

MCHRMA

AMC HR Technical Assistance

Program Update

April 20, 2018

Presented by Melanie Ault and Gary Weiers



Introduction

1. Thank you
2. We are very excited about this partnership with AMC
3. Thanks to NJPA for a substantial grant to help launch the program
4. Launch took place on January 18, 2018
5. Staff:
 - Melanie Ault
 - Kerie Anderka (PT)
 - Kristin Hack (PT)
 - Gary Weiers

Initial Priorities

1. Assemble team
2. Develop Helpline
3. Establish interactive website and ticket system
4. Document library development
 1. Ongoing process
 2. Some document development based on questions received
5. Inform Counties about the service
6. Learn and adjust as needed
7. We are here for you!

Where we are today?

1. Three months since launch
2. Number of entities that submitted questions: 42
3. Number of questions and research requests submitted: 82
4. Most popular articles and documents:
 - AWAIR Program: 298 views
 - Deciding Discipline Checklist: 313 views
 - FMLA Notice Checklist: 298 views
 - Discrimination and Harassment Complaint Form: 268 views
 - Just Cause Standards: 209 views
 - Record of Verbal Warning: 294 views
 - Reasonable Accommodation Request Form: 210 views

Sample Questions

1. Applicant Data
2. Travel Time

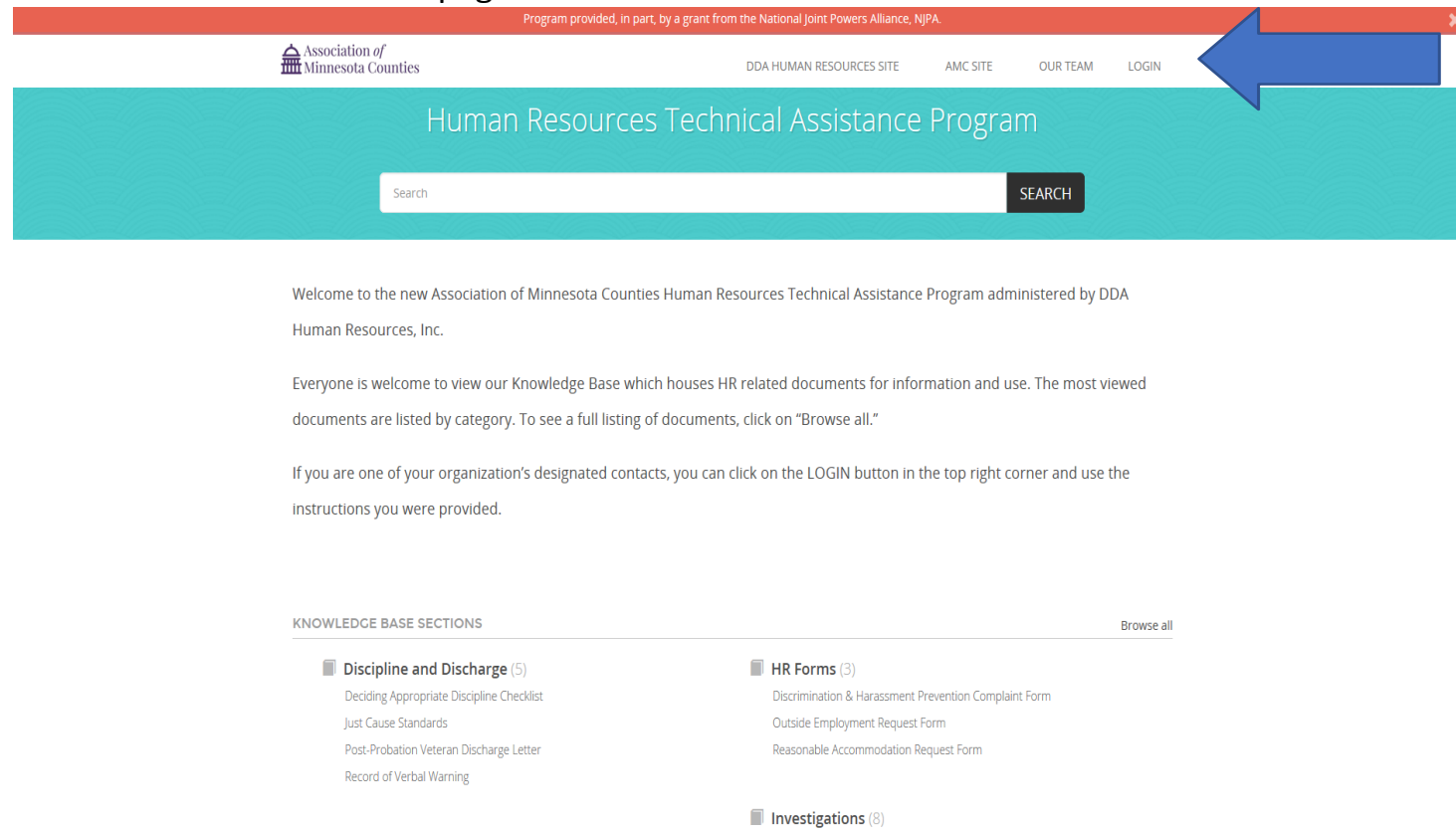
How does it work?

