

# Mineral Upgrade Client FAQ

## What are you changing about Mineral Platform™?

We're bringing together the best of ThinkHR and Mammoth HR into the Mineral Platform, the first-ever intelligent HR and compliance platform that's powered by technology, data, and human expertise. With the Mineral Platform, you'll benefit from proactive and vigilant HR and compliance guidance and recommendations, including all the ThinkHR resources you've come to rely on along with many new enhancements.

To see a list of all the new and improved features, please take a look at our [Mineral Platform for ThinkHR Customers Information Sheet](#).

## How do I log in after receiving the upgrade?

Your login and account details will remain the same. You may also login at [apps.trustmineral.com](https://apps.trustmineral.com).

## My sign in credentials aren't working on the new platform, how do I get help?

On the login screen you will find a password reset button or a Contact Us form on the same page you can use to connect with our Support team for assistance.

## Will I lose anything once I'm moved to the new platform?

We specifically built the new platform to be an enhanced experience for you. You'll experience many new and improved enhancements of the products you already love and trust.

## What happens to my Handbooks, Learn course completions, and other data?

All data will be transferred to the new platform for a seamless experience. This includes, but is not limited to, login credentials, questions submitted to Mineral Experts™, Learn course completions and Handbooks.

## Is the upgrade required?

Yes, everyone will be upgraded automatically.

### **Is there any “down time” during my upgrade to the Mineral Platform?**

Migrations will occur during non-business hours over a weekend, and you will be able to resume regular use of the Mineral Platform beginning the next business day.

### **When will I migrate to the new platform?**

You will be notified via email when it's your turn to be upgraded about a week in advance.

### **I now have access to the Mineral Platform. How do I log back into my previous platform experience?**

Similar to when you have an app update on your phone, you have been upgraded to the Mineral Platform which is the new experience of the same platform you used previously. Your data, Handbooks and more are still available, all with a new look and experience. Once your upgrade is complete, there is no way to revert back to the old ThinkHR experience.

### **Where can I find a summary of all the changes?**

For a list of what's new and what's improved with the Mineral Platform for ThinkHR clients, please take a look at our [Mineral Platform New Features & Enhancements for ThinkHR Clients](#) flyer.

### **Some of the product names have changed, how can I find what I need?**

The navigation at the top of the Mineral Platform has been updated to make it easier to find what you are looking for. In addition, some of our product names have been changed in the Mineral Platform. For a list of the product name changes, please take a look at the [Quick Guide to Mineral Names for ThinkHR Customers](#) flyer.

### **Where can I find Mineral Expert responses on the new platform? Will I get notified of responses through email?**

When a response is posted to your question, either from the Technical Support team or Mineral Experts, you will receive an alert via email. Click on the link in the email to view the response to your question in the My Cases area of the Mineral Platform. All of your responses from both Mineral Experts and the Support team will be available in the same area, making it easier to view all historical information.

### **How do I contact a Mineral Expert for guidance? Is there a new phone number to contact Mineral Experts?**

All Expert questions can be submitted either by phone or through the platform. The Mineral Experts phone number is 877-800-6675 and are available Monday through Friday from 5 AM to 5 PM PST. By routing all requests through our secure platform, we're able to provide stronger security and increased privacy by limiting who has access to any sensitive information in your inquiries.

### **What happens if I submit an Expert question via email?**

The email address [hr-hotline@thinkhr.com](mailto:hr-hotline@thinkhr.com) will no longer be monitored for questions. We encourage that you submit Expert questions either by phone or through the platform.

### **How do I contact Customer Support?**

Please email us at [support@trustmineral.com](mailto:support@trustmineral.com) or call 844-413-2468 for customer support.