Our NEW isolved release goes live:

July 25, 2025

Release v11.10 has some exciting new additions! We are working hard to provide the best tools for you and your team.

In this release:

- **Time:** Occurrence Tracking Negative Accumulations Toggle
- **AEE:** Time Card Review/Excuse Alerts, Old Time Card Sunset
- **Platform:** ESS and Client User MFA Settings Pages, Medium Security Flows and Phone Number Entry, Direct Deposit MFA
- **ATS:** Chat to Apply

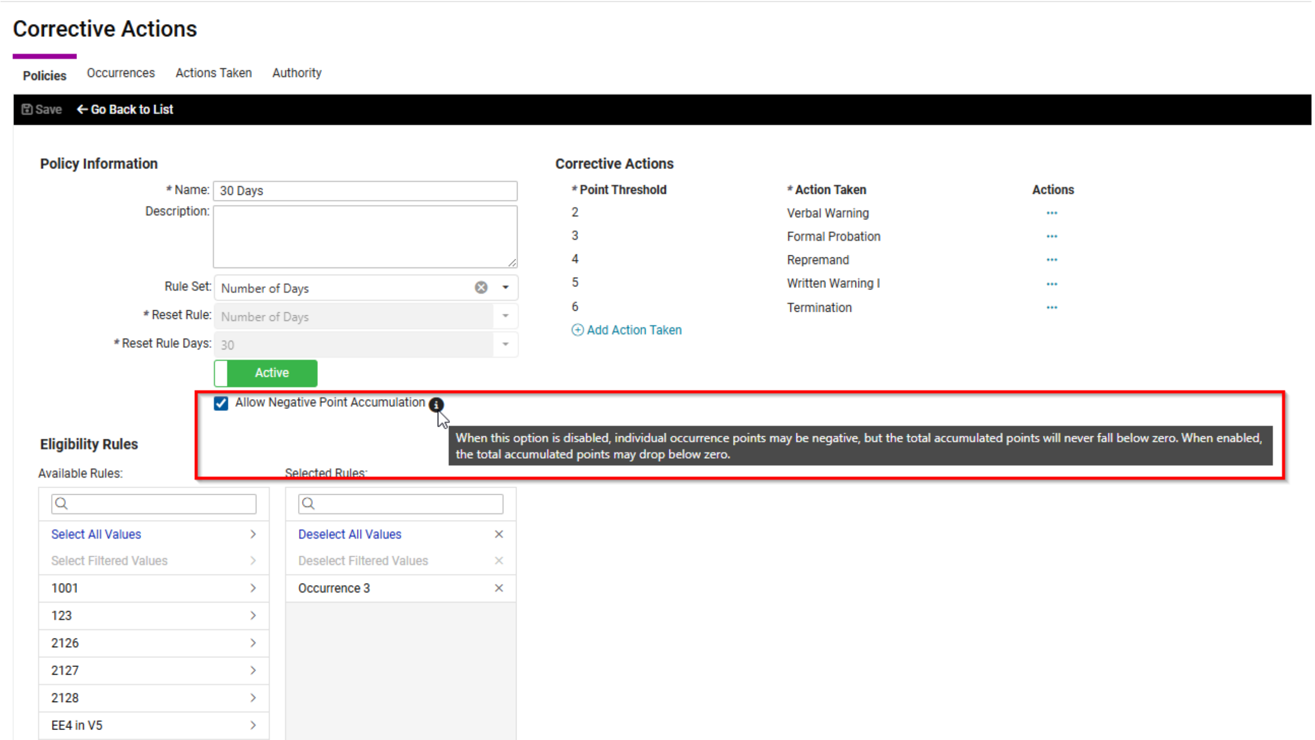
Time

Occurrence Tracking Negative Accumulations Toggle

Adding a new checkbox/toggle for **Allow Negative Point Accumulation** under the Active/Inactive toggle within the Corrective Actions > Policies tab. This option will control whether an employee's total occurrence point accumulation is allowed to drop below zero.

