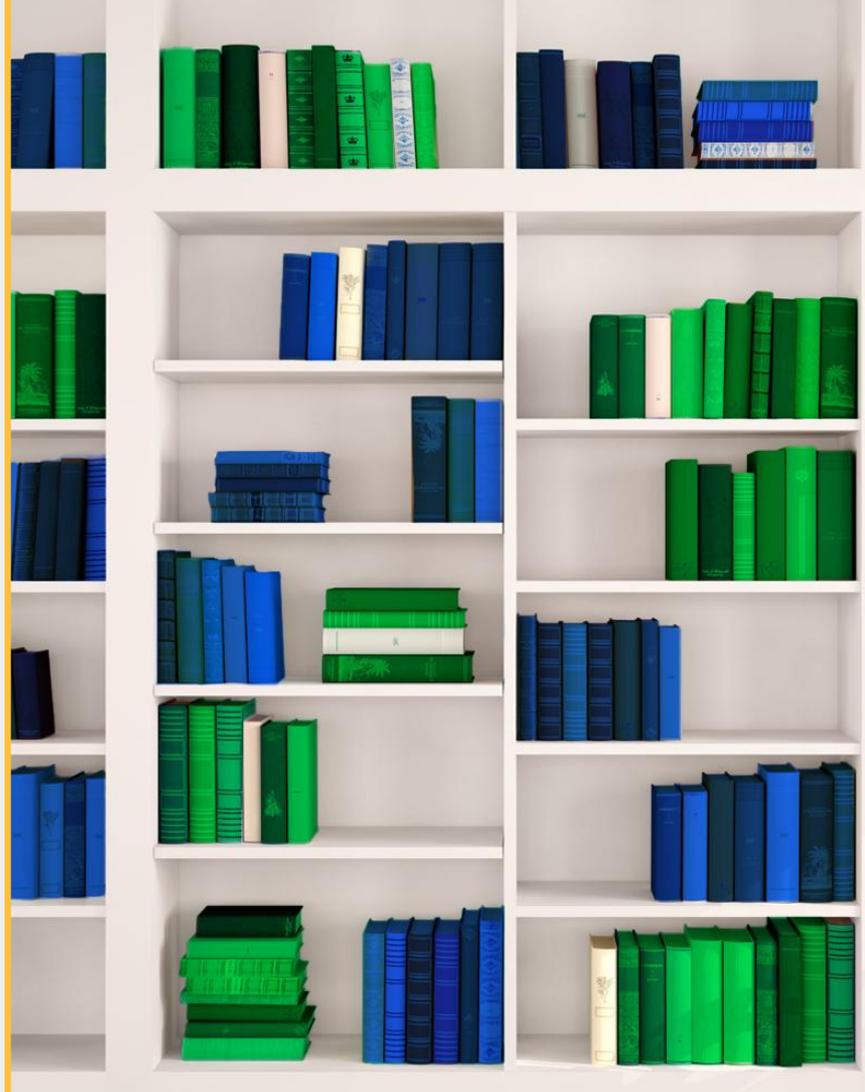# Heartland

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 Support Center User Guide *(this guide)*
HR Services in the Payroll System, Performance Reviews, Employee Messaging, Employee Documents, and HR Services at the Client and Employee level.	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
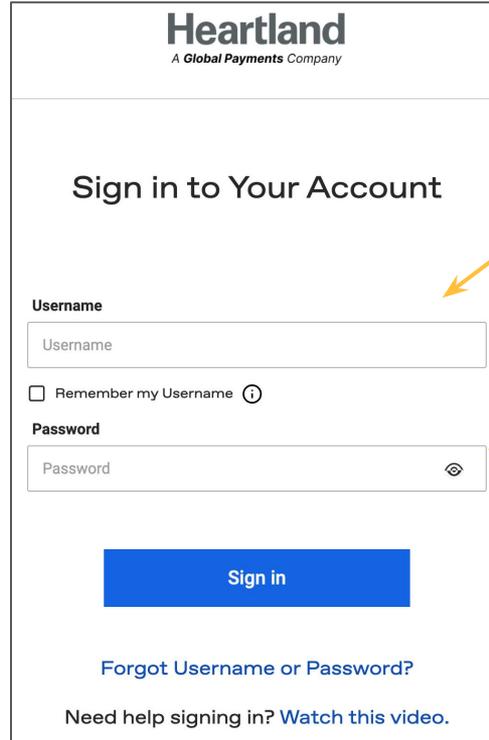
Heartland
HR Support Center
User Guide

