

Employee **Welcome & Onboarding** Guide

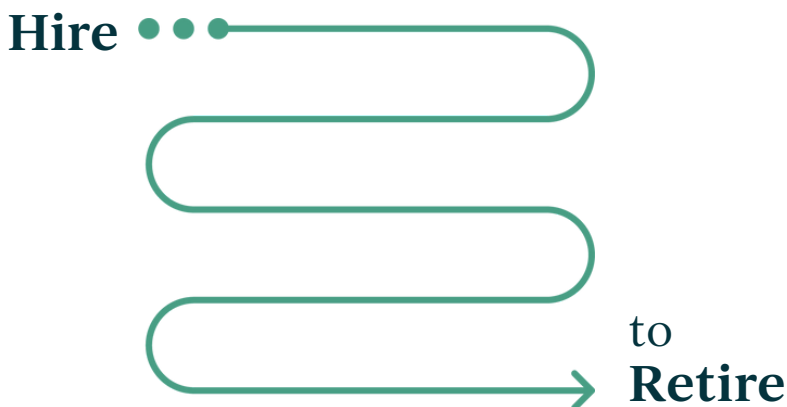


Paper**Trails**

Your path to EMPOWERMENT

We're here to support you through every step of your work journey—from your first day on the job to your well-earned retirement.

A complete employee experience from



Take Control of Your Payroll & HR Info

Access your pay stubs, W-2s, tax info, direct deposit settings, timecards, PTO requests, and more—right from your phone or computer.



Local Support. Real People. Real Help.

We're a Maine-based team helping employees and businesses across the Northeast. While we work directly with your employer, our goal is to make your work life easier—starting with smooth, accurate, and accessible payroll and HR support.

Welcome!

We're so glad you're here.

On behalf of the entire team at Paper Trails, welcome! Your employer has partnered with us to provide payroll, HR, and compliance services to you and your coworkers—and that means you now have access to helpful tools, resources, and support designed to make your work life easier.

Whether you're looking for help onboarding into your new company, want to find out how to check your pay stub, update direct deposit info, track PTO, or explore employee wellness tools, this welcome kit is your first step to getting started.

What you will find inside:

- ✓ How to activate your isolated People Cloud account, log in to your **employee self-service portal and complete onboarding**.
- ✓ Support resources, including **our help center** and what to do if you forget your password.
- ✓ Tips for navigating the **isolated People Cloud mobile app** so you can access everything from your phone or computer.
- ✓ An overview of **wellness tools** you may have access to—like early wage access, financial education, and tax prep integrations.

We're a Maine-based company that's proud to support local businesses and their employees. If you ever have questions, [your first step should always be to reach out to your employer or manager](#)—they'll have the answers or can connect with us directly if needed.

We're excited to be part of your work journey. Let's get started!



Paper Trails

Let's Go!



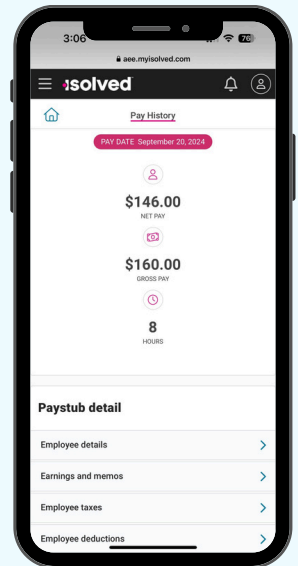
isolved People Cloud

isolved People Cloud gives you access to your employee information—anytime, anywhere. Whether you're checking your pay stub, requesting time off, or updating your direct deposit, it's all right at your fingertips.

What You Can Do

Depending on the level of services your employer has set up, isolved People Cloud gives you access to many tools including

- ✓ Complete **employee onboarding** (if enabled).
- ✓ View your **paystubs and W-2s**.
- ✓ Update **direct deposit** information.
- ✓ Submit and track **PTO** requests (if enabled).
- ✓ **Clock in & out** (if enabled).
- ✓ Access **employee wellness** tools.
- ✓ Enroll in **benefits** (if enabled).



How to Get Started

In order to access the employee self-service portal, you must set-up your account.

