

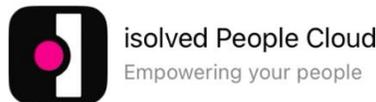
## Mobile App User FAQ Page

**What is the isolated People Cloud Mobile App?** The isolated People Cloud Mobile App is a convenient, flexible, and secure way to access the capabilities of isolated's Adaptive Employee Experience (AEE) within a downloadable mobile app. The app provides employees with self-service access to a modern HCM platform that enables them to effortlessly manage critical HR services, regardless of their work location or preferred device.

**Is the new app better than the previous web-based app?** Yes, while core functionality remains the same, users are able to take advantage of phone specific push notifications, biometric log in features, and having the app available in native app store.

**How do you access the isolated People Cloud Mobile App?** To access the isolated People Cloud Mobile App, users go to the app store for their Android or iPhone and search for the "isolated People Cloud". From there they will be able to install it on their phone.

**What should I look for in the app store?** The app is called isolated People Cloud and here is a screenshot of the icon to look for.



Users can scan the following QR code with their phone's camera to go directly to the download page for the isolated People Cloud Mobile App. One code is for iPhone, and the other is for Android.

Apple:



Android:



**Are you able to have both the website PWA app and the native phone app installed on your phone at the same time?** Yes, you can, they will both work normally if they are both on the same phone.

**How do you tell the different versions of the App apart from each other?** The online PWA app is a bookmark on your phone's home screen, while the new app is installed from the app store. Long holding on the app will give you additional information about the specific app.

**Do all the apps update simultaneously, or is one of the apps more up to date?** All the apps update at the same time, so no matter what version of the app you are using, you are always up to date.

**Can I set the app to keep me logged in all the time?** No, the app will require you to log in for each session as a security measure due to the potentially personal information available on the app.

**Is multifactor authentication required?** Yes, multifactor authentication is required for each time you log into your device. This is to ensure the security of your personal information.

**How can I make logging in easier?** Turning on biometric log in features on your phone will allow your phone to store your password to help expedite the log in process.

**When will the app sign me out?** If the “Remember This Device” box is checked, as it is by default, then you will not need to use your MFA to login for 12 hours. If that box is unchecked, then you will need to use your MFA to login every time you log in.

**Where can I make changes to my passwordless settings?** When logging in, under “My Account” you can set up new passwordless options, and view what you currently have set up.

**What happens if I select “Don’t ask again on this device” when asked about passwordless setup?** You will no longer be asked to set up passwordless log in from that device, and will have to go into “My Account” when logging in to change your settings.

**What version of Android and IOS are compatible?** IOS 14 and above, and Android version 13 and above are compatible.

**How does geofencing work?** The isolved People Cloud Mobile App can confirm the user’s location when clocking in and out. This feature only works when the users have allowed the app to access their phone’s GPS in their phone settings. Company-defined Geofencing rules are applied at this time.

**How does offline punching work?** Users can offline punch if the isolved People Cloud Mobile App is already running on their phone. To do this, the user must:

1. Open the isolved People Cloud Mobile App on their phone when they have access to cellular networks or Wi-Fi. Usually in the morning before they leave their home. The user should not close the app (<https://support.apple.com/en-us/HT201330>) during this time, but they can use other apps on their phone as they normally would.
2. When the user arrives at a work site without internet, they can open the app and clock in or out as they normally would.
3. When the user returns to cellular networks or Wi-Fi, the app sends the time stamps automatically.

**Who can I reach out to for more information?** Your Customer Service Representative is ready to answer any questions you might have about the mobile app.