

# EPL-Risk.com

## Quick start registration & reference guide



As an Employment Practices Liability coverage policyholder, you have exclusive access to easy-to-use risk management tools and resources at [www.epl-risk.com](http://www.epl-risk.com). This one-stop resource center provides practical, timely and actionable insights, resources, model policies/procedures, and training to help you and your employees stay on top of current workplace issues, legislation, and employment trends.

### What's inside epl-risk.com?

With changes in today's workplace, employers must exercise caution with staffing and HR practices. While many organizations are leverage different roles, skills, policies/procedures, and workplace arrangements, it is critical to understand risks and how to mitigate them.

To assist, epl-risk.com gives your organization access to:

- **Articles and news briefs** on current workplace issues and trends. Many include legal commentary, reader polls, and checklists with specific action steps. The Knowledge Vault provides easy access and filtering.
- **On-demand training, learning seminars, podcasts, and best practice updates** provide convenient and consistent modules and testing for your employees. Dynamic topics written by experienced litigators include sexual harassment; discrimination; wrongful termination/ retaliation; and ethical behavior.
- **Model policies, procedures, and forms** geared to help you quickly implement organizational practices and employee guidelines on key employment issues. These template documents are available as PDFs and as Word documents for customization. In addition, several are also available in Spanish.
- **Model employee handbook** with multiple policy sections and sub-level policies are available as a template model to develop or enhance your organization's employee handbook.
- **Reports** including tracking, notifications, and reporting are available to assist in monitoring overall site use for your organization.

### Reference guide

Use this quick start registration & reference guide to help answer common questions about :

- Website registration
- Site set-up
- Adding new users
- Administration of the website, resources and training

The site's **Control Panel** allows the program administrator(s) to customize content, add individual users, set-up user profiles, tailor training assignments and notifications, monitor training progress, and access usage reports for your organization.

## Registration login steps

Registration and login is easy.

To simply register your organization and begin using the epl-risk.com site, follow these steps:

1. Click **Register Here >** in the login box
2. Enter your unique assigned passcode and click **Next >**  
  
Note: the passcode is a one-time use code required to gain access to the website. You will be asked to set-up a username / password during this registration process.
3. Select  button that states "I will act as the program administrator for my organization" and click **Next >**
4. Complete the registration info and click **Next >**
5. Choose your personal username and password and click **Next >**
6. Review and agree < select  > to the Terms of Use and click **Submit >**
7. Add your organization contract number and click **Next >**
8. Set notifications or leave as default and click **Next >**
9. An organizational code is automatically generated and displayed – keep this for future use to assign access for additional users and employees
- 10. Registration complete!**  
Review the site to see what resources are available, where you can find them, and who might need access to the information within your organization.

### What you'll need

- Your unique assigned passcode (formatted as MPL#####)
- Your organization's contract number (e.g., 123-4567-8)

Your organization can find both your unique assigned passcode and contract number within the epl-risk.com notification email sent to your organization's primary contact for your TruStage™ Business Protection insurance policies.

If you cannot locate your notification email or assigned passcode, you can contact a TruStage™ Risk Consultant at **800.637.2676**, by email at [riskconsultant@trustage.com](mailto:riskconsultant@trustage.com).

### Who should be selected as our program administrator for epl-risk.com?

It is best to establish the site's program administrator as someone who will monitor site content, track use, and manage access rights for the organization. Many organizations select a manager that handles the human resources, legal, and/or risk management functions as the administrator.

The first individual to register for the organization (using the registration login steps) for the site will automatically receive the program administrator designation.

## Site registration and set-up

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### Can our organization have more than one program administrator?

Absolutely. You can create additional program administrators if desired. Remember that the program administrator has full access to the website, its resources, and reporting capabilities.

### Where can we locate our passcode?

Your passcode is assigned to you by TruStage when you purchase your Employment Practices Liability coverage. The passcode is initially sent in a notification email to your organization's primary contact for your Business Protection insurance.

If you don't know your passcode and cannot locate your notification email, you can contact us at 800.637.2676, or by email at [riskconsultant@trustage.com](mailto:riskconsultant@trustage.com).

### Is the passcode needed after completing the initial registration process?

No, the one-time-use passcode is only needed to initially register. During the registration process, you will set-up a username/password for future access to epl-risk.com.

### Why is our organization unable to register?

It is possible, you cannot register for the site because you are using an invalid passcode or don't meet the insurance coverage requirements. Only organizations with an Employment Practices Liability insurance policy have access to this site.

If you meet the insurance requirement and still cannot access the site, this can happen occasionally due to firewall filters. Contact your organization's IT department to determine if that is the issue or if it is related to the website.

### Are there any recommended steps to follow after registration?

It is recommended that you review the site to get acquainted with the resources that are available, where you find them, and who at your organization may need access.

Also, as the program administrator, you can personalize the site as your own employment practices hub.

Simply go to the Control Panel tab for optional website set-up options such as:

- Defining user profiles
- Adding or recruiting additional employee users at your organization
- Reviewing training modules and other tools
- Accessing template policies, procedures, forms, and the employee handbook
- Adjusting training and notification settings such as due dates, staff notifications, and tracking results
- Modifying the site with your organization's calendar events, notices, or uploading your own content and documentation

### Our organization registered and previously had access. Why can we no longer access the site?

First, check to see if you are using the correct username and password. Remember not to confuse your password with the one-time passcode that is initially used for registration.

