



Hello Team,

I'm reaching out to share additional details regarding the new Human Resource/Payroll platform we'll be moving to beginning Monday, May 8, 2023. This new system will be administered by MassPay/iSolved. Like ADP, MassPay/iSolved is where you will be able to access pay stubs, review time off balances, etc.

This coming Wednesday, May 10<sup>th</sup>, 2023, you'll receive an email from MassPay/iSolved with details to log in to your individual account. This email will be sent from [mp-hr@myisolved.com](mailto:mp-hr@myisolved.com) with the subject line "Care & Help Employee Self Service Account Created." The link provided is OK to click on or you can copy it into your browser.

You will have 72 hours to activate your account. Although it indicates that it is not required, please include your cell phone to have authorization codes texted to you. Once you are enrolled, please review the following information:

- **Employee Profile/Contact Information** – Confirm all information is correct.
- **Employee Contacts/Emergency Contacts** – Access the *Employee Self-Service/Employee Contact Updates* and please add at least 1 emergency contact. Make sure to add the most updated phone number.
- **Employee Direct Deposits** – Verify your direct deposit information. You will be able to edit or add accounts going via *Employee Self-Service/Direct Deposit Updates*.
- **Tax Wizard Update** – Review your tax withholding options. You will be able to update your taxes utilizing the *Tax Updates Wizard*.
- **EEO Self-Identification** – Please complete the following reports and be sure to click save:
  - Disability Self-Identification
  - EEO Self-Identification
  - Vets Self-Identification

While we are changing our Human Resource/Payroll platform, please know that your pay period and pay day will remain the same.

Attached to this email is a helpful PowerPoint that walks you through the steps above. If you have any questions, please don't hesitate to reach out to your Human Resource point of contact.

As always, thank you for all that you do!

Sincerely,  
Alex Berenson