1. Review of Knowledge Base Topics
 - Discipline and Discharge
 - Leaves of Absence
 - Policies and Programs
 - HR Forms
 - Investigations
 - Performance Management
 - Useful Links
2. Demonstration of sign-on and submission process

Submit a question

LOGIN AND CREATE A TICKET

1. Go to DDA-HR AMC HR Technical Assistance Program website home page:
www.amcddahrsupport.com
2. Click LOGIN from the home page:



Program provided, in part, by a grant from the National Joint Powers Alliance, NJPA.

Association of Minnesota Counties

DDA HUMAN RESOURCES SITE AMC SITE OUR TEAM LOGIN

Human Resources Technical Assistance Program

Search

Welcome to the new Association of Minnesota Counties Human Resources Technical Assistance Program administered by DDA Human Resources, Inc.

Everyone is welcome to view our Knowledge Base which houses HR related documents for information and use. The most viewed documents are listed by category. To see a full listing of documents, click on "Browse all."

If you are one of your organization's designated contacts, you can click on the LOGIN button in the top right corner and use the instructions you were provided.

KNOWLEDGE BASE SECTIONS [Browse all](#)

- Discipline and Discharge (5)**
 - Deciding Appropriate Discipline Checklist
 - Just Cause Standards
 - Post-Probation Veteran Discharge Letter
 - Record of Verbal Warning
- HR Forms (3)**
 - Discrimination & Harassment Prevention Complaint Form
 - Outside Employment Request Form
 - Reasonable Accommodation Request Form
- Investigations (3)**

3. Enter your login credentials in the spaces provided and click on the blue Sign In button.

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DDA HUMAN RESOURCES SITE AMC SITE OUR TEAM KNOWLEDGE BASE LOGIN

Human Resources Technical Assistance Program

LOGIN TO YOUR ACCOUNT

Email Address
Enter email

Password
Enter password

Remember me

[Sign In](#) [Forgot password?](#)

