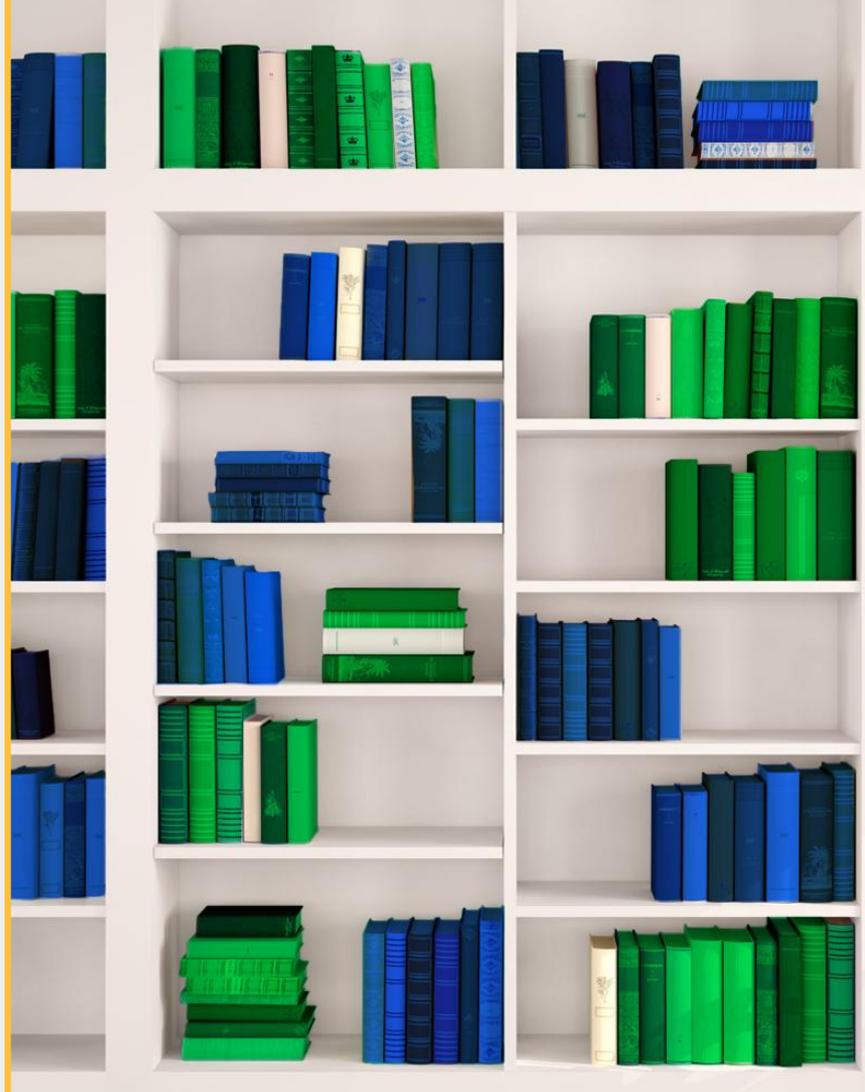


Heartland

HR Support Center User Guide



Unsure which HR Guide contains what you need?

We offer a variety of HR Products and Services!

Payroll HR Solution

User Guide *(Select me!)*

HR Services in the Payroll System, Performance Reviews, Employee Messaging, Employee Documents, and HR Services at the Client and Employee level.

HR Support Center

User Guide *(this guide)*

HR On-Demand, Chat with an HR Expert, create an employee handbook, Tax & Compliance laws, HR Training, documentation, and creating job descriptions.

