ePosterService™
ONLINE LABOR LAW COMPLIANCE

Labor Law Poster Compliance for Remote Employees & Non-Traditional Worksites

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Welcome to the ePosterService!

ePosterService helps employers automate the process of labor law poster compliance for their remote employees and those that work at non-traditional work locations.

This “Getting Started Guide” is intended to help the “Employer Administrator” begin using the system, manage employees, and use available reports to track compliance.

Helpful Links

- System Generated Emails - HERE
- FAQs - HERE

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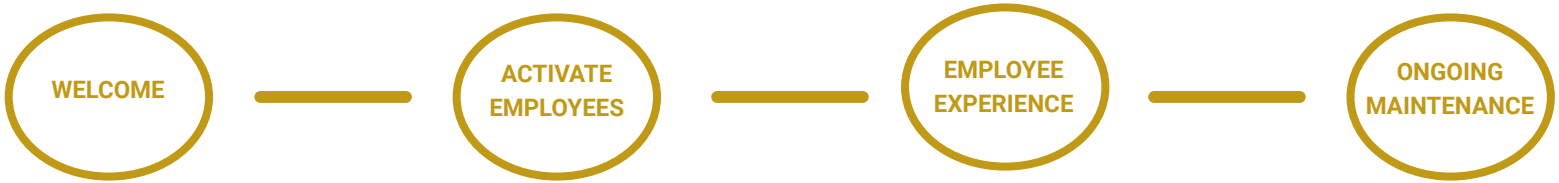
ePosterService Onboarding Journey



WELCOME

[Learn About Your Home Screen]

ACTIVATE EMPLOYEES

[Activate Employees]

EMPLOYEES GET COMPLIANT

[The Employee Experience]

ONGOING MAINTENANCE

[Regenerate Welcome Email]

[Update Employee's Subscription]

[Archive an Employee]

[Manage Number of Seats]

[Reports]

Click the blue links in each section to learn more about that step!

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Getting to Know Your Home Screen

WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — ONGOING MAINTENANCE

- **When you first login to ePosterService, the first screen you will see is the "Administration Page"**
- **All employer admin actions will begin from this page**
- **Click on "Home" to return to this page at any time**

The Administration Page Includes:

- **Reports Tile:** View, download, or search within a report of your employee subscriptions
- **Employee Management Tile:** Add, edit, or archive the employees you want to receive electronic labor law posters. This is normally all of your company's remote employees and those that rarely frequent the company office location.
- **Subscription Management Tile:** Manage subscription billing and # of requested employees accessing the system.

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How to Activate a New Remote Employee

The ePosterService is designed to provide electronic labor law posters to your remote employees. In order for your employees to receive these posters, you will need to “activate” them in the system.

The following slides outline the steps to activate an employee.

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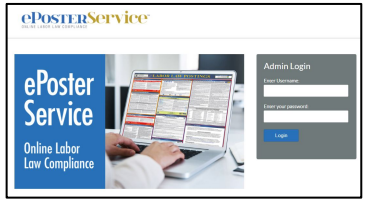
How to Activate a New Remote Employee

WELCOME — **ACTIVATE EMPLOYEES** — EMPLOYEE EXPERIENCE — ONGOING MAINTENANCE

1. • URL: https://admin.eposterservice.com/
   • Login
2. • Access Employee Management
3. • Click the green “+” sign to add employees

1 →



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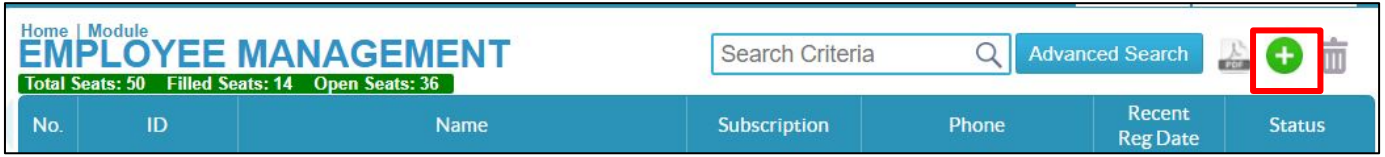