4. Click BACK TO TICKETS to be directed to the ticketing page

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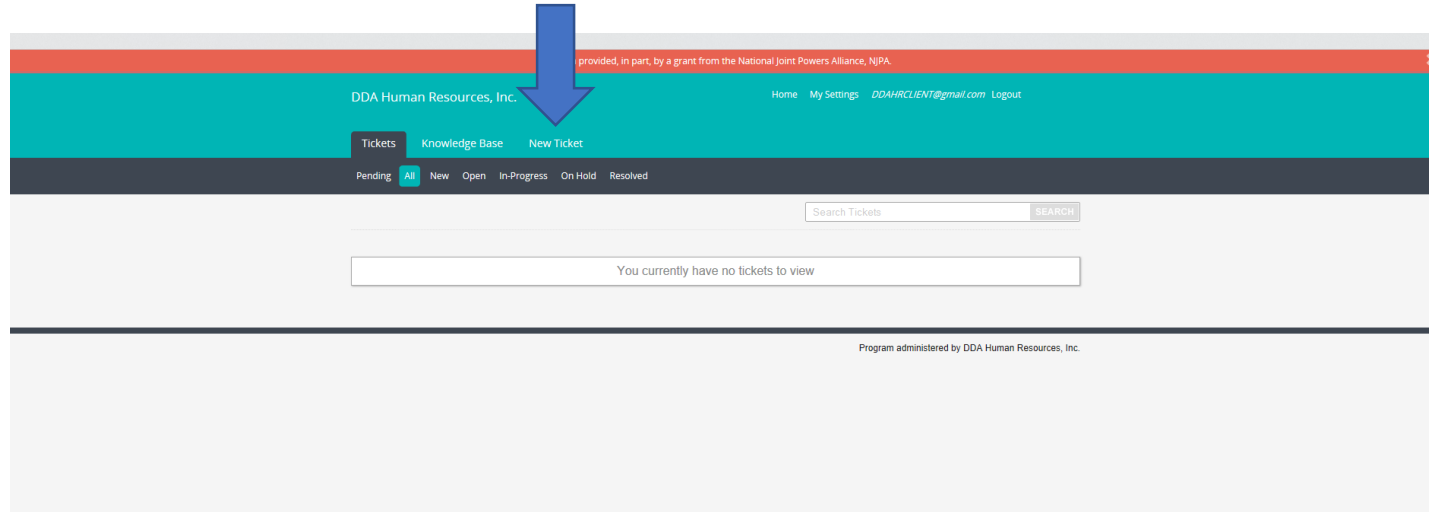
DDA HUMAN RESOURCES SITE AMC SITE OUR TEAM **BACK TO TICKETS** LOGOUT