Heartland

Payroll HR Solution
User Guide



Heartland

HR Support Center
User Guide



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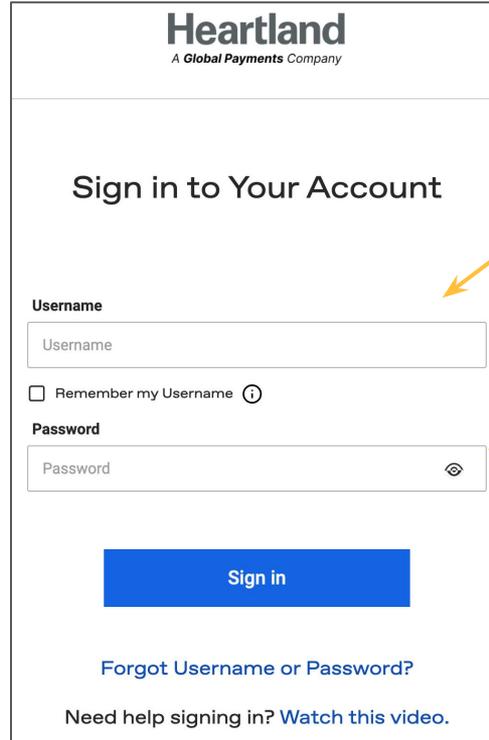
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HR Support Portal

Log In Instructions

Use the instructions below when you are **not** signed into the payroll system.
If you have access to Heartland Payroll, log in and use the single sign-on access feature.

Website: <https://apps.trustmineral.com>



The screenshot shows the login interface for Heartland, a Global Payments Company. At the top, the company logo and name are displayed. Below the logo, the heading "Sign in to Your Account" is centered. The form contains two input fields: "Username" and "Password". The "Username" field has a placeholder text "Username". Below the "Username" field, there is a checkbox labeled "Remember my Username" with an information icon. The "Password" field has a placeholder text "Password" and a toggle icon for visibility. A blue "Sign in" button is positioned below the password field. At the bottom of the form, there is a link "Forgot Username or Password?" and a note "Need help signing in? Watch this video."

Your **Username** is the email address associated with your account.

To **change** the password, enter the username and **select *Forgot Username or Password.***

HR Support Center | From the main landing page, you can navigate throughout the site, find articles, get help, and much more!

My Dashboard

On the first log-in, the initial screen will prompt to update the user's information and accept the Terms and Conditions.

My Dashboard

Hover over each topic to expand the section.

FEATURED CONTENT



MY FAVORITES



CONTACT EXPERTS



877-800-6675 Mon - Fri 5am - 5pm PT, Closed Fri 12pm - 1pm PT



Submit your HR Question directly to one of our pros!

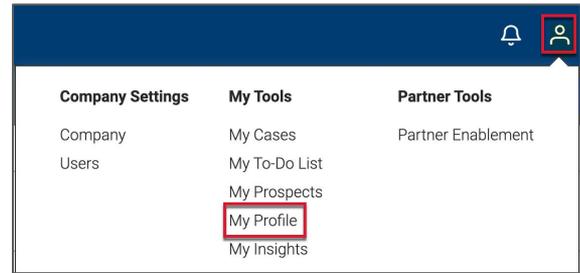
You have several methods to communicate with us.

MY CASES



My Tools | My Profile

Hover over the avatar on the top right corner to access the **My Profile** screen.



You can edit your account information and choose different HR subscriptions to receive via email. Be sure to sign up for state alerts!

A screenshot of the 'My Profile' page. The page has a dark header with 'My Profile' and an 'Actions' button. The main content is divided into 'Account Information' and 'Company Information' sections, both showing 'Status: Active' and various fields. Below these is a 'Subscriptions' section with checkboxes for newsletters and law alerts. Annotations include a yellow box pointing to the 'Actions' button with the text 'Select the **Actions** button to edit your profile information.' and another yellow box pointing to the state selection checkboxes with the text 'The account is built for the state(s) you are doing business with. Select any **additional states** to receive alerts for those areas.' A 'Get Help' button is in the bottom right corner.