- ✓ Look for an email from **PaperTrails@myisolved.com**. It contains a personalized activation link to set up your isolved account.
- ✓ Follow the steps to create your username and a strong password. It is **highly recommended to write down your password and security questions** in a secure place for future reference.
- ✓ Next, we **highly recommended that you set up a passwordless key such as a PIN, Touch ID, etc** as an alternate way to sign in.
- ✓ Once registered, you will be able to log in with your new credentials. **Your username will always be your email address.**

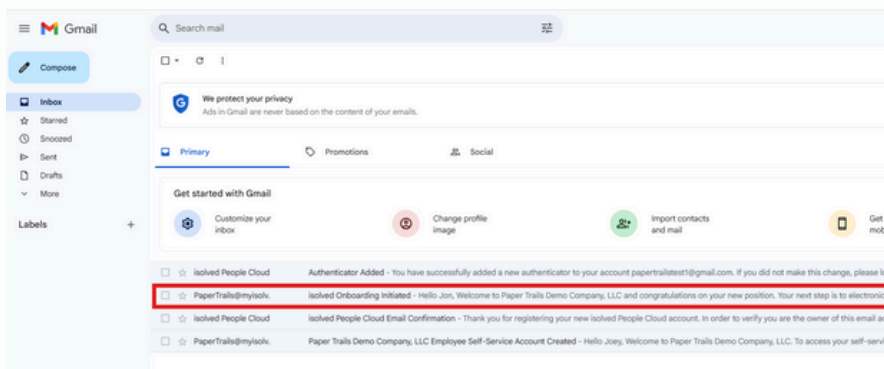
Completing Onboarding

Once you're officially hired, you'll receive an invitation to complete your employee onboarding through isolated People Cloud.

This online process guides you through everything needed to get started—such as entering your personal information, setting up direct deposit, completing legally required forms, and reviewing or acknowledging company documents.

How to Get Started

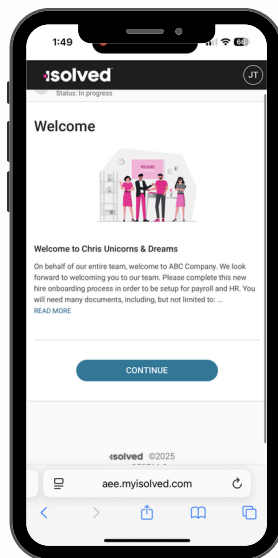
+ To begin the onboarding process, you must open the “isolated Onboarding Initiated” email from PaperTrails@myisolved.com. Click the link in the email to get started.



+ You will need to sign into your isolated People Cloud account if you are not already signed in.

[Remember, your username is your email address.](#)

+ Then hit the “Continue Button” to begin the onboarding process and following along with each step in the wizard.



Tips for a Smooth Onboarding in isolved

- Gather your documents first: Have required ID forms ready (such as a driver's license and Social Security card) for the I-9 process.
- Double-check your information: Verify that all of your information is entered correctly.
- Ask questions if you're unsure: Contact HR or your onboarding coordinator if anything in isolved is unclear or you need assistance.
- Complete tasks early: Don't wait until the last minute—finishing your onboarding steps before your first day helps avoid payroll delays.



There are multiple different sections you must complete as part of the electronic onboarding process.

1 Add Your Personal Information

First, complete your personal profile by entering your contact details and other required information. Be sure to add your emergency contact, as well as any dependents or beneficiaries if applicable.

2 Set Up Direct Deposit

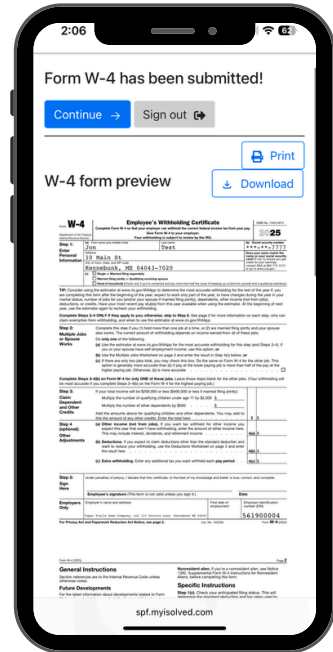
Enter your bank account information to have your pay deposited directly into your account. You can split your paycheck between multiple accounts by selecting either a specific dollar amount or a percentage of pay for each account. If you want multiple accounts, enter sequence 1 for the first account and then “remaining net” for the next account. If you want just everything to go to one account, enter “remaining net” only. Double-check your routing and account numbers to avoid delays in receiving your pay.