Search **SEARCH**

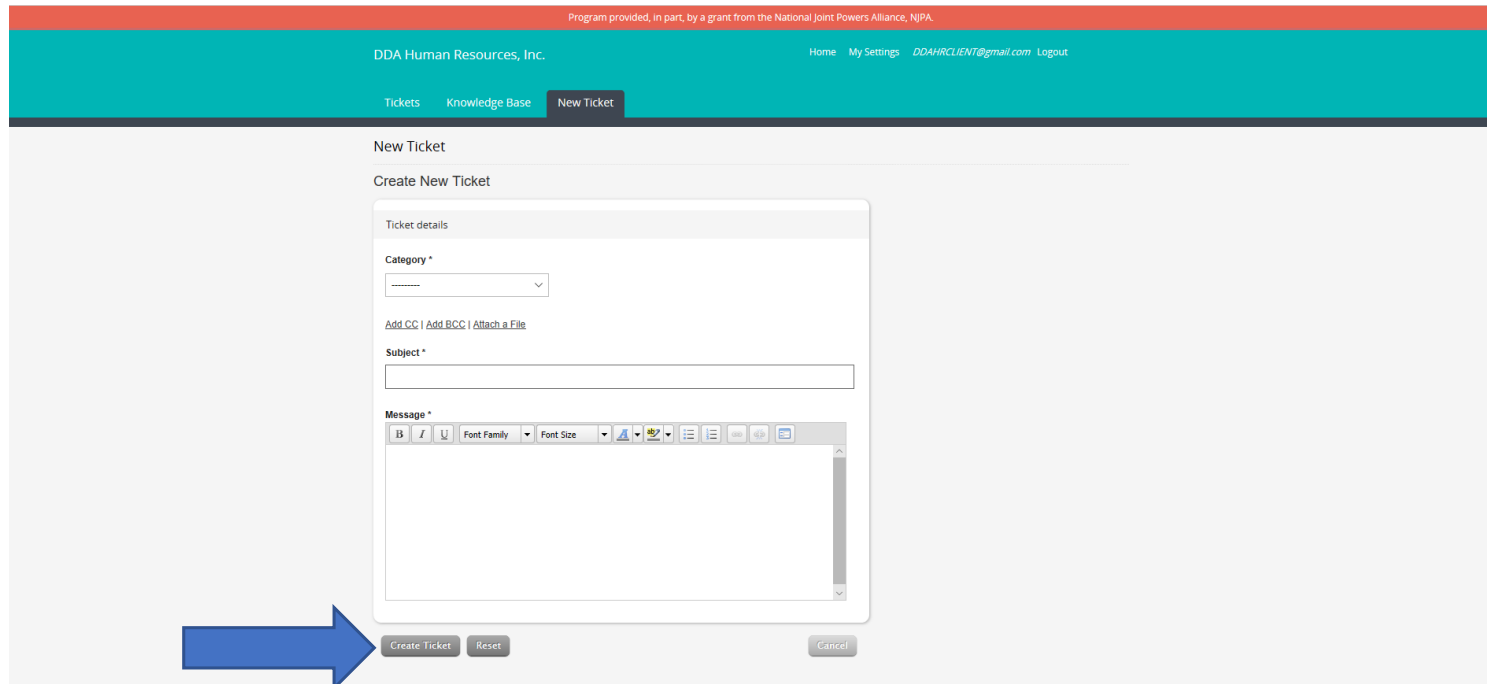
KNOWLEDGE BASE SECTIONS

- Discipline and Discharge (5)**
 - Discipline Notices (1)
 - Verbal Warning
 - Discipline Resources & Checklists (3)
 - Deciding Appropriate Discipline Checklist
 - Just Cause Standards
 - Termination Checklist
 - Veteran Discipline and Discharge (1)
 - Post-Probation Veteran Discharge Letter
- HR Forms (3)**
 - Discrimination & Harassment Complaint Form (1)
 - Outside Employment Request Form (1)
 - Reasonable Accommodation Request Form (1)
- Investigations (8)**
 - Interview Advisories (7)
 - A Brief Commentary on Application of Tennessen & Garrity Notices During Investigations
 - Garrity Advisory - Compelled Statement - Non-Subject of