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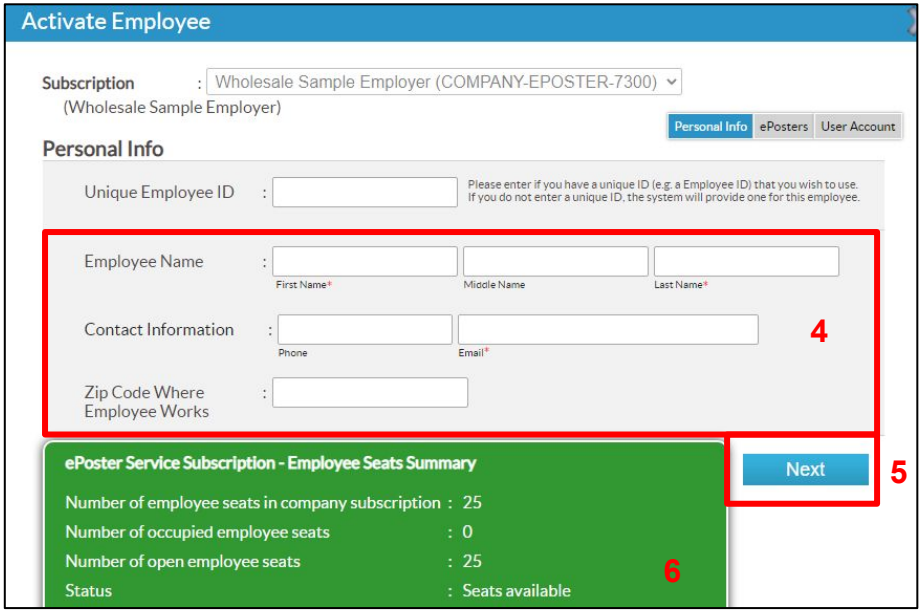
How to Activate a New Remote Employee

WELCOME — **ACTIVATE EMPLOYEES** — EMPLOYEE EXPERIENCE — ONGOING MAINTENANCE

4. Enter Employee's First Name, Last Name, Email Address and Zip Code
5. Click "Next"
6. A summary of your subscription service will be displayed



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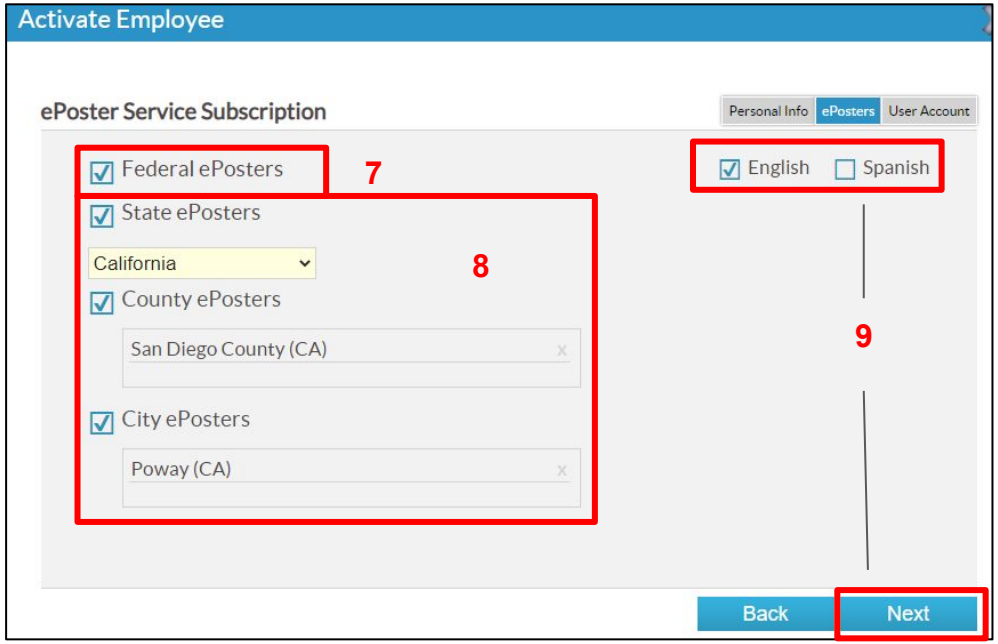
How to Activate a New Remote Employee

WELCOME — **ACTIVATE EMPLOYEES** — EMPLOYEE EXPERIENCE — ONGOING MAINTENANCE

7. By default all remote employees receive the federal mandatory notices
8. The state, city and county are auto selected based on the remote employees zip code
9. Select the language that the employee primarily reads and click "Next"