My Profile Actions

Account Information

Status : Active

First Name :
Last Name :
Pronouns : -
Email :
Username :
Phone : -
Direct Phone : -
Cell Phone : -
Department : -
Job Title :
Role :
Password : *****
[Reset Password](#)

Company Information

Status : Active
Company Name :

Subscriptions

Select the HR Communications you would like to receive by email

Newsletter: Question of the Week ⓘ
 Newsletter: What Matters ⓘ
 Insights from Mineral Intelligence™ ⓘ

Law Alerts ⓘ

Check the boxes below to subscribe to law alerts for federal and individual states. Dependent upon your available services, this may also include policy alerts.

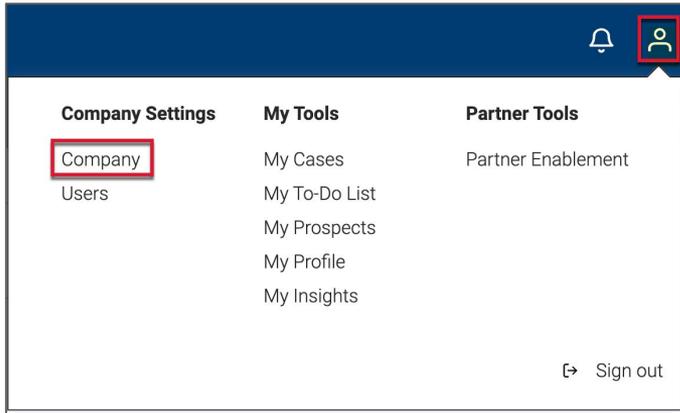
Federal Louisiana Ohio
 Alabama Maine Oklahoma

[Get Help](#) ⓘ

Company Settings | Company

After selecting the avatar icon, select **Company** to access settings for your business. You can edit information such as your *Location Name*, *Address*, and *Industry*.

It is important to verify your zip code and address, along with the number of employees at the location. This information drives features within the system to help keep you compliant!



Location Name

Primary Location

Zip

92705

Please provide a valid 5 digit zip code. A valid zip code will populate City, County and State automatically for the provided zip code.

City

SANTA ANA

County

ORANGE

State

California

Industry

Insurance

NAICS Code (Optional)

Not Specified

Are you a federal contractor at this location? (Optional)

No

Is HQ?

Does your company have any union agreements at this location? (Optional)

No

Number of employees at this location

26

Double check your **Zip** and **Number of employees at this location** to ensure your account reflects current details.

Company Settings |

Company / Add Location

Adding additional locations to your account is important to ensure accuracy, and compliance for the materials and resources available to your business!

Access the *Add Location* screen on the far right of the page. Enter information for each field (unless noted as optional), and be sure to select *Add Location* on the right to save!

Double-check your zip code and address, along with the number of employees at the location.

Powered By **Mineral**
MITRA/TECH

🔔 🧑

- 👤 ADD USER
- 👤 IMPORT USERS
- 👤 VIEW ALL USERS
- 📍 ADD LOCATION**
- 📍 IMPORT LOCATIONS
- 📍 VIEW ALL LOCATIONS
- 📅 VIEW IMPORT HISTORY
- ✉ SEND WELCOME EMAIL BATCH

DISCLAIMER

Changes will not be made to this company until you click Save.

Save Settings

All fields are required unless marked optional.

Location Information

Note: Mineral supports all 50 states and the District of Columbia. United States territories and countries outside the US are not supported.

Location Name

Zip

Please provide a valid 5 digit zip code. A valid zip code will populate City, County and State automatically for the provided zip code.

City

County

State

Industry

Number of employees at this location?

DISCLAIMER

New location will only be added once you click the **Add** button

Add Location

Toolbar |

The toolbar houses the menu options to navigate through HR policies, handbooks, tools, resources, and much more! Navigate through the menus and explore everything our system has to offer!

My Messages alert the client to any tickets that need to be read or notifications to follow up with the HR Experts.

Hover over **Company Policies** to view and add employee handbooks.

Hover over any of the toolbar options; a menu will expand the page options.

