

Perform these 7 Steps to avoid any iSolved issues:

1. Save any form you may be working on and logout of MOST and logout of iSolved.
2. Press the iPad home button quickly 2 times
3. Swipe up to close all windows except what looks like a smaller version of the icons on the home screen.
4. Press the iPad home button once to restore the icons to full size.
5. Press and hold any icon until they all start to wiggle.
6. Drag ALL iSolved icons to the “Do NOT Use” folder.
7. Press the iPad home button once to stop them from wiggling.

These 7 steps should only have to be performed once to ensure a fresh iSolved setup.

Then from this point on ALWAYS access iSolved by touching on any iSolved button or word found on the MOST page, NASDA website or the GLR enumerator website.

NEVER use any iSolved icon located on the iPad home screen. If iSolved is opened directly from the iPad home screen it automatically runs in full screen mode causing it to malfunction.

Every time you use the iPad to access iSolved check to see: “payrollnetwork.myisolved.com” at the top of the screen directly beneath the time. This ensures you are accessing iSolved through a Safari window and not in full screen mode.

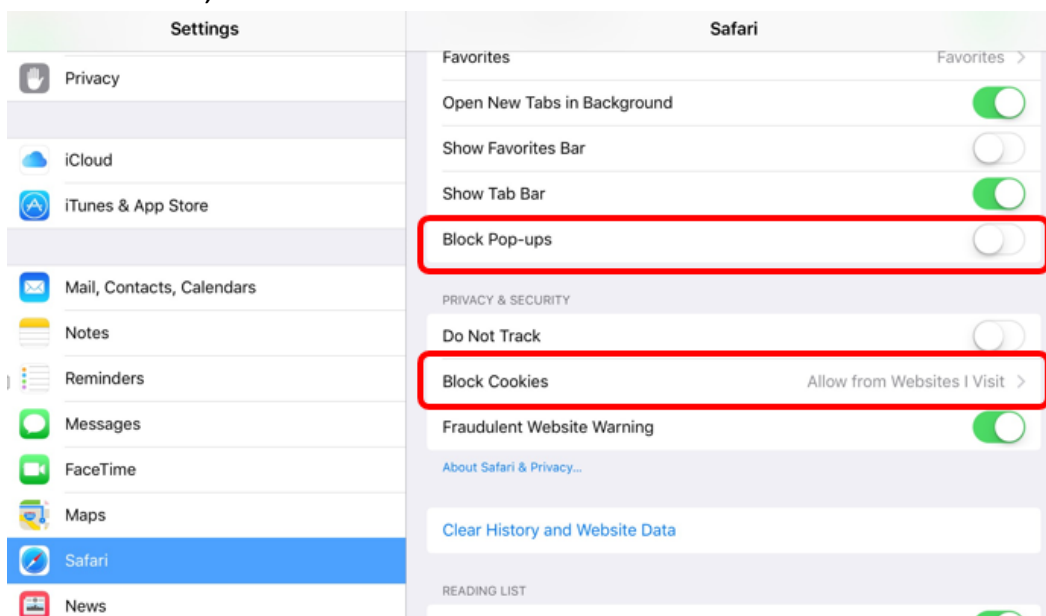
Note the first time you login after doing these steps it may not recognize the computer, so you will have to allow iSolved to send you an access code via text or Gmail.

Please see the additional hints below for using iSolved.

Call if you need any assistance.

iSolved Helpful Hints. Some enumerators have expressed frustration that they are constantly being asked to reset their password or get an authorization code when logging into iSolved. There are 2 possible solutions to address this issue outlined below.

- 1) If you are using the NASS CAPI iPad to log into iSolved. Verify cookie settings on the iPad as follows.
 - a. Tap on Settings. Select Safari. Scroll down to privacy and security. Tap on arrow for block cookies. Select “Allow from Websites I Visit”.
 - b. You need to verify the cookies setting before you login, and you will be required to enter an authorization code again, but then the next time you login to iSolved, it will remember the device and web browser.



- 2) If you use your personal laptop/home computer to log into iSolved, ensure that the URL matches this: <https://payrollnetwork.myisolved.com/UserLogin.aspx?ReturnUrl=%2f>

You may need to change the security settings and enable cookies. You should open the internet browser, i.e. Safari, Explorer, etc. then click on “tools” on the top dashboard; select “Internet Options” and click on the “Security” tab and reset the security settings. This will allow a regularly visited website such as iSolved to be available. Here is a website that gives step-by-step instructions on enabling cookies: <http://www.whatarecookies.com/enable.asp>.