The screenshot shows the 'isolved' mobile app interface for setting up direct deposit. At the top, it says 'All fields are required unless marked optional'. The form includes fields for 'Your Name', 'Address', 'City/State/Zip', 'Date', and 'SSN'. Below these are fields for 'Routing Number', 'Account Number', and 'Check Number'. There are also fields for 'Split To The Order Of' and 'Dollars'. A 'Description' field is marked as optional. Under 'Deposit details', there is a note 'Any remaining net pay may be issued by paper check' and a section for 'Distribution details' with radio buttons for 'Flat Dollar Amount' and 'Percentage of Net Pay'. A 'Frequency' dropdown is set to 'Every Pay'. A 'SAVE' button is at the bottom, and the URL 'www.mysolved.com' is at the very bottom.

3 Fill Out Tax Documents

Fill out all legally required forms, including your federal W-4 and any state-specific W-4 forms (if applicable). On the W-4, you'll select your filing status (such as single, married, or head of household) and enter any credits for dependents or other adjustments that may lower your tax withholding.

****If you're unsure about your filing status or how many dependents or credits to claim, consider using the IRS W-4 estimator or consulting a tax professional.****



How to Fill Out Your W-4: Quick Overview



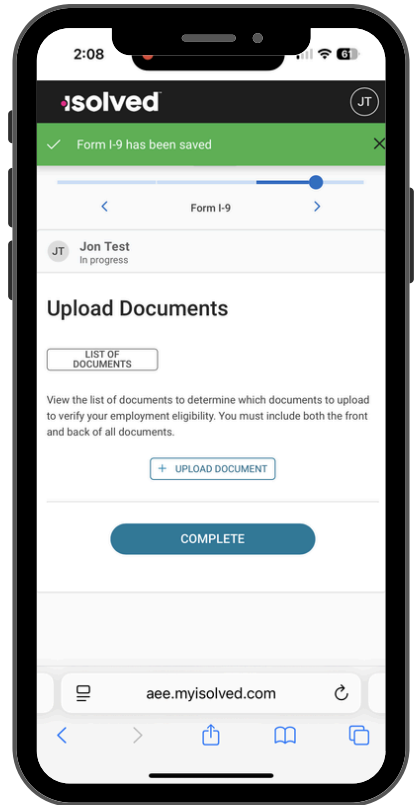
Tip: Most people only complete Steps 1 and 5 below, but Steps 2–4 are generally for advanced tax situations, and they do not apply to the majority of employees. Please consult with your tax advisor if you have questions about how these steps can help you fine-tune your tax withholdings.

1. Enter Personal Info: Add your name, address, Social Security number, and choose your filing status (like Single or Married Filing Jointly).
2. Account for Multiple Jobs or a Working Spouse ([Optional](#)): If you or your spouse has more than one job, use the IRS online estimator, the included worksheet, or check the box to adjust for accurate withholding.
3. Claim Dependents & Credits ([Optional](#)): If you have children or other dependents, you can claim them here to reduce how much tax is withheld.
4. Add Other Adjustments ([Optional](#)): You can include other income (like freelance work), deductions, or request extra withholding if needed. This helps fine-tune your paycheck.
5. Sign & Submit: Once everything looks good, sign, date and submit your form.

4 Complete & Sign the Form I-9

You'll also complete and digitally sign Form I-9 (Employment Eligibility Verification) to confirm your legal right to work in the United States.

As part of this form, you must upload or provide acceptable documents—such as a passport, driver's license, or Social Security card—to verify your identity and employment authorization. The wizard allows you to upload these documents from your computer or mobile device.

A screenshot of a smartphone displaying the 'mySolved' mobile application. The screen shows a progress bar at the top with a green checkmark and the text 'Form I-9 has been saved'. Below the progress bar, the user's name 'Jon Test' and status 'In progress' are displayed. The main section is titled 'Upload Documents' and includes a 'LIST OF DOCUMENTS' button. Below this, there is a text prompt: 'View the list of documents to determine which documents to upload to verify your employment eligibility. You must include both the front and back of all documents.' There is an '+ UPLOAD DOCUMENT' button and a large blue 'COMPLETE' button at the bottom. The bottom of the screen shows a browser address bar with 'aee.mysolved.com' and standard mobile navigation icons.

5 Review Company Documents

Finish off the onboarding process by reviewing any company documents (if provided) during onboarding, such as the employee handbook, company policies, or welcome materials. These documents are designed to help you understand the company's culture, expectations, and benefits.

Contact your manager or HR representative if you need assistance with the electronic onboarding process.



Frequent Questions

How to Access isolved People Cloud

To access the isolved People Cloud employee self-service portal, visit the Apple or Andriod App Store on your device and search for “isolved People Cloud” to download the app.

To access isolved via the internet, visit myhrstuff.com.

