

Employer FAQs

# Living Handbook

PRINCETON HR  
*Solutions*

## Where do I access handbook(s)?

To access Living Handbook or Living Handbook Plus, log in to ThinkHR, and click on **Handbooks** in the top menu bar. This will take you to your **Handbook Library**. The Handbook Library stores all of the handbooks created by your team. For additional information, please refer to the Handbook Builder User Guide here.

## Can all team members create, access, review, and edit handbooks?

Yes. Share access to handbook(s) with the entire team for collaborative creation, review, and editing.

## Are team members alerted when other team members make changes/updates?

No. Changes made by team members will not be alerted. Only changes to policy content trigger an alert.

## How do I create a new handbook?

From your account, click on the **Handbooks** tab on the menu bar to go to the **Handbook Library**. In the top right corner, click **Create** and from the drop-down select **New Handbook**. You will be taken to the Handbook Settings page where you can begin creating a handbook. For detailed, step by step instructions on how to create a new handbook, please refer to the Living Handbook User Guide.

## What is the Primary Contact on the Handbook Settings page?

The **Primary Contact** is the main point of contact should employees have any questions about the handbook. The primary contact field is also used in the **Welcome Policy**. We recommend using “Human Resources” or a similarly generic term to alleviate the need to update the handbook when personnel changes occur.

## How do I make sure a handbook is current?

You will receive automatic update notifications. When a policy is updated due to a legislative or regulatory change, the **Table of Contents** provides you with an alert of which policies changed. From there, you will read the alert and either **Accept Policy Changes** or **Dismiss Alert**. You will not be able to download the handbook until you respond to all of the alerts. Accepting all policy changes ensures every updated regulation and policy are included.

## How do I edit an existing handbook?

Find the handbook in the **Handbook Library** by name, using the search feature or scrolling through the handbooks. Click the “Actions” button. Select **Handbook Settings** to add states, change employee counts or update company-specific information.

## How do I add or remove a state from a handbook I've already started?

Find the handbook in the Handbook Library by name using the search feature or scrolling through the handbooks. Click the “Actions” button and select **Handbook Settings**. On the **Handbook Settings** page, locate the **Employee/State Information** section. From **Choose States**, select the state you wish to add from the drop down menu and click **Add State**. Add as many states as needed and they will appear below. To remove a state, click the X button to the right of the state(s) you want to remove. For additional information, please refer to the Living Handbook User Guide.

## How do I remove or edit a policy?

Select the handbook you want to edit and go to **Handbook Settings** and click on **Save and Review Policies**. This will take you to the **Table of Contents**, where you will click a section header to expand and reveal the individual policies currently in your handbook. To disable a policy, click the toggle button to the right of the policy, currently green, to off and it will turn gray. Excluded policies will not be included in the downloaded handbook. If you've disabled a policy and wish to include it in your handbook, simply toggle it again to turn it green.

To edit a policy, click **Edit** and you will see the current language in your policy. Edit in the **Policy Language** field and click **Save Policy**. You will be presented with a notification indicating the policy change(s) made may bring the policy out of compliance with federal or state law and warning you that you assume the risk. For additional information, please refer to the Living Handbook User Guide.

## Can I change the employee count in a state if I've already saved the handbook?

Yes, but be aware that a change in employee count could affect the policies in your handbook and possibly cause the handbook to be out of compliance. The handbook should be reviewed with legal counsel prior to implementation.

## Is my spelling checked when I customize a policy?

Yes. The Policy Editor checks spelling as you type. Misspelled words are underlined in red. Right click on a misspelled word to see spelling suggestions.

## How do I create a custom policy?

From the **Handbook Library**, click **Create** in the upper right corner. From the drop down menu click **New Custom Policy**. Complete the information on the **New Custom Policy** settings page. Determine whether this custom policy will be included in any new handbook by selecting **YES** or **NO** in the auto-include section. Note that by default, **YES** is selected so be sure to click **NO** if you only want to add the policy to select handbooks. Click **Save Policy**. You will see the **Custom Policies** section and all the custom policies created for your company.

## How do I add a custom policy to a saved handbook?

First, find the handbook you'd like to edit in the Handbook Library by using the search feature or scrolling through the handbooks. Click the "Actions" button and select **Table of Contents**.

Click **Actions** in the upper right of the screen and select **Link Custom Policy**. You will see a list of custom policies created for your company. Policies that are grayed out are already added to the handbook you selected. Put a check in the box next to the policy or policies you would like to add and click **Link Custom Policies**. At the bottom of the **Table of Contents**, you will now see the policy in the **Custom Policies** section.

## How do I download a handbook?

Find the handbook you'd like to download in the **Handbook Library** by using the search feature or scrolling through the handbooks. Click the lower right corner of the handbook thumbnail and select either **Download Word** or **Download PDF**. Download links will also be available in the **Table of Contents**.

## Does the Living Handbook and Living Handbook Plus include local policies?

No. The policies that are provided are federal and state only.

## Can my client(s) add another user to their account?

No. Clients do not have the ability to add additional users to their account. Multiple users are allowed on the account, but you must add client users through System Administration. Please reach out to a Customer Success Manager if assistance is required.

## What are Policy Updates?

Policy updates are displayed whenever there is a legal update to any policy. Policy updates must be accepted in order for handbooks to remain in compliance.

## What is Living Handbook Plus?

ThinkHR's **Living Handbook** is designed for employers with employees located in more than one state, and/or those who require a Spanish-language version of their handbook and/or need employee acknowledgement of their handbook. Using this product will save an employer substantial time creating a handbook, allow for greater customizations, and distinguish between required policies and best practices, consolidating all within a single document.

## Is there a legal review option with ThinkHR's handbook products?

Yes. ThinkHR partners with one of the largest employment lawfirms **Constangy, Brooks, Smith & Prophete, LLP**—who offer handbook legal review in association with building a handbook. This legal review is available for a pre-negotiated, discounted fee, payable directly to the lawfirm. More information is available upon request.

## What happens if I pay for Living Handbook Plus and I end my business relationship with our ThinkHR sponsor?

Employers that have purchased **Living Handbook Plus** will continue to have access to functionality for the remainder of the contract period. All other ThinkHR services (Live, Comply, Learn, etc.) will cease once your Upon termination of the employer's Living Handbook Plus subscription, ThinkHR will offer the employer a separate contract, at full retail cost.

## How do users manage changes or updates to federal and state policies?

We make it easy. All fifty (50) state and federal updates are managed from one page, and each update is easily applied to the relevant handbook section with the click of a button. This feature is a huge timesaver, especially considering the frequency in which legal changes occur.

## Is Living Handbook Plus compliant at both the federal and state level?

All federal and state policies are compliant as written. ThinkHR cannot guarantee compliance of modified language or custom policies. We recommend reviewing revised policies with legal counsel.

## How do I add users for sending Living Handbook Plus for E-signature?

It is the same process as adding new users to ThinkHR. Once a user is added to ThinkHR via System Administration, they can be routed to capture an employee signature (E-signature).