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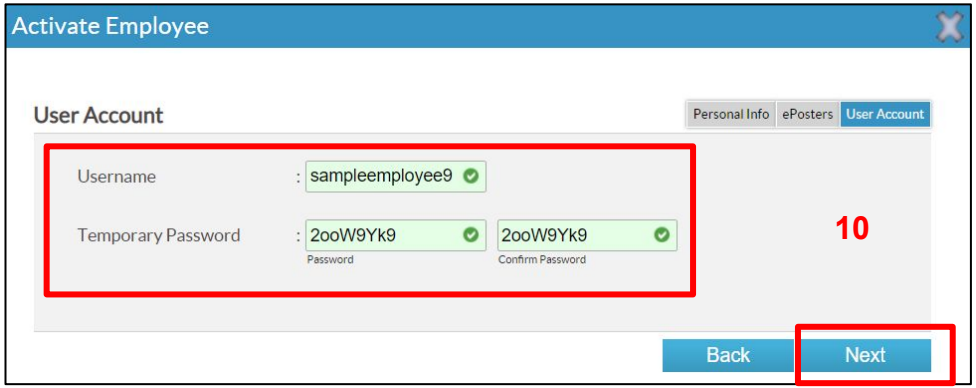
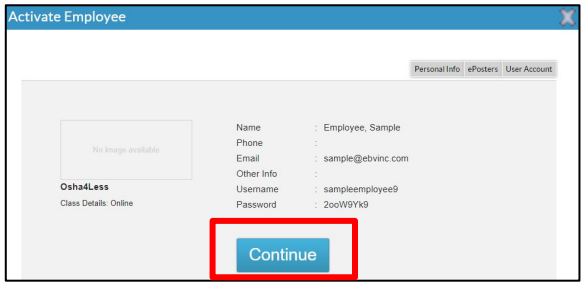
How to Activate a New Remote Employee

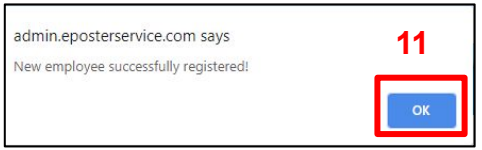
WELCOME — **ACTIVATE EMPLOYEES** — EMPLOYEE EXPERIENCE — ONGOING MAINTENANCE

10 A username and temporary password with automatically generate (you don't need to retain these). Click "Next," Click "continue

11 Confirmation: "New employee successfully registered!"







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How to Activate a New Remote Employee

WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — ONGOING MAINTENANCE

Employee Activation is Now Complete.

Upon activation, your employee will receive an email invitation with instructions to login to the ePosterService and view/acknowledge their labor law posters. The email will look similar to the one shown here.

Subject Line: Welcome! View Your Online Labor Law Notices

Sender Email Address: notice@mg.eposterservice.com

Dear [first_name],

You have been enrolled in ePosterService, the online labor law poster solution that provides 24/7 access to your employee labor law notices. [Employer/Company Name] has selected this easy-to-use service to assist us with keeping you informed and up-to-date on the labor laws that affect you.

Below you will find login credentials for accessing your labor law posters via the online employee portal. When you log in for the first time, please view all labor law notices (**in Red**), then click to confirm that you have read these notices. In the future, when there is a labor law update or new notice released that affects you, an email notification will prompt you to log back into your portal. Each time this occurs, you will need to view and confirm that you have read the new and/or updated notice(s).

Username: [username]
Temporary Password: [temp password] (You will be prompted to change this password the first time you login.)
Login URL: https://access.eposterservice.com

If you have any questions, please contact [employer_admin_email] and we will be happy to help.

Thank you,

[employer_admin_name]
[employer_admin_email]

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The Remote Employee Experience

WELCOME — ACTIVATE EMPLOYEES — **EMPLOYEE EXPERIENCE** — ONGOING MAINTENANCE

Once activated by the Employer Administrator, the following steps outline the employee experience.

1. Employee receives an email
   - Includes username, password, and link to access
   - Includes details (tokens) from the Employer
2. Employee accesses the system

1

Subject Line: Welcome! View Your Online Labor Law Notices

Sender Email Address: notice@mg.eposterservice.com

Dear [first_name],

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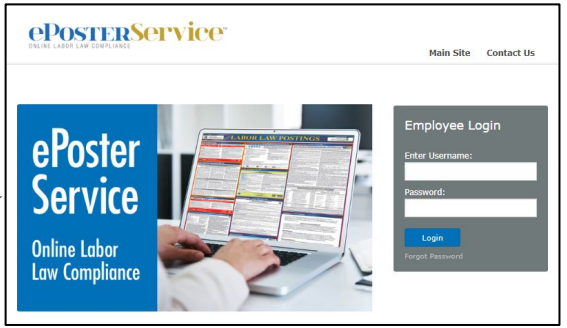
Username: [username]
Temporary Password: [temp password] (You will be prompted to change this password the first time you login.)
Login URL: https://access.eposterservice.com

If you have any questions, please contact [employer_admin_email] and we will be happy to help.