- **Checkbox/Toggle Addition:**
    - Under the "Corrective Actions" and "Policies" tab, add a checkbox/toggle labeled **Allow Negative Point Accumulation**.
    - This option controls whether an employee's accumulated occurrence points can become negative.
- **Help Text & Informational Icon:**
    - Place an informational icon next to the checkbox/toggle.
    - On hover, display the help text:
      "When this option is disabled, individual occurrence points may be negative, but the total accumulated points will never drop below zero. When enabled, the total accumulated points may drop below zero."
- **Default Setting:**
    - The default state of **Allow Negative Point Accumulation** should be **enabled** to maintain the current behavior for existing client setups.
- **Point Accumulation Logic:**
    - **When Disabled:**
        - Ensure that the total accumulated points do not fall below 0.00.
        - For instance, if an employee has 0.5 points and a deduction of 1 point is applied, the total should be capped at 0 (not -0.5).
    - **When Enabled:**

- The system should allow the total points to go negative if a deduction results in a negative balance.



Adaptive Employee Experience

Time Card Review/Excuse Alerts

This update introduces a streamlined interface for managing alerts within the AEE Time Card. Users can now review, excuse, or update alert details directly from a centralized modal interface, improving efficiency and usability.

Key Highlights:

- **Centralized Alert Management:** From a single interface, users can update alert statuses (e.g., “Review,” “Excuse”), add/edit notes, and use a new **“Edit Alert Details” modal** to manage alerts for punches, hours, and shifts.
- **Enhanced User Experience:** Alerts display key details like time, name, severity, and audit trail information for reviewed or excused statuses, with a fully responsive modal optimized for desktops, tablets, and mobile devices.
- **Role-Based Access**: The **pencil icon** for editing alerts is displayed conditionally based on user permissions, ensuring only authorized users can manage alert details.
- **Audit Trail Visibility**: Detailed records of who reviewed or excused alerts, along with timestamps, are displayed for improved accountability.

Benefits:

- **Streamlined Workflow**: Simplifies the process of reviewing or excusing alerts with a unified interface.

- **Improved Accessibility**: Fully responsive design ensures usability across all devices.
- **Enhanced Security**: Role-based access ensures only authorized users can edit alert details.
- **Transparency**: Audit trails provide clear visibility into alert updates and actions.

Old Time Card Sunset

With this release, we are removing legacy references to the old “Time Card” V1 functionality and the associated BETA labeling from both the navigation menus and the top page tabs. This update ensures that end users are solely directed toward the new “Time Card” functionality.

While the UI elements are updated to reflect the new naming conventions (removing “(BETA)” wherever applicable), the legacy supervisor/manager time card approval and modification processes will remain in place until future business decisions are made.