Oh No, I Forgot My Password! What Do I Do?

Unfortunately, if you forget your password, Paper Trails or your employer cannot reset it for you. You must use the “Forgot My Password” button.



First, be sure that you are at the correct page. You must be using the **isolved People Cloud mobile app** or myhrstuff.com.



Enter your username (**always your email address**) and hit continue.



Click the “**Forgot My Password**” button and follow along with the reset password wizard.

How to use multi-factor authentication?

Your payroll information is highly sensitive, and we employ advanced technology to protect it. We require multi-factor authentication to prevent bad actors from accessing your payroll information.



SMS (Text Message) Code

A code will be texted to your mobile phone each time you log in.



Passkey

Use a biometric login (like Face ID) or a security key.

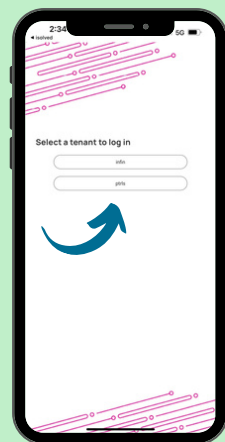


Authenticator App (Most Secure Option)

Use an app like Google Authenticator, Microsoft Authenticator, or Authy to generate time-based codes directly on your phone.

What If I'm Asked to Choose a Tenant?

When you log into isolated, you may be asked to choose a "Tenant of isolated." If this is the case, select the "PTRLS" option, as this is the Paper Trails version of isolated.



Help Resources

We get it—tech can be tricky sometimes. Whether you're having trouble logging in, forgot your password, or just aren't sure where to click, we've got you covered.

1 Start with Your Manager or Employer

If you're running into issues with your isolated account, **your manager or employer should be your first stop.** They're familiar with your setup and can usually help you resolve things quickly and easily.

2 Visit Our Help Center

Still stuck? Head over to papertrails.com/help. There, you'll find:

- * Step-by-step login instructions
- * Video tutorials for navigating the app
- * Guides on viewing paystubs, updating direct deposit, requesting time off, and more!



Important Security Reminder

For your privacy and protection, Paper Trails cannot fulfill requests for paystubs, W-2s, direct deposit changes, or personal information updates via email. These types of changes must be handled through your isolated account or by working directly with your employer.

Training & Education

At Paper Trails, we believe that knowledge is power, which is why we offer an extensive range of training and educational resources to support you. We are dedicated to [empowering you with the information and skills needed](#) to successfully manage your payroll and HR needs.

The isolated University

We highly recommend that you take the time to [make an investment in educating yourself on how to best utilize isolated People Cloud](#). The University has great short classes and help guides on how to navigate your employee portal.

Visit learning.isolated.com and sign in with your isolated People Cloud credentials. In the university you can find classes that help with:

- * Viewing and understanding your paycheck and/or W-2s
- * Timekeeping basics like clocking in/out and requesting time off
- * Enrolling in and viewing benefits (if available)

The Paper Trails Blog

Have questions about your paycheck? Curious about new laws like Maine's Paid Family and Medical Leave?

We've got answers—and we're breaking it all down in simple, straightforward language on the Paper Trails Blog. Whether you're navigating your first job, figuring out how taxes work, or trying to understand a new benefit your employer offers, we've got your back.

Example: Ever wonder why your final paystub doesn't match your W-2?

While both documents show your earnings for the year, they report different types of information. Your final paystub includes total gross pay and deductions—like health insurance or retirement contributions—while your W-2 only reflects your taxable income.



Check it out at papertrails.com/blog,

Employee Wellness Tools

Through isolved People Cloud, your employer and Paper Trails have teamed up to provide access to several financial wellness tools designed to support your well-being beyond just payday.

These tools are [easy to access right inside your employee portal](#)—and they're built to help you make the most of your paycheck, improve your financial health, and save money in everyday life.

Here is what you may have access to:

The Employee Marketplace

Discounts & Cash Back on Things You Love

The isolved Discount Marketplace gives you access to exclusive savings and cash back offers on thousands of products and services that you use everyday.

