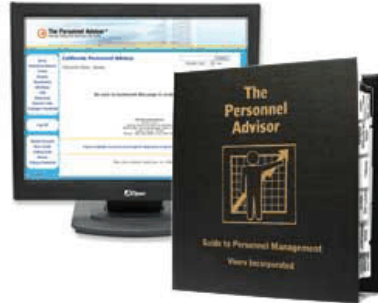


❧ Celebrating 25 years of Excellence 1985-2010 ❧

THE PERSONNEL ADVISOR®



USER'S GUIDE

The Personnel Advisor is an easy-to-use business tool that pays for itself by helping employers avoid personnel problems, costly consultation fees and expensive and time-consuming legal liabilities. *The Personnel Advisor "User's Guide"* provides complete details on what our service includes and gives step-by-step information on how to use the online service.

Finding the answers to personnel questions can be a full-time job...
The Personnel Advisor does the job for you!

***The Personnel Advisor*®**

Viserv, Inc.

5555 North Lamar Boulevard, Ste L-149

Austin, Texas 78751

(512) 454-7403

(888) 208-4000 (Toll-Free) • (512) 454-3460 (Fax)

www.thepersonneladvisor.net

www.hrhelp.biz

THANK YOU FOR BECOMING A SUBSCRIBER!

WEBSITE INFORMATION

Your subscription to *The Personnel Advisor* includes complete access to our website. Here's how to get started...

❖ How Do I Obtain My "Password" And Why Is It Necessary?

*Your username and password allows you to access the "Members Only" section of the website which includes many valuable HR tools such as Forms and Posters, Employee Handbook template, the latest employment news and the electronic version of the Reference Manual. Members can stay up-to-date on the latest changes in employment law and regulations simply by checking the **Hot News** section once a month.*

To obtain your password:

1. Go to www.thepersonneladvisor.net
2. Select "**Get Password**"
3. Select your state and fill in the required information
4. Insert your USERNAME (e-mail address) and choose your personal PASSWORD*
5. Click "**Register.**"

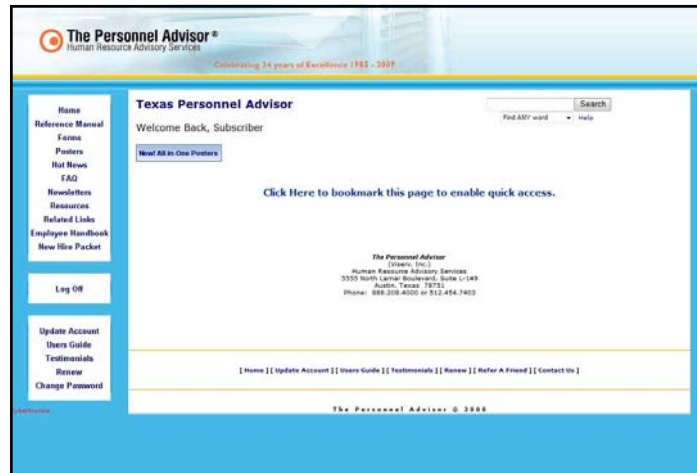
* *Note: the system will automatically assign a password for you. To override this feature, simply type in the password of your choice. Also note that the system is case sensitive.*

❖ After Obtaining My Password, How Do I "Log In" To The Website?

After submitting your password request, you will receive an e-mail within 24 hours from our service department confirming your password and the activation of your account. Once the e-mail confirmation has been received, follow these steps to access the website:

1. Go to: www.thepersonneladvisor.net/members
2. Enter your username and password on the "**Member Login**" box and hit "**Submit.**"
3. You are now logged on to the "**Members Only**" section. Be sure to bookmark this page for easy access in the future. Using the bookmarks (or "Favorites") toolbar allows you to bypass the login procedure.

Once logged in to the Members Only section, the Personnel Advisor for your state is displayed as below:



❖ **How Do I Change My Password?**

To change your password only, select the “**change password**” link, located on the left side of the page (see above). To change your username and password, you must submit a new request form (see steps on page 2).