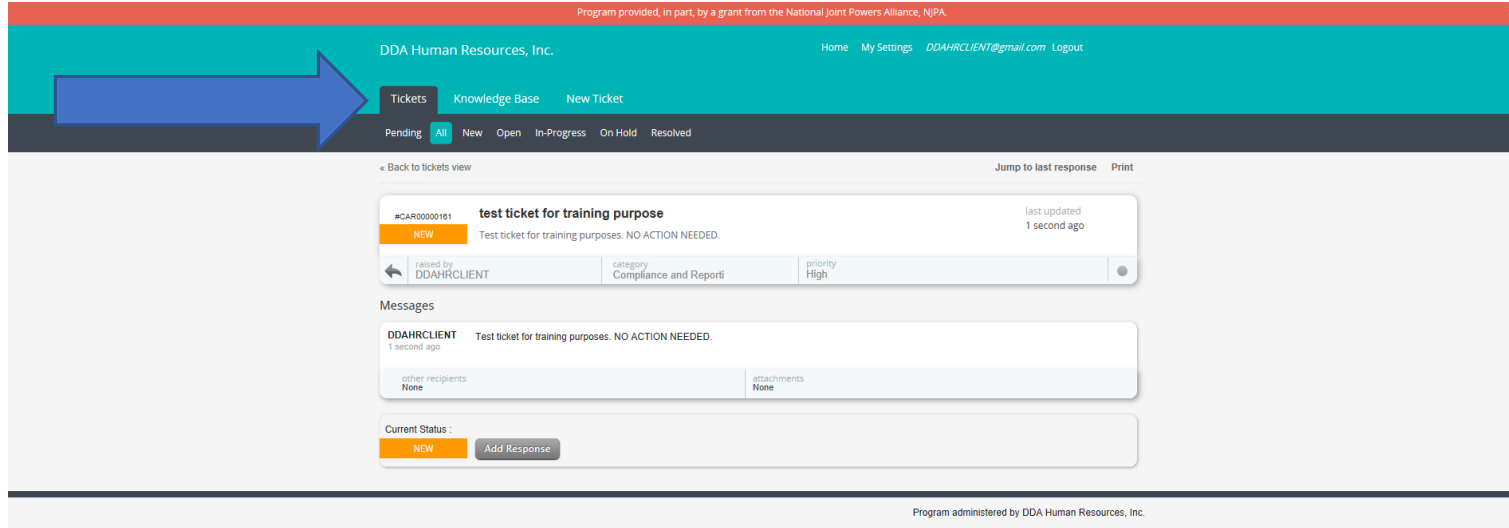
5. Click New Ticket



6. Enter your ticket information in the spaces provided and click on Create Ticket



7. Once your ticket is submitted your view will be changed to the Tickets View. You can track the status of all of your tickets here.



8. You will also receive an email from DDA HR Team indicating we will be responding soon to your inquiry.

Ticket ID #CAR00000161 Subject test ticket for training purpose

Dear DDAHRCLIENT,

DDA Human Resources, Inc. will be responding soon. Thank you for your inquiry.

Serving you,

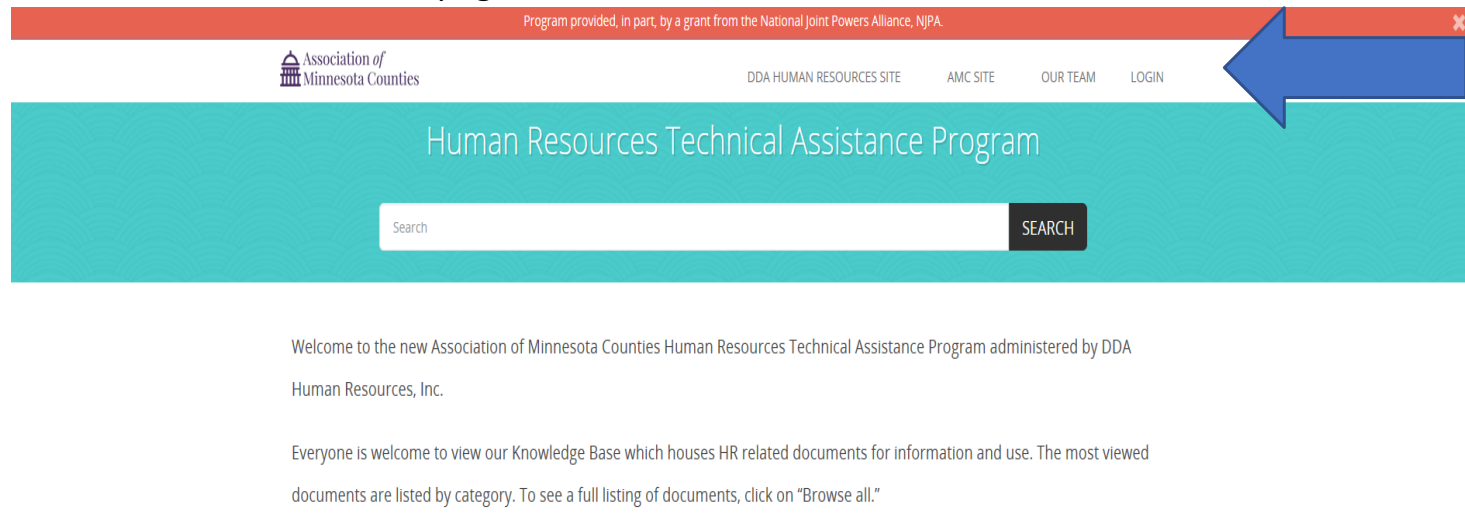


DDA HR Team
test ticket for training purpose
#CAR00000161
<https://www.amcddahrsupport.com>