Platform

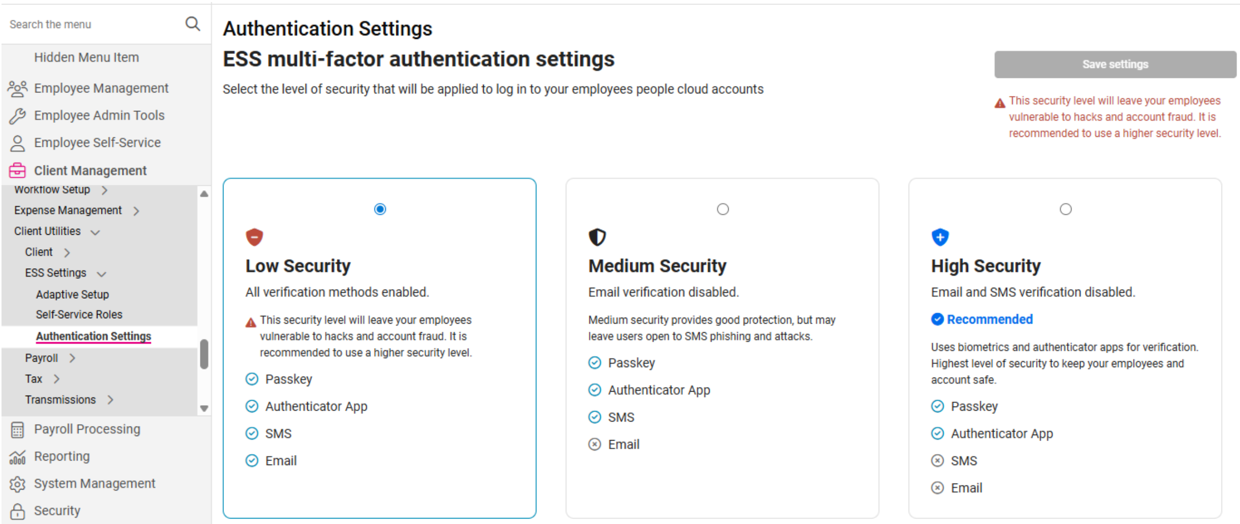
ESS and Client User MFA Settings Pages

We are adding the ability for the MFA configuration and security level for Client and ESS users will be controllable at the client level. As fraud and security concerns continue to be of the utmost importance, we are empowering our clients to choose what suits their business most. Enhancements include:

Key Enhancements:

- New MFA Settings Pages:
  - A dedicated page to update MFA settings at the Client User and ESS User levels.
- Security Level Options:
  - Low Security: Allows all current MFA options.
  - Medium Security: Disables email as an authentication method.
  - High Security: Disables both email and SMS options.
- Centralized Control:
  - MFA settings now accessible at the client level, streamlining management for different user groups.

These options will be defaulted to the Low Security setting. If you are interested in updating your MFA security level, please reach out to your support representative.



Medium Security Flows and Phone Number Entry

Changes to the login flow for users with medium security levels will now allow users to update their account with a phone number if they don't already have one!

Direct Deposit MFA

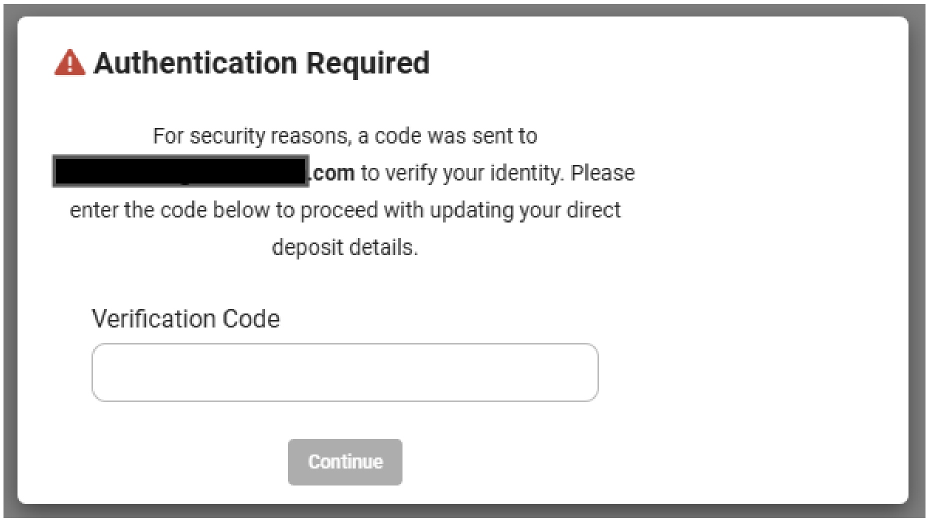
Enhanced Security for Direct Deposit Updates with Multi-Factor Authentication (MFA)