❖ **How Do I Obtain My Password If I Lose It Or Forget It?**

To obtain your password, go to www.thepersonneladvisor.net and select the “**lost password**” link located on the “Member Login” box. Your username and/or password will be emailed to you. Alternatively, select “contact us” then choose “obtain my forgotten password” and complete the required fields. Or, call our customer service department toll-free at: 888-208-4000.

❖ **What If I Need Help Using The Website?**

If you need help navigating the website or locating specific information, please call 888-208-4000 and customer service will be glad to assist you.

❖ **What Resources Are Included On The Website?**

The online resources include...

- ✓ **The Personnel Advisor Reference Manual**—the electronic version is updated throughout the year.
- ✓ **Newsletters**—issued electronically each month to keep employers informed of employment trends and hot issues.
- ✓ **Hot News!**—posted on the website when employment laws change, new legislation is passed, and court rulings are issued that affect employers. Hot News keeps you up-to-date on any recent changes.
- ✓ **Posters**—this section allows you to print all of the mandatory state and federal employment posters for **FREE**. Learn to ignore those infamous ads sent out by commercial vendors that try to scare you into buying expensive and often unnecessary posters.
- ✓ **Laminated Posters**—for employers who prefer this option, laminated combination posters at discounted members-only prices. Free shipping!
- ✓ **Employee Handbook Template**—easy to use template with over fifty employment policies employers can use to create a personalized employee handbook for their company.
- ✓ **New Hire Packet**—time-saving package that combines the required new hire forms and notices into one printable file!
- ✓ **Printable Personnel Forms**—the Forms section includes over 100 interactive forms and policies including Employment Application, I-9, W-4, Exit Interview, Time Sheet, Termination Checklist, and more.
- ✓ **Frequently Asked Questions (FAQs)**—answers to questions about various personnel and employment-related issues. This section includes many subscriber's questions we have answered over the past 25 years.
- ✓ **Related Links**—Link directly to labor law fact sheets, handbooks and guides, government agencies, and much more.
- ✓ **Resources**—instant access to government agency websites & contacts.

REFERENCE MANUAL INFORMATION

The Personnel Advisor Reference Manual is a 450-page human resources handbook in a hard-cover, 3-ring binder that is written in a user-friendly, question-and-answer style. The manual covers everything employers need to know about state and federal employment law and provides quick answers to specific HR compliance questions.

Updates to the Reference Manual are issued twice a year. Customers who have subscribed to the hard-copy manual will receive printed updates mailed to their place of business. Each update comes with an instruction sheet for inserting the new pages and a brief summary of the important legal changes.

Employers can also check the “**What’s New**” section of the online Reference Manual for additional details on the updated material.

❖ **What Information Is Covered In The Reference Manual And Why Is It So Valuable To Employers?**

The Personnel Advisor Reference Manual is an easy-to-use business tool that will pay for itself by helping you avoid personnel problems, costly consultation fees and expensive and time-consuming legal liabilities.

Chapters in the manual include:

- ✓ Legal Obligations
- ✓ Payroll issues
- ✓ Safety and Health
- ✓ Equal Opportunity issues
- ✓ Employee Relations
- ✓ Policies and Practices
- ✓ Benefits
- ✓ Compensation
- ✓ Staffing

❖ **What Are Some Of The Topics Covered In The Reference Manual?**

Topics covered in the manual include up-to-date information on laws affecting employers, such as:

- ✓ The Americans with Disabilities Act
- ✓ The Occupational Safety and Health Act
- ✓ The Family and Medical Leave Act
- ✓ The Fair Labor Standards Act
- ✓ COBRA and HIPAA Laws

REFERENCE MANUAL INFORMATION

The Reference Manual also includes information and guidelines for:

- ✓ Effective payroll and recordkeeping
- ✓ Evaluating, hiring and firing employees
- ✓ Avoiding discrimination problems
- ✓ Child labor laws
- ✓ Health and safety obligations
- ✓ Minimum wage and overtime requirements
- ✓ Employee Handbook Policies

❖ **How Do I Know If My Book Is Up-To-Date And Current?**

*The date listed on the bottom of the **Index** pages will reflect the latest edition of the book. If you discover your book has not been recently updated, call customer service toll-free at 888-208-4000. If your book is not up-to-date, a replacement update will be mailed to you promptly.*