Reset Password Detail

FORGOT PASSWORD INSTRUCTIONS

1. Go to home website home page: www.amcddahrsupport.com
2. Click LOGIN from the home page:



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DDA HUMAN RESOURCES SITE AMC SITE OUR TEAM LOGIN

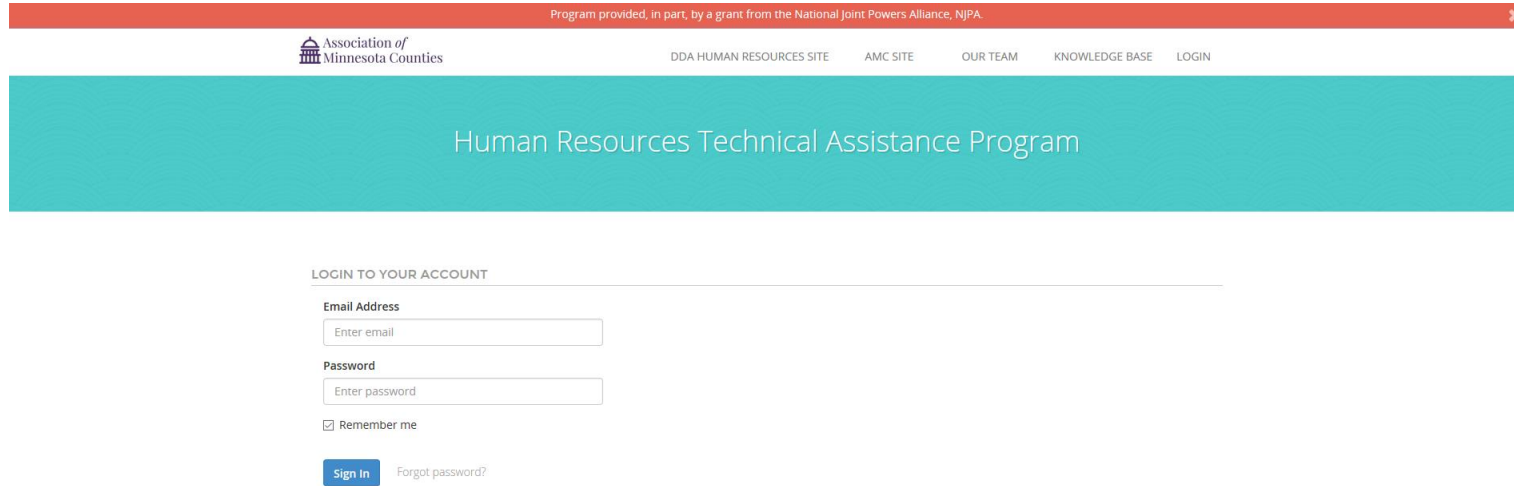
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Human Resources Technical Assistance Program