Thank you,

[employer_admin_name]
[employer_admin_email]

2



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The Remote Employee Experience

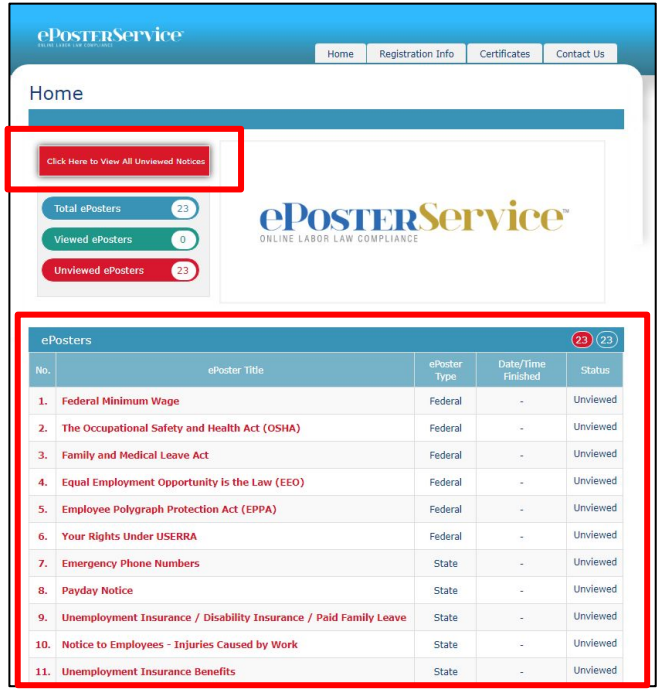
WELCOME — ACTIVATE EMPLOYEES — **EMPLOYEE EXPERIENCE** — ONGOING MAINTENANCE

3

- Employee can aggregate all unviewed notices into one PDF file with a cover page, instructions, and table of contents

4

- Individual notices can be opened one at a time.
- List of notices are color-coded, indicating Viewed & Unviewed



No.	ePoster Title	ePoster Type	Date/Time Finished	Status
1.	Federal Minimum Wage	Federal	-	Unviewed
2.	The Occupational Safety and Health Act (OSHA)	Federal	-	Unviewed
3.	Family and Medical Leave Act	Federal	-	Unviewed
4.	Equal Employment Opportunity is the Law (EEO)	Federal	-	Unviewed
5.	Employee Polygraph Protection Act (EPPA)	Federal	-	Unviewed
6.	Your Rights Under USERRA	Federal	-	Unviewed
7.	Emergency Phone Numbers	State	-	Unviewed
8.	Payday Notice	State	-	Unviewed
9.	Unemployment Insurance / Disability Insurance / Paid Family Leave	State	-	Unviewed
10.	Notice to Employees - Injuries Caused by Work	State	-	Unviewed
11.	Unemployment Insurance Benefits	State	-	Unviewed

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The Remote Employee Experience

WELCOME — ACTIVATE EMPLOYEES — **EMPLOYEE EXPERIENCE** — ONGOING MAINTENANCE

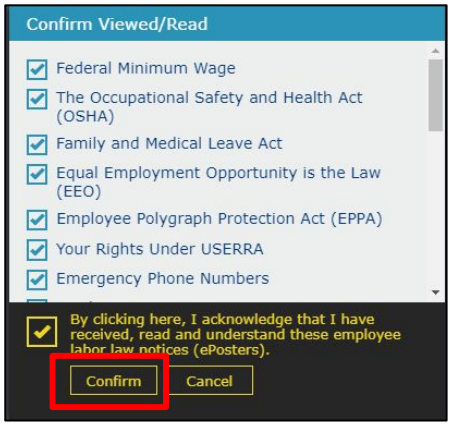
5

- Employee confirms they have received, read and understand notices

6

- A Certificate of Acknowledgement is generated and saved in the platform each time an employee acknowledges new notices.

5



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- Employees may access their *Certificate of Acknowledgement* at any time by clicking on the Certificates tab in their dashboard
- Employers may access the Employee *Certificate of Acknowledgement* at any time by clicking on the Employee Management tile, the employees name and subscriptions in the employees account

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Ongoing Maintenance

The following pages provide instructions for the following common and ongoing actions and activities:

1) **Regenerate the “Welcome Email” to an Employee**
2) **Identify & Update an Employee’s Subscription**
3) **Archive a Remote Employee**
4) **Manage Subscription Billing and Number of Requested Seats (employees accessing the system)**

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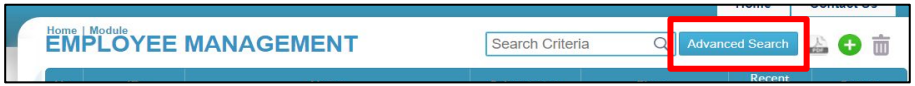
How to Regenerate a Welcome Email

WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — **ONGOING MAINTENANCE**

In the event that an employee does not receive or has misplaced the welcome email, use the following steps to resend one to them.

1. From home screen, choose “Employee Management”
2. Choose “Advanced Search”
   Search by employee