❖ **What Is The Best Way To Search The Online Reference Manual?**

*One of the best ways to find a subject or topic in the Reference Manual is to search the individual chapters **or** the complete book on the web with the Adobe® Acrobat® search toolbar. First, click “Reference Manual” on the menu bar and then select either the complete book or the chapter you wish to search. **Once the document is displayed on your screen**, the Adobe toolbar appears at the top of the document. Depending upon the user’s version of Adobe Acrobat, the search icon/symbol may resemble a pair of “binoculars” or an oblong box notated with the word “Find.”*

Enter a “key word” into the find box that relates to the topic you are trying to locate. For example, to find information on vacation pay, try searching the chapter or manual using the keyword “vacation.” Once you have searched the entire chapter for every occurrence of that particular word or topic, the search program (depending upon your version of Acrobat) will ask if you want to start the search over again from the beginning of the chapter. If you do not locate the information you are seeking, try another search with a different key word.

*Alternatively, you can quickly search all online resources by using the website **search** feature located on the sign-in page (see illustration pg. 3).*

RENEWAL INFORMATION

❖ How Do I Renew My Subscription To The Personnel Advisor?

A “Renewal Card” will be mailed to you approximately one month before your subscription expires. Simply complete the card and mail it back to us with your payment. Be sure to select the appropriate service plan option for your business. For example, if you subscribe to the hard-copy manual, choose the “Reference Manual with Web Service Renewal” option. If you subscribe to this service but inadvertently select the “Web Service Only Renewal,” your account will be changed to web-only status and you will no longer receive the printed updates to your Reference Manual (note: if this occurs, please contact customer service so that we may correct your account and replace any missing updates to your book).

❖ Can I Also Renew Online Or By Fax?

Yes – in addition to the above, you can choose any of the following methods to renew your service:

✓ Renew online with your MasterCard, Visa, or American Express:

1. Go to www.thepersonneladvisor.net
2. Select “Renew”
3. Choose the “Pay by Credit Card” option
4. Follow the directions listed on the left side of the page to complete the form

✓ Renew by requesting a billing statement:

1. Go to www.thepersonneladvisor.net
2. Select “Renew” and click on the “Invoice Request” link
3. Complete the form and hit “checkout”
4. An invoice will be mailed to your place of business

✓ Renew by check payment

1. Go to www.thepersonneladvisor.net
2. Select “Renew” and click on the “Check Payment” link
3. Print out the coupon and fill in the required information
4. Mail payment to the address listed on the coupon

✓ Fax the renewal form to 512-454-3460, or

✓ Call the renewal desk toll-free at 888-208-4000

❧ OTHER VALUABLE SERVICES ❧

- ❖ **Electronic Newsletter**—*electronic newsletters are e-mailed monthly to our subscribers. The newsletter includes late-breaking employment news (“Hot News”), court decisions, poster changes, and other important HR events. To receive the E-newsletter, we must have your current e-mail address.*
- ❖ **Spam Blockers**—*If your company or your Internet service provider automatically refuses or filters email from unknown e-mail addresses on the assumption that it is spam, please take steps to ensure that you can receive e-mails from the following addresses: newsletters@thepersonneladvisor.net and office@thepersonneladvisor.net. Usually, this means adding these two e-mail addresses to your address book or safe senders list.*
- ❖ **Update Your Account Information**—*By selecting “Update My Account,” members can update their account information online. Subscribers can make changes to their address, phone number, e-mail address, human resource contact person, or company name. To change a password, simply click on the “Change Password” link.*
- ❖ **E-mail Alerts**—*When important events occur, we alert our members by sending short, concise e-mail messages. For example, alerts may include labor poster changes, new employment laws, OSHA posting dates, I-9 Form changes or newly released forms, etc.*
- ❖ **Website “Search” Feature**—*Members can easily locate specific information on the website by using the search entry form, which is located on the sign-in or bookmark page of the member's section, in the upper right-hand corner (see illustration on page 3 of this guide). For assistance in using the search form, simply click on the **help** button located on the search entry box.*



❧ *The Personnel Advisor* ❧