

# Pulse Deck

January 2022

 isolved™



- Upcoming Operational News
- isolved Events
- Growing Together
- Learning Together
- isolved Community
- Important Q&A
- How do I?
- Where do I?
- Important Dates!
- New Year, New You?

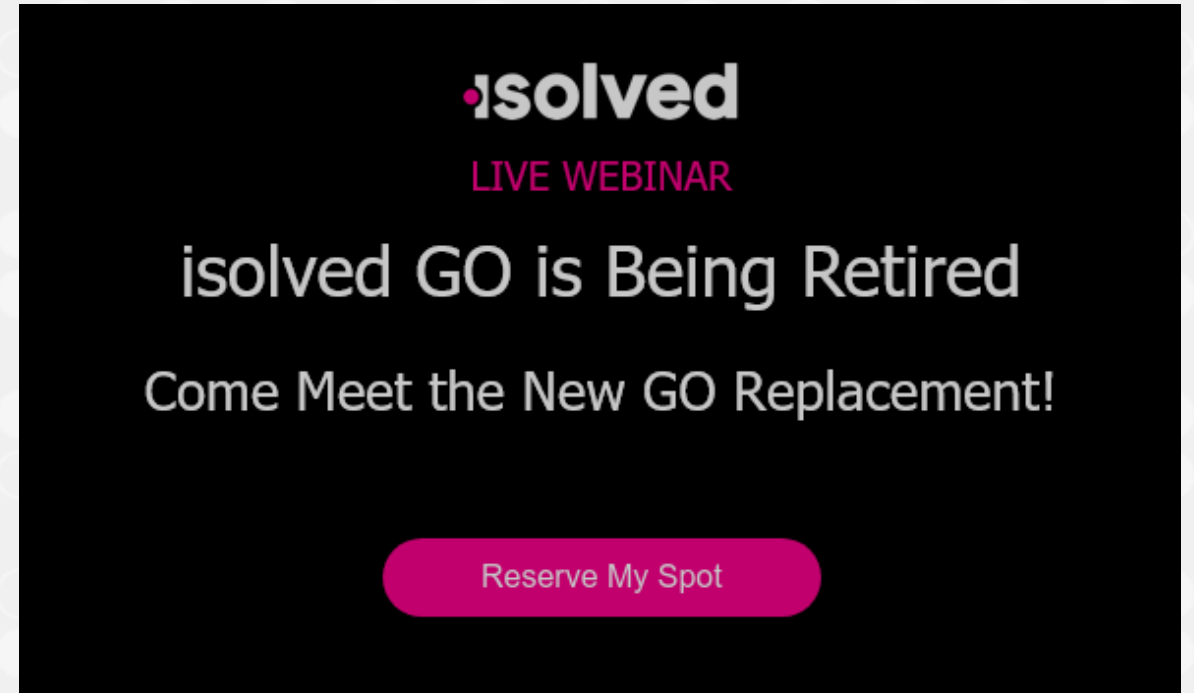
# Agenda



isolved GO is being retired but the free replacement of our GO app is now available! Our new **Adaptive Employee Experience (AEE)** app is designed with employees in mind – aimed at improving and simplifying the employee experience. It is now easier than ever to login to the app and navigate through it.

Isolved GO will be retiring in June of 2022! Don't wait that long until you sign up though, or you could miss out on some amazing features like:  
- Going Paperless! No more waiting on your physical W2!

# isolved Events- New isolved GO Replacement!



The banner features the isolved logo at the top left, followed by 'LIVE WEBINAR' in pink. The main title 'isolved GO is Being Retired' is in large white font, with the subtitle 'Come Meet the New GO Replacement!' below it. A pink button with the text 'Reserve My Spot' is centered at the bottom.

## When:

**January 6** at 3:30 p.m., **January 14** at 2:30 p.m.,  
**January 19** at 3:00 p.m., or **January 25** at 12:00 p.m.,  
or **January 31** at 12:00 p.m.

All times are ET

Now that we have launched our new Adaptive Employee Experience, you will want to get familiar one where to find and update your tax information.

First thing first! Log into our Adaptive Employee Experience, then follow these steps →

\* All photos are different ways to access Tax Updates within AEE.