Table of Contents

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*

Heartland
*A **Global Payments** Company*

Sign in to Your Account

Username

[Username]

☐ Remember my Username ⓘ

Password

[Password] 👁

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

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

Sign in

Forgot Username or Password?

Need help signing in? Watch this video.

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.

Heartland
*A **Global Payments** Company*

Powered By **Mineral** MITRATECH

HR Compliance   Company Policies   Safety   HR Tools   Templates   Resources

Search Content and Documents in the Platform

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

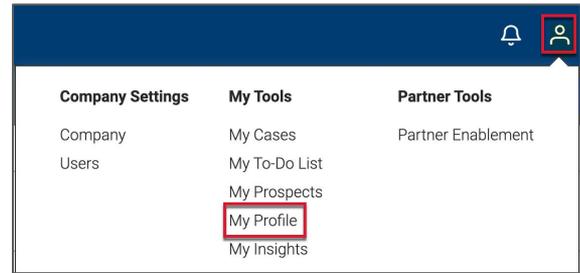**Submit your HR Question** directly to one of our pros!

You have several methods to communicate with us.

MY CASES

Get Help ⑦

My Tools |
My Profile

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

Company Settings	My Tools	Partner Tools
Company	My Cases	Partner Enablement
Users	My To-Do List	
	My Prospects	
	My Profile	
	My Insights	

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

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 :

Select the *Actions* button to edit your profile information.

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

The account is built for the state(s) you are doing business with. Select any *additional states* to receive alerts for those areas.

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!
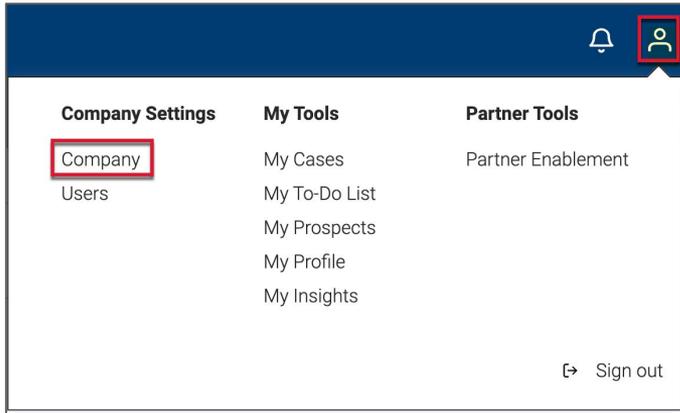
Location Name

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

Company Settings

Company

Users

My Tools

My Cases

My To-Do List

My Prospects

My Profile

My Insights

Partner Tools

Partner Enablement

Industry

Insurance

NAICS Code (Optional)

Not Specified

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

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

No

☐ Is HQ?

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

No

⤷ Sign out

Number of employees at this location

26

7

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.

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MITRATECH

🔔   👤

👤+ 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
Select...

County
--Please choose a county--

State
--Please choose a state

Industry
All

Number of employees at this location?