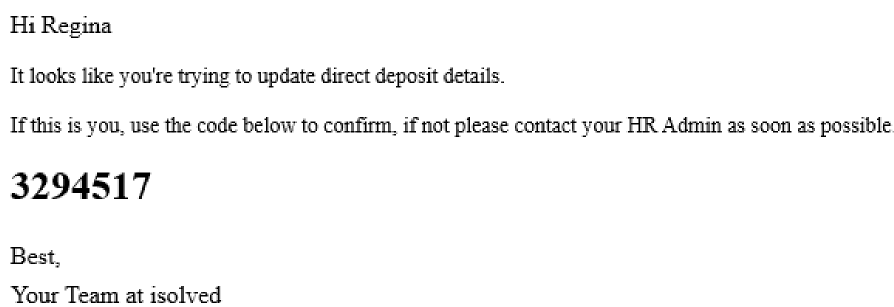
We are committed to protecting your sensitive information and ensuring a secure user experience. To help prevent fraudulent changes to banking details, Multi-Factor Authentication (MFA) is now required for all direct deposit updates in Administration (Classic isolved). This applies to all user types, including Service Bureau, Partner, Client, and Employee Self-Service (ESS) users.

This additional layer of security ensures that only authorized individuals can make updates to direct deposit information, safeguarding your financial data from unauthorized access.

What You Need to Know:

- **Automatic MFA Prompt:** MFA will automatically prompt you to verify your identity when you attempt to save direct deposit changes. No setup is required, just follow the on-screen instructions to authenticate.




Hi Regina

It looks like you're trying to update direct deposit details.

If this is you, use the code below to confirm, if not please contact your HR Admin as soon as possible.

3294517

Best,
Your Team at isolved

- **Streamlined Session Experience:** Once authenticated, you can make multiple updates during the same session without needing to re-authenticate for each change.

This update is designed to provide a smoother, safer experience while maintaining the highest standards of security.

Applicant Tracking System

Chat to Apply

We're excited to introduce a powerful new application process designed to help you fill entry-level roles faster and more efficiently: Chat to Apply! This feature was released on 7/16/2025 for Attract & Hire customers.

For industries that rely on consistent staffing, quickly filling entry-level positions can often be critical to avoid disruptions in productivity and quality. Chat to Apply helps you stay ahead by diminishing the time between a candidate's initial application and booking their interview, keeping qualified candidates engaged and your operations running smoothly.

With Chat to Apply, applicants who meet your basic qualifications can schedule an interview via Cronofy immediately after submitting their application. That's right! As soon as their application processes, candidates that meet basic qualifications will be redirected to book their interview and (hopefully!) fill your open seat. This seamless experience not only accelerates your hiring funnel but also boosts applicant confidence and interest in your available opportunities.

What to Know

- Admins and posting managers can activate Chat to Apply by toggling "Enable Chat to Apply on this Listing" within the Cronofy component of the desired job listing, as long as Cronofy and Chat to Apply are enabled for the organization.
- Chat to Apply offers enhanced visibility for the jobs you need filled the most. By default, all live Chat to Apply-enabled jobs appear at the top of your career site's search results. Want to opt out of default sorting? Simply reach out to your representative and we'll get you taken care of.
- Qualified applicants will be redirected to book an interview through Cronofy as soon as their application has processed. Whether an applicant is considered qualified or not will be based on the Job Questions attached to a job listing. For high quality candidates, make sure to double-check those questions and disqualifiers!
- Chat to Apply offers immediate booking, paired with flexible follow up. If an applicant can't schedule immediately, they'll receive a booking link via their preferred communication method. This is a fantastic way to make sure applicants can still book with you, even when life gets in the way.

Getting Started

Ready to use Chat to Apply? Keep these things in mind:

- Cronofy and Chat to Apply must be enabled for your organization. To ensure both features are enabled, reach out to your representative.
- Cronofy templates must be set up accurately with up-to-date availability for relevant hiring managers. Make sure to double check those planners before moving forward with Enabling Chat to Apply on a job listing.
- At least one interviewer must be connected to Cronofy, or the booking link won't work properly.

Need help? Our Help Center has step-by-step guides and troubleshooting tips to get you up and running, or you can contact our support team.

In this job market, talent waits for no one. Good thing Chat to Apply just made hiring the easiest part of your day. **Ready, Set, Interview.**