LOGIN TO YOUR ACCOUNT

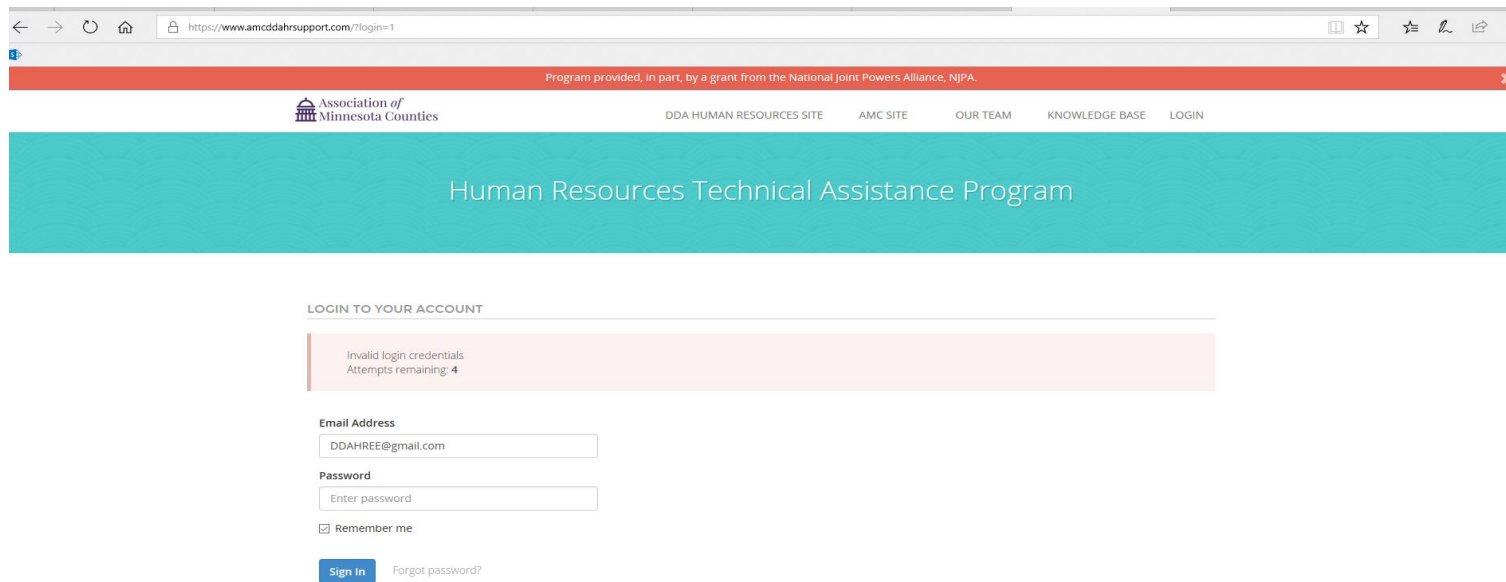
Email Address

Password

Remember me

[Sign In](#) [Forgot password?](#)

4. If you have forgotten your login information click the Forgot Password link and enter your email address



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DDA HUMAN RESOURCES SITE AMC SITE OUR TEAM KNOWLEDGE BASE LOGIN

Human Resources Technical Assistance Program

LOGIN TO YOUR ACCOUNT

Invalid login credentials
Attempts remaining: 4

Email Address

Password

Remember me

[Sign In](#) [Forgot password?](#)

5. You will receive an email notification from no-reply@amcddahrsupport.com with a password reset link. The body of the email will look similar to this picture below. Click on the link in the body of the email you receive.

Password reset link Inbox x



no-reply@amcddahrsupport.com

to me ▼

Password Reset

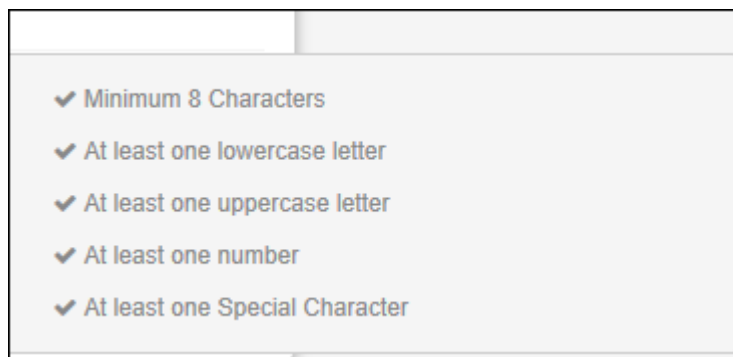
Dear DDAHRCLIENT,

We received a request to reset your password.

Please click here to reset the password <https://www.amcddahrsupport.com/forgotpassword/209f4bc2ae4c44e58f544be43f8c37c/>

Serving you,
DDA HR Team

6. You will be directed to a new screen and prompted to enter a new password. Your password must meet the following criteria:

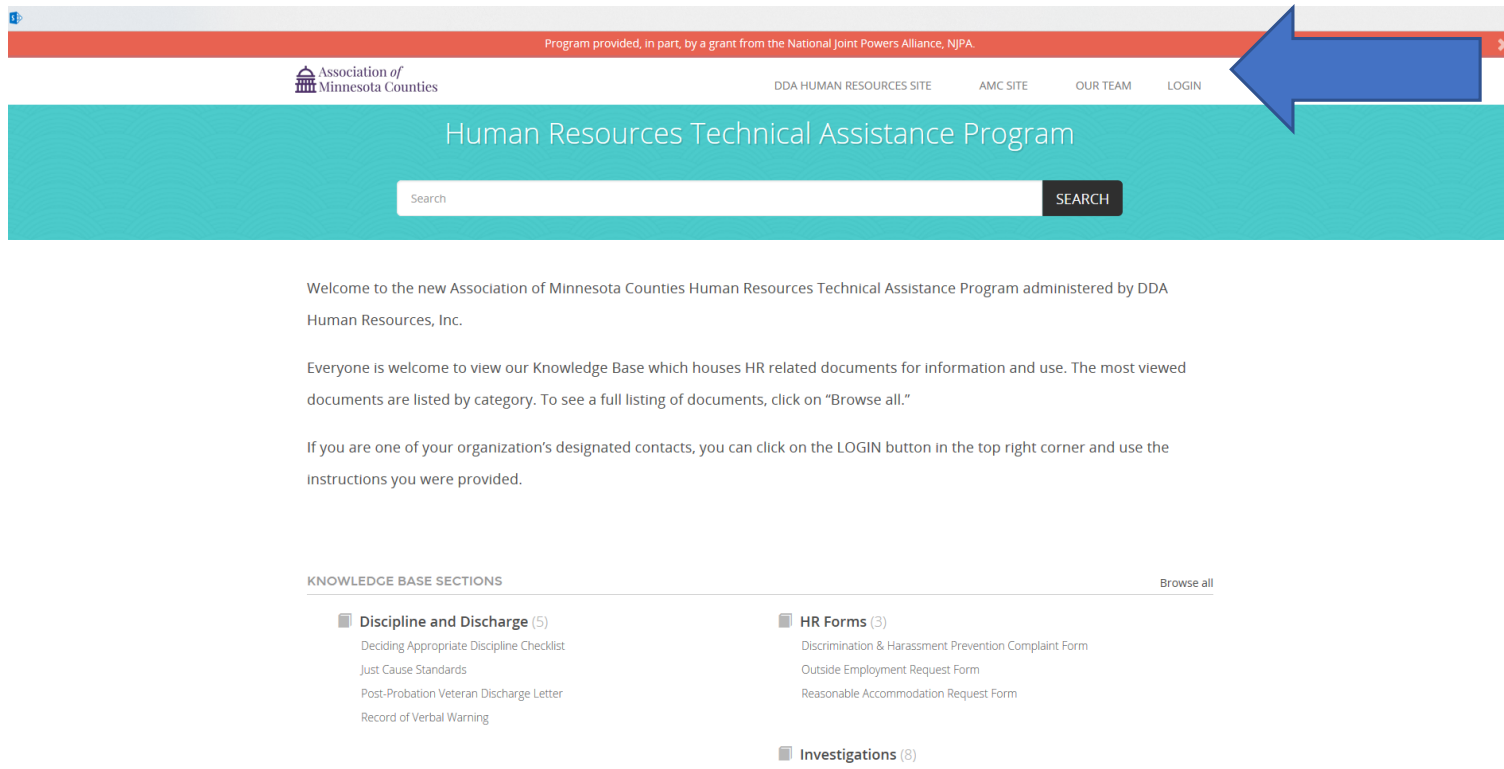


7. After entering and confirming a new password click on RESET button.

8. You will then be directed back to the AMCDDAHR SUPPORT homepage and you will be logged into the amcddahrsupport knowledgebase and ticketing system.

Login Instructions

1. Go to home website home page: <https://www.amcddahrsupport.com/home>
2. Click LOGIN from the home page:



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- Investigations (8)**

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DDA HUMAN RESOURCES SITE AMC SITE OUR TEAM KNOWLEDGE BASE LOGIN

Human Resources Technical Assistance Program


LOGIN TO YOUR ACCOUNT

Email Address
DDAHRCLIENT@gmail.com

Password
••••••••

Remember me

[Sign In](#) [Forgot password?](#)



4. You have now successfully logged into the amcddahrsupport knowledge base and ticketing system.

Questions?

Thank you!

Gary Weiers and Melanie Ault
Management Consultants
DDA Human Resources, Inc.
A David Drown Associates Company