DISCLAIMER

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

Add Location

8

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

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

Compliance Dashboard

Compliance Insights

Law Alerts

Laws

HR Assessment

Compliance Calendar

Topics

Benefits

Discrimination & Equal Employment

Hiring

Leaves & Time Off

Managing Employees

Safety & Health

Termination

Wage & Hour
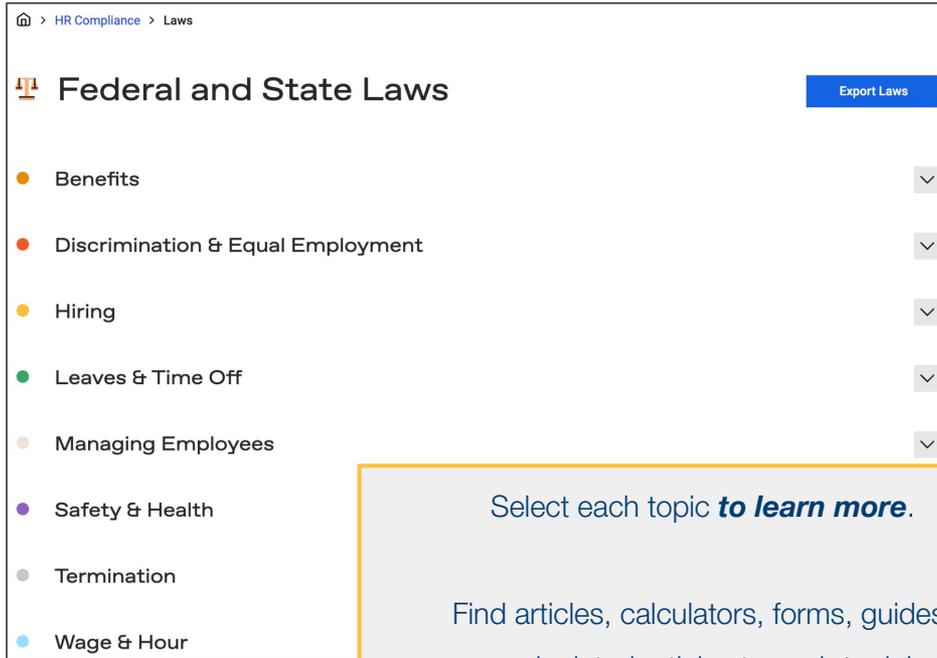
View Federal Law Alert   2hr

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

DELETE ALL

VIEW ALL 14 NOTIFICATIONS

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.

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

⌂ > **HR Compliance** > **Laws**

⚖ Federal and State Laws

Export Laws

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

Select each topic ***to learn more***.

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

Relevance	⌄
Category	① ⌄
State	② ⋮⋮⋮
Employee Count	① ⌄
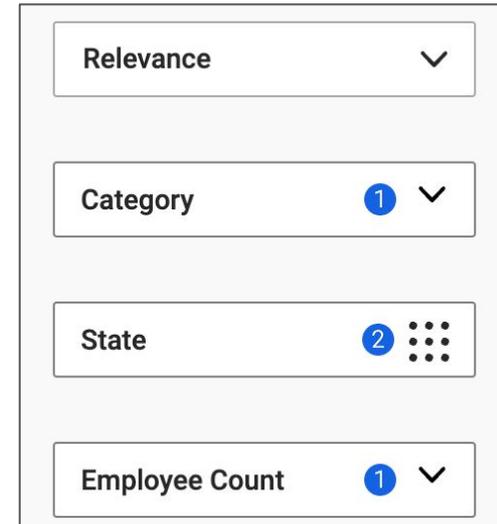
Resources | Use the Resources page to stay on top of frequently changing **HR issues.**

Resources

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

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?

Category   GO

Go to Guides

Checklists

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

VIEW ACA EMPLOYER COMPLIANCE CH...

VIEW USERRA LEAVE ADMINISTRATION ...

VIEW COMPLIANCE CHECKLIST FOR AD...

VIEW WELLNESS PROGRAM CHECKLIST

Go to Checklists

HR Tools | ** The **HR Tools menu provides calculators to measure vital statistics like Cost per Hire, Employee Turnover, and Absenteeism.

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? [Category ▾] [GO]

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? [Category ▾] [GO]

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? [Category ▾] [GO]

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.

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

Help

Help Center

Contact Technical Support

Chat with Technical Support

Contact an HR Expert

Get Help ⊗