

Mineral Upgrade Client FAQ

Introduction

What are you changing about Mineral Platform[™]?

Your HR Support Center experience is changing to 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 HR Support Center 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 Mammoth Customers Information Sheet](#).

Is the upgrade required?

Yes, everyone will be required to upgrade at some point this year.

Is there any "down time" during my upgrade to the Mineral Platform?

Upgrades 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. Should there be unexpected downtimes, we will do our best to notify you in advance, if possible.

When will I migrate to the new platform?

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

New Platform Login and Data

How do I log in after receiving the upgrade?

Your login and account details will remain the same. You may also log in at apps.trustmineral.com.

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

On the login screen you can reset your password or fill out a Contact Us form to connect with our Technical 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.

As I get access to the Mineral Platform, will my data still be there?

All data will be transferred to the new Mineral Platform for a seamless experience.

New and Enhanced Platform Features

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 HR Support Center 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 Mammoth HR Support Center clients, please take a look at our [Mineral Platform New Features & Enhancements for Mammoth Customers](#) 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 Mammoth Customers](#) flyer.

How has the handbook experience been updated?

As part of the transition, your handbook experience will be upgraded to Smart Employee Handbook, which enables a more streamlined experience for creating and maintaining your employee handbook. With Smart Employee Handbook, you'll be able to build a handbook to suit your company needs that can be customized directly within the platform, then downloaded in Word or PDF format. When a policy requires updating due to a legislative or regulatory change, you'll receive a notification so you can automatically update applicable policies in your handbook. Unlike the previous handbook wizard, you'll no longer be limited to one handbook creation per year. You are free to create as many handbooks as needed for your business as your circumstances change.

If you have subscribed to our premium offering Smart Employee Handbook Plus, you will be able to easily create multi-state handbooks, translate your handbooks into Spanish, and send handbooks to employees for e-signature.

Note: dedicated one-hour consultations are not included with the Smart Employee Handbook or Smart Employee Handbook Plus. Please note that multi-state handbook functionality is not included in Smart Employee Handbook.

If you need any assistance, our Mineral Experts are happy to answer any specific policy questions or discuss handbook administration best practices.

How do I access a handbook I created on my previous platform?

Your last handbook will be accessible on the Mineral Platform for download by navigating to *Company Policies*, and then selecting *Archived Handbooks*, but to fully take advantage of the Smart Employee Handbook policy auto-update features, you will need to create a new version. When you access the Mineral Platform, you'll be able to easily create a new handbook by filling out a handbook wizard with basic information about your organization.

I want to make a change to a handbook I created on the previous platform, how do I make this change?

Your previous handbook(s) have been saved within Mineral so you can continue to access or download in Word format, which then can be edited manually. They are a one-time creation, meaning as laws and regulations change, the handbook will not reflect those changes.

With Smart Employee Handbook, you can easily create a handbook by answering questions in the wizard. From there, you can modify certain sections and policies to make it work for your organization. Once completed, as laws or regulations change, you will be alerted of the recommended updates and can accept the changes which are then applied to your handbook.

If you have subscribed to our premium offering Smart Employee Handbook Plus, any version created in Spanish will also be updated, automatically reflecting the updates you have accepted in the handbook.

What has been updated with policy and document questions?

We've updated the scope of Mineral Expert services to focus on providing expertise and guidance and no longer customizing or creating individual policies and documents, so that we can better serve our clients at scale. This enables a more streamlined experience for creating and maintaining your important documents and delivers a ready-to-use, finalized version.

With the Mineral Platform, you will have access to hundreds of policies and documents you can customize for your specific business needs as well as Mineral Experts to answer your questions and provide best practice guidance. In addition, you'll have access to new tools to build out documents and resources according to your unique needs, including a Job Description Builder, Benefits Document Creator, and more.

Our Experts are still here to provide expertise along the way and can answer questions on policy/document best practices, and or talk through considerations for drafting any resources that suit your business goals. In addition, our team is happy to point you towards specific resources available within the platform that can be customized to suit your needs.

Will the Mineral Experts help with vendor selections and recommendations?

In the upgraded platform, we have enhanced and added new tools for you focused in the areas of HR compliance and best practices. To focus on delivering the best HR and compliance tools and resources to you, we will no longer provide vendor referrals outside of our core focus areas (formerly known as the Services Hub). We suggest reaching out to your local HR network for recommendations.

Mineral Experts and Technical Support Teams

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.

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 Technical Support team will be available in the same area, making it easier to view all historical information.

How do I contact Technical Support once I am upgraded to the Mineral Platform?

In the Mineral Platform, click the Get Help button on the bottom right corner to contact or chat with Technical Support within the platform. In addition, you can email us at support@trustmineral.com or call 844-413-2468 for support. When a response is posted to your question, 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.