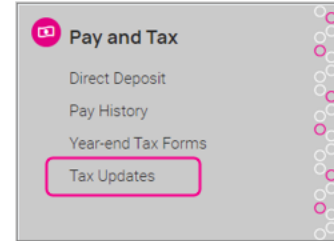
For more information on our Adaptive Employee Experience, check out [isolved's library](#) and use the #AdaptiveEmployeeExperience

# How do I? Update my tax information? Why is this important?

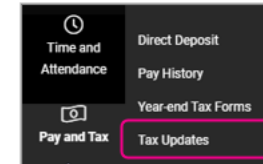
## Tax Updates

You will have several options to navigate to **Tax Updates**

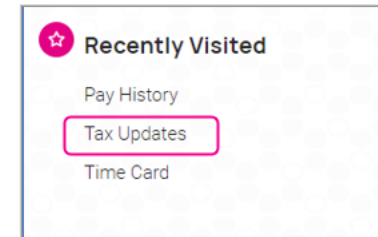
- In the center of the page under **Pay**, click **Tax Updates**



- On the left side menu, click **Pay and Tax** and **Tax Updates**



- If you recently viewed your Tax Updates, click on Tax Updates under Recently Visited in the right corner



## Employee Self Service (old look)

W2/ACA/1099 Forms can be used to obtain a .PDF copy of either your W2, ACA 1095 Form or a 1099 Form, if applicable.

The Tax Year will appear, and when selected, you can view the PDF version and print if needed.

⌵ Tax Year	⌵ Document Description	⌵ Document Type	⌵ Document Name	View Document	View Instructions
2018	W-2	YE Tax Form	2018 W-2.pdf	<a href="#">View Document</a>	<a href="#">View Instructions</a>
2018	ACA-1095	YE Tax Form	2018 1095.pdf	<a href="#">View Document</a>	<a href="#">View Instructions</a>
2017	W-2	YE Tax Form	2017 W-2.pdf	<a href="#">View Document</a>	<a href="#">View Instructions</a>
2017	ACA-1095	YE Tax Form	2017 1095.pdf	<a href="#">View Document</a>	<a href="#">View Instructions</a>

## Adaptive Employee Experience (NEW LOOK)

### Pay and Tax > Year-end Tax Forms

The Year-end Tax forms screen will display forms for the current year (if closed) and the past years. All forms will be displayed in the summary layout.

Summary		
Name <small>1</small>	Year <small>1</small>	Instructions
1095-C	2019	<a href="#">View</a>
W-2	2019	<a href="#">View</a>

If you'd like to walk through W2s and More, check out our Guide [Here!](#)

# Where do I? W2s

## Upcoming Operational News: isolved Support

One of our Core Values at isolved is **Customer Centric**, which is why our support teams consist of more than 150 dedicated representatives. To show you we mean business, check out some of our support stats from last year.

### Quick Stats:

- **90%** of support calls are answered in **90 seconds!**
- **Average hold time** for all Customers is **20 seconds!**



# Growing Together

What are ways that we are helping our customers grow, and how are they helping us grow?

- **Leave a review, receive a gift!**



## Thought Leadership

# Learning Together

Topic	Projected Publish Date
<u><a href="#">2022's Biggest Trends</a></u>	Published
<u><a href="#">Leadership Training</a></u>	Published
<u><a href="#">Employee Experience Trends</a></u>	Published
<u><a href="#">Embracing 2022's Biggest HR Trend Full Whitepaper</a></u>	Published

Look for these upcoming posts to like and share! You can visit our LinkedIn page [here](#).

Is there any Thought Leadership you would like to share?



# Important Q&A

## Q&A: W2's

**Q:** When are my W2's going to be available?

**A:** Available online Jan 20<sup>th</sup>

**Q:** If I download my W2 online, do I have to wait for the physical copy before I can file my taxes?

**A:** You Do Not have to wait for you physical copy, GO PAPERLESS.

**Q:** Can I view my W2 on my mobile device?

**A:** Yes, if the company has access to AEE!

Is there an important question you'd like to ask? Let your CSM or SCSM know!



People Heroes

# isolved Community



## Hero Challenges!

Monthly emails will be sent to all Hero's to continue the conversation and keep interaction high. The goal of the "Hero Challenge" is to give an update and a challenge that will incentivize the Hero to perform an act of advocacy within a specified time frame.

### Examples:

- Sign up for a Case Study/Testimonial and receive 50 points
- Sign up for our 1:Many webinar and receive a free session with (sales, engineering, support product, etc.)
- Sign up for our People Heroes meetup and receive a goodie bag
- Sign up to join our amazing community of [People Heroes](#)

## Banking Holiday

## Date

Martin Luther King Jr. Day

Monday, Jan. 17th

## Important ACA Deadlines for Employers

**Furnishing forms**: Although the IRS has extended the individual distribution of the 1095 forms to employees to **March 2**, this does not change the state filing deadlines. The deadline for isolated customers to complete their forms will now be **January 14th**.

# Important Dates



# **New Year! New You?**

**Do you have any upcoming projects or initiatives to discuss?**