You'll find deals on:



Travel (hotels, flights, car rentals)



Events (concerts, movies, sports)

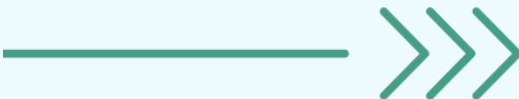
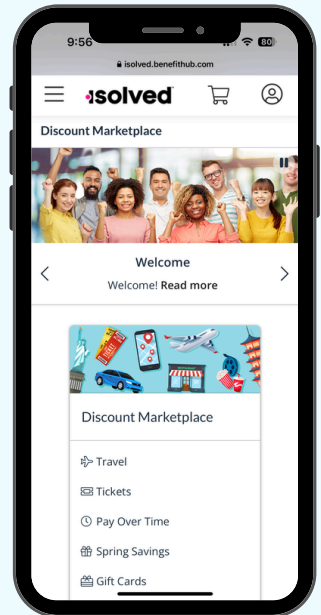


Dining and wellness (restaurants, gyms)



Electronics, apparel, and more

With savings of up to 20% and cash back offers across many categories, this free benefit could save you up to \$4,900 a year just by making everyday purchases.



ZayZoon (if enabled)

Access Your Pay When You Need It

Need money before payday? ZayZoon gives you secure, on-demand access to the wages you've already earned—no more waiting for the next payroll cycle.

With ZayZoon, you can:



Access up to \$200/day or \$1,000/pay period



Transfer to your bank, Venmo, or a digital gift card (some options are fee-free or include bonuses!)



Use ZayZoon's free financial education platform to learn about budgeting, credit cards, mortgages, and more

ZayZoon helps reduce financial stress—making it easier to focus at work and avoid costly payday loans. It's available 24/7 and doesn't require any credit check.

FinFit (if enabled)

A Personalized Financial Wellness Hub

FinFit is a one-stop shop for managing your money, building credit, and accessing financial resources—all tailored to your personal situation.

With FinFit, you can:



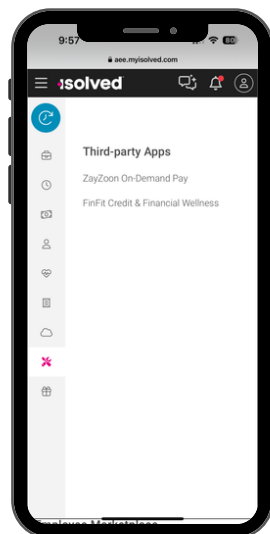
Take a personalized financial health assessment



Get 1-on-1 financial coaching



Explore options for loans, credit, and student debt support



Whether you're just starting your financial journey or looking to level up your money game, FinFit has tools to help—at no cost to you.

TurboTax

Fast, Accurate Tax Filing with W-2 Import

Tax time just got easier! Through our integration with TurboTax, you can import your W-2 directly from isolved into TurboTax—no typing or data entry needed.

Once your W-2 is available in isolved, just log into TurboTax and enter your employer's Federal Employer Identification Number from Box B and you're all set! It's quick, secure, and can save you time and stress!

The Work Number by Equifax

Automated Income & Employment Verifications

Need to verify your employment for a loan, credit application, or housing? The Work Number by Equifax makes it easy—and fast—to get those verifications done securely.

Your income and job info are verified automatically—no need to bug your manager or wait days! The Work Number keeps your personal data secure and reduces the risk of fraud, all while improving your chances of getting faster approvals for credit, housing, or government benefits.

rapid! PayCards (if enabled)

Get Paid Without a Bank Account

Don't have a traditional bank account? The isolved PayCard powered by rapid! lets you receive your pay electronically and securely—without the hassle of paper checks.

rapid! PayCards work just like direct deposit—your pay lands on your card automatically on payday with low to no fees. Perfect for employees in hospitality, retail, or agriculture—or anyone who needs a flexible way to manage their pay.

Ask your employer about signing up for a rapid! PayCard.

Social Media

Stay connected with Paper Trails and [never miss out on the latest updates, insights, and resources](#) to help you make the most of your payroll and HR needs. By following us on social media, you can stay in the loop with:

Isolated People Cloud Updates

We share updates and new features available in the isolated People Cloud system so you can get the most out of your employee self-service experience. From ways to request PTO to mobile app improvements, following us means you're always up to speed with what's available at your fingertips.

Fun Payroll and HR Videos

Yes—fun and payroll can live in the same sentence. Our short videos break down common workplace topics like “Why your paycheck looks different this week” or “What’s the difference between a W-2 and a 1099?” in a quick, engaging way. No boring jargon, just real talk to help you understand the things that affect your workday and paycheck.

Discover Employee Perks & Tools

Learn how to take full advantage of employee benefits like ZayZoon, FinFit, and the Employee Discount Marketplace. We share tips, how-tos, and updates so you never miss out on saving money or accessing the tools that come with your job.

Follow @papertrailspayroll on



Find us online at
papertrails.com



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