It is also possible that your organization no longer meets the insurance coverage requirements and access has been removed. Only organizations with TruStage Employment Practices Liability insurance coverage have access.

## Adding new users

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### Can our organization add additional users to the epl-risk.com website?

Yes, there are multiple ways to add more users.

#### Recruit new users via email

- Go to Control Panel / Users / Recruit New Users
- Fill in the email addresses of those you wish to register – separate email addresses with a comma (e.g., John@email.com, Judy@email.com)
- Add your own comments under Additional Message; It is recommended to add comments clarifying why the additional user is being asked to register. You should also add your name to eliminate confusion or phishing concerns, since the email message will come directly from EPL-Risk.com.
- Click Submit to send the emails.

#### Add new users individually

- Go to Control Panel / Users / Add/Edit Users
- Select Add New User and complete the New User form (required fields are indicated by an asterisk\*) and click Submit
- Provide the new user with an assigned username and password

#### Upload multiple new users via spreadsheet

The program administrator can upload multiple users with the same user profile via a starter spreadsheet available at the top of the New User form (Import Multiple Users).

Follow the simple form to Import Users and Send a Welcome Email to notify users that they now have access.

### Which Profile should be assigned when adding a new user?

When adding a new user, the program administrator determines the user's access permission level (training, articles, etc.) to the site.

You can select a default user profile from the site choices or create customized profiles for your organization and users' functional roles.

For example, a user without permission to view the training tab will not see the training tab (versus seeing it and it not functioning).

### How can the program administrator or other users change their password?

After signing into the site, simply select Control Panel / My Info and change your password and password clue and submit.

Remember not to confuse your password with the "passcode" that is initially used for site registration for your organization.

### Is it possible to reset a password for an individual user?

Yes, program administrators do have the ability to send a Reset Password Email within the Edit User function. This task can be completed within the Control Panel by navigating to Users.

## Accessing training modules

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### How do we assign training to our users?

Training is automatically set so that every trainee receives the modules and bulletins as a default. The individual user can see their training assignment by signing onto the site and clicking the Training tab.

### How do individual users access training assignments on epl-risk.com?

Each training module has several lessons that should be completed in order. Select Training to see the lessons that have been assigned and the corresponding due dates. Click the lesson link to begin the lessons.

### Can we change the training assignments and settings?

Yes, each program administrator can adjust the training assignments for their users by following these steps:

- Select Control Panel
- Click Training in the Control Panel Options
- Select Training Settings
- If you don't want to use a set of lessons or bulletins, simply uncheck them to remove
- To change the due date(s), select the desired length of time from the drop-down list under Days to Complete. Changing the training due setting applies to all users of that module within your organization.

Remember, when changing the settings to reflect your preferences, always click Submit to register these choices.

### How can we access the training records of our organization's users?

Within the Control Panel, select Training / Reports. To review an individual user's detailed record, simply select Summary Lessons/Bulletins Completed Per User on that individual's name.

### Can users ask a question about the training module content?

Yes, users can submit a question to a trainer by clicking on the Ask the Trainer link found at the bottom of each training screen.

Questions will receive a response within a reasonable period of time – usually within 48 hours of receipt.

The online trainers are not permitted to answer what is or is not the right response. The trainer will answer any question you have about the training concepts in the learning material.

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### How can we adjust training notices?

The program administrator can adjust the training assignments for users.

- Select Control Panel / Training / Adjust Training Notices
- Select Yes or No for each question
- Click Submit to save your settings

### We are receiving notifications that training is due or past due. How can this be modified?

This is common when notifications are inadvertently edited within the Control Panel. All training notices are set to default to "No" when the site is originally accessed.

The good news is that it is an easy fix!

The program administrator can easily Adjust Training Settings (edit lesson module requirements and # of days to complete) or Adjust Training Notices (eliminate email notices sent to trainees or administrators). These edits can be made within the Control Panel.

## Other common questions

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### How can we measure site usage at our organization?

The program administrator can monitor reports. Simply select Control Panel / Reports and choose the specific report feature from those displayed (site usage; training usage; or article views).

### Can we upload organizational-specific materials and/or supporting training documentation to the site?

Yes, program administrator(s) can upload organization-specific material (e.g., HR calendar event, specific policy or procedure, Organization Employee Handbook) to display to their employees under My Workplace.

To add a calendar event or upload documents, go to Control Panel / My Workplace and choose the item you wish to upload from the options provided and follow the instructions.

### Who should we contact if we have additional questions?

If you have additional questions about epl-risk.com, you can click Contact Us on the main menu bar of the website and submit your question.

You can contact a TruStage Risk Consultant by emailing [riskconsultant@trustage.com](mailto:riskconsultant@trustage.com) or calling **800.637.2676**.

Designed to help reduce exposure to employee practice liability claims, the insights, resources, model policies / procedures, and training modules at [www.epl-risk.com](http://www.epl-risk.com) are exclusively available for organizations with TruStage Employment Practices Liability coverage as part of the Management Professional Liability Policy.

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