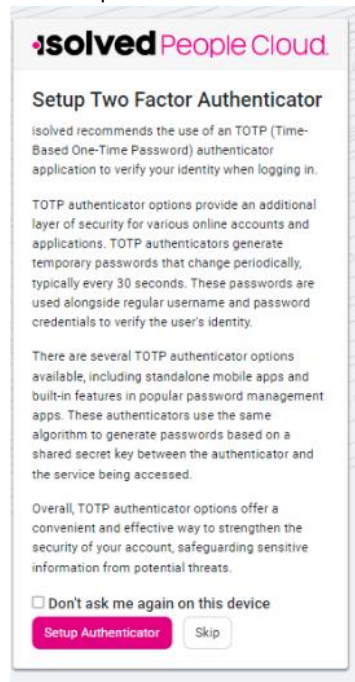


7. When you press **Yes** to Log In Without Password you are prompted to set up a Security Key. Press **Get Started**, then select the best option for you.

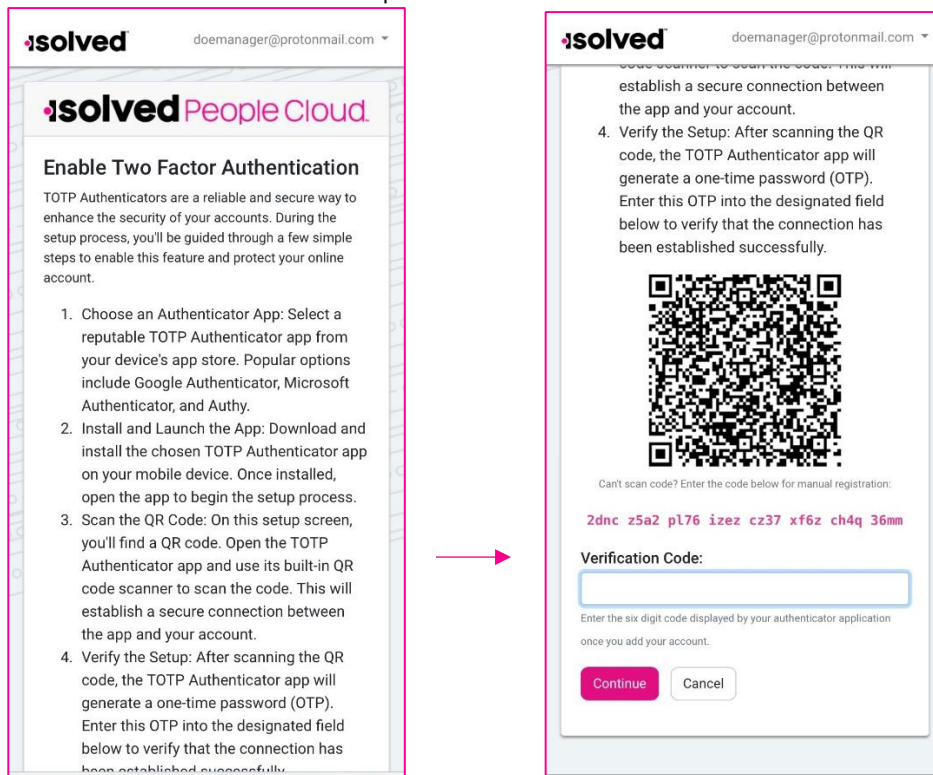




8. If you skipped steps 7 and 8, a new screen is presented with the following information.



11. Follow the on-screen instructions to set up the authenticator.



Note: you can also press **Skip** on both screens, and you will be prompted to log in using normal credentials each time you log in to the application.





[Help Docs](#)

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