The screenshot shows a dark blue navigation bar with the following items: HR Compliance, Company Policies, Safety, HR Tools, Templates, and Resources. The 'Company Policies' item is highlighted with a white arrow pointing to a callout box. Below the navigation bar, a white menu is expanded, listing various options:

- Compliance Dashboard
- Compliance Insights
- Law Alerts
- Laws
- HR Assessment
- Compliance Calendar

Under the heading **Topics**, the following categories are listed:

- Benefits
- Discrimination & Equal Employment
- Hiring
- Leaves & Time Off
- Managing Employees
- Safety & Health
- Termination
- Wage & Hour

The screenshot shows a notification bell icon in the top right corner of the interface, highlighted with a red box. An arrow points from a callout box to the bell icon. The dropdown menu is open, displaying a list of notifications:

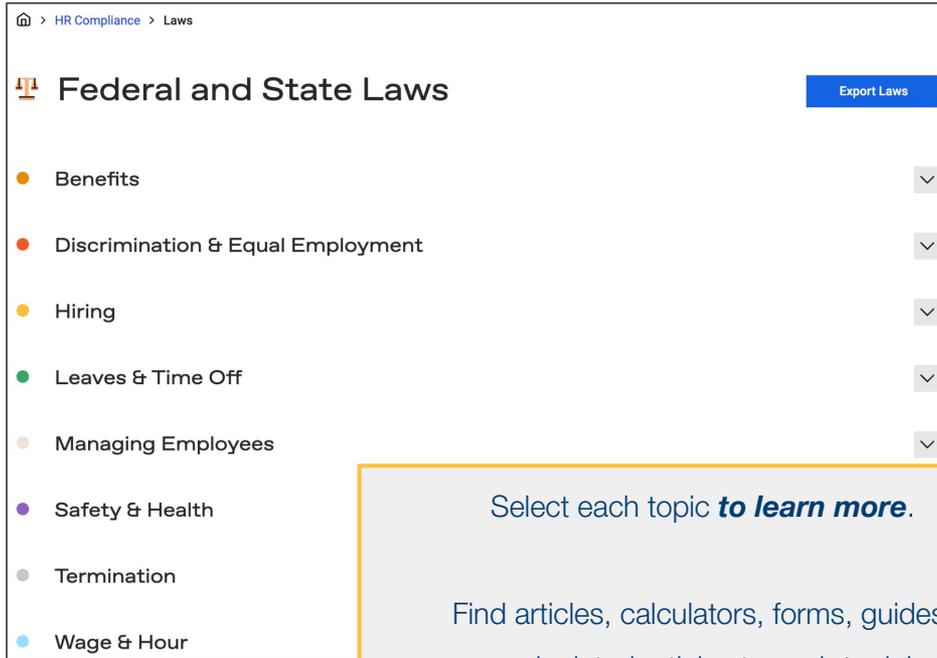
- View Federal Law Alert (2hr)
- Your HR Assessment is now available to download. (2w)
- profile data, certain state and federal regulatory obligations may now apply to your company. Click here to learn more. (4w)
- Case #2170921 has been updated. (11w)
- Your HR Assessment is now available to download. (11w)
- The case worker assigned to your case #2170921 has submitted a conversation response for you to review. (12w)

At the bottom of the notification list, there is a red button labeled **DELETE ALL** and a blue button labeled **VIEW ALL 14 NOTIFICATIONS**.

The bell icon alerts you on any ticket updates and notifications from the HR Experts.

HR Compliance | Laws

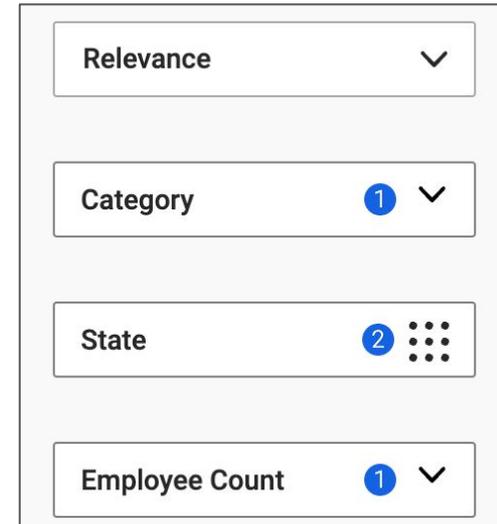
The **Laws** screen is a quick access, comprehensive, all-inclusive reference guide that houses federal and state-specific, HR-compliant information for Benefits, Culture, Diversity & Discrimination, Employee Management, Health Care Reform, Hiring, HR Administration, Leaves & Accommodations, Money Matters, Safety, Technology & Privacy, and Terminations.



Select each topic **to learn more**.

Find articles, calculators, forms, guides,
and related articles to each topic!

The tools, information, trainings, and documents help you
understand obligations and best practices.
We recommend **using Filters** while in individual topics.



Resources

Use the Resources page to stay on top of frequently changing **HR issues**.

The screenshot shows the top of the Resources page. It has a dark blue header with the word "Resources" in white. Below the header, there is a list of resource types on the left and a grid of "Resources Categories" on the right.

Resources Categories		
Q&A	Benefits	Managing Employees
Videos	Discrimination & Equal Employment	Safety & Health
Webinars	Hiring	Termination
Guides	Leaves & Time Off	Wage & Hour
Charts		
Checklists		

Our video section covers subjects like; how to fill out I-9s appropriately, how to prepare your team for an emergency, and other helpful topics! There are also guides, checklists, and Q&A.

The screenshot shows the main content area of the Resources page, divided into two columns: "Guides" and "Checklists".

Guides

Browse and download guides for in-depth guidance on important HR topics.

MOST POPULAR

- California Employme...
- White Collar (EAP) Exe...
- Comparison of Federal ...
- Federal FLSA Whit...

What kind of guide are you looking for?

[Go to Guides](#)

Checklists

Use these checklists to keep track of your step-by-step progress as you work through important HR issues.

- [VIEW ACA EMPLOYER COMPLIANCE CH...](#)
- [VIEW USERRA LEAVE ADMINISTRATION ...](#)
- [VIEW COMPLIANCE CHECKLIST FOR AD...](#)
- [VIEW WELLNESS PROGRAM CHECKLIST](#)

[Go to Checklists](#)

Heartland
A Global Payments Company

Powered By **Mineral**
MITRYTECH

HR Compliance Company Policies Safety **HR Tools** Templates Resources

< back Search Content and Documents in the Platform

HR Tools

Get started creating job descriptions, benefit documents, and more. Use helpful calculators to project hiring costs. Find minimum wage information per state.

Salary Comparison Tool

Compare salaries and benefits for jobs by regional location, experience level, and more.

Compare Salaries

Job Description Builder

Build meaningful job descriptions using an effective and simple guided step-by-step process.

Create a Job Description

Minimum Wage Map

Use an interactive map to quickly view minimum wage rates and information across the US.

Calculators

Calculate your employee costs and obligations under the Affordable Care Act (ACA).

Calculate Hiring Costs >

Help Center

- [Minimum Wage Map Tour](#)
- [Job Description Builder Overview](#)
- [Job Description Builder Quick Reference Guide](#)

An entire library of **customizable Job Description templates** filtered by industry!

Templates |

The **Templates** menu provides access to a complete library of Forms, Letters, Sample Policies, and Toolkits. All documents are customizable, showing highlighted areas that need to be changed and HR-compliant wording to assist with completing each document.

Templates

This page features our ever-growing library of customizable forms, letters, policies, and toolkits.

Forms

Search our library of customizable forms, built to better help you administer HR.

MOST POPULAR

- FMLA Absence Tr...
- FMLA Paperwork ...
- Work from Home Agre...
- Voluntary Affirmative...

What kind of form are you looking for?

[Go to Forms](#)

Letters

Search our library of customizable letters, built to better help you administer HR.

MOST POPULAR

- Scheduling Change Le...
- Notices of Unavailabil...
- Sample COBRA An...
- Sample Annual Op...

What kind of letter are you looking for?

[Go to Letters](#)

Sample Policies

Search our library of sample policy language, built to better help you administer HR.

- [VIEW TEMPORARY DISABILITY LEAVE](#)
- [VIEW INSPECTIONS AND SEARCHES](#)
- [VIEW RELIGIOUS ACCOMMODATIONS](#)
- [VIEW TRAVEL EXPENSES](#)

What policy are you looking for?

[Go to Sample Policies](#)

Toolkits

Our toolkits offer a quick start on your most pressing HR issues.

- [VIEW CALIFORNIA NEW HIRE TOOLKIT](#)
- [VIEW WASHINGTON NEW HIRE TOOLKIT](#)
- [VIEW MARYLAND NEW HIRE TOOLKIT](#)
- [VIEW IDAHO RECRUITING TOOLKIT](#)

[Go to Toolkits](#)

Company Policies | Handbooks

Start the handbook process by filling out basic company information, and then look through different federal, state, and custom policies to include in your handbook.

Each policy is categorized as required, optional, custom, or a best practice to include.

Toggle on (green) to enable policies and toggle off (grey) to disable policies.

For policies noting “Requires Customization” in orange, input the information as it applies to your company.

The screenshot shows the 'Core Policies' management interface for 75 total employees. At the top, a legend indicates policy types: Required (red asterisk), Optional (blue circle), Custom (orange pencil), and Best Practice (black gear). The main content area lists various policy categories with expandable arrows. Two specific policies are highlighted: 'A WELCOME POLICY' (Best Practice, disabled) and 'AT-WILL EMPLOYMENT' (Required, enabled). A 'Get Help' button is located at the bottom right.

Policy Name	Type	Enabled
A WELCOME POLICY	Best Practice	Off
AT-WILL EMPLOYMENT	Required	On

The screenshot shows the 'Colorado Policies' management interface for 75 state employees. It lists various policy categories with expandable arrows. Several specific policies are highlighted: 'ACCOMMODATIONS FOR NURSING MOTHERS' (Required, Requires Customization, enabled), 'COLORADO OVERTIME & MINIMUM PAY STANDARDS (COMPS) ORDER NOTICE' (Required, enabled), 'MEAL AND REST PERIODS' (Required, enabled), 'OVERTIME' (Required, enabled), 'PAY PERIOD' (Required, Requires Customization, enabled), 'TRAVEL TIME PAY' (Best Practice, enabled), and 'WAGE DISCLOSURE PROTECTION' (Optional, Requires Customization, disabled). A 'Get Help' button is located at the bottom right.

Policy Name	Type	Requires Customization	Enabled
ACCOMMODATIONS FOR NURSING MOTHERS	Required	Yes	On
COLORADO OVERTIME & MINIMUM PAY STANDARDS (COMPS) ORDER NOTICE	Required	No	On
MEAL AND REST PERIODS	Required	No	On
OVERTIME	Required	No	On
PAY PERIOD	Required	Yes	On
TRAVEL TIME PAY	Best Practice	No	On
WAGE DISCLOSURE PROTECTION	Optional	Yes	Off

Get Help |

Our HR Experts are here to help you and the business! To meet each type of business need, we have multiple means of communication you can use.

To contact the **HR Experts**, either **call** into the hotline or **submit a case**. You can also contact **Technical Support** for any issues with the site itself.

CONTACT EXPERTS  877-800-6675 Mon - Fri 5am - 5pm PT, Closed Fri 12pm - 1pm PT 

Talk to or send a message to an Expert.

Hello!

Your questions will be answered by a real person, as soon as possible.

What type of help do you need?

Which type of Expert do you want to contact?

- Employee Health, Welfare & Retirement Benefits
- Human Resources

[PREVIOUS](#) [NEXT](#)

