

# HR One Support Center Frequently Asked Questions



## Q: What is the HR One Support Center?

The HR One Support Center is an online resource that has answers to your employment and relationship questions and much more. With the HR One Support Center you will be able to read articles, download forms and job descriptions, and research laws as well as access an extensive HR knowledge-base that has answers to your employment and relationship questions and much more.

## Q: What type of media is in the HR Support Center?

A: In the HR Support Center you will find a variety of resources

- Articles
- Checklists
- Forms
- Guides
- HR casts (podcasts)
- Infographics
- Training Videos
- Laws
- Letter templates
- Policies
- Q & A Stream
- Training Videos

## Q: What type of HR content is in the Support Center?

A: There is an abundance of materials that fall into the following categories

- Benefits
- Culture
- Diversity & Discrimination
- Employee Management
- Health Care Reform
- Hiring
- HR Administration
- Leaves & Accommodations
- Money Matters
- Safety
- Technology & Privacy
- Termination

## Q: How do I search for a specific topic?

A: You can search for content in a few different ways.

- Using the search bar
- Searching by topic
- Searching by law
- Searching within the learning resources

**Q: How can the content I see on the Support Center be personalized?**

A: You can customize content and save your favorites for future reference. Both of these features can be found in the “My Account” drop down section in the top right hand corner of the site.

- **Customize**  
You have the ability to customize the content you see on your homepage and in the emails that you get. To do so, you can follow/unfollow different states and topics that are significant to your organization. It’s important to note that this does not limit the content that is available to you as you search the HR Support Center.
- **Favorite**  
Save your favorite materials so they can be easily accessed at any time for you to refer back to or even show a coworker.

**Q: How can I check out the HR Support Center site before signing up?**

A: To schedule a demo of the site reach out to HR One via email at [info@peopletopayroll.com](mailto:info@peopletopayroll.com) or call our Helpline at 1-800-457-8829.

**Q: What if I forgot my username and/or password?**

A: If you are having trouble getting into the site, please contact [wecare@myhrsupportcenter.com](mailto:wecare@myhrsupportcenter.com).

**Q: How can I set up mobile access to the HR One Support Center?**

A: You can activate your free mobile account free of charge. You can access the HR One Support Center content in a mobile friendly format, on the go.

- Under “My Account” in the top right corner, select “My Mobile Account”
- Set up a username and password to access the mobile account (this can be the same username and password you use to access the site)
- Download the HRProMobile app in the Apple App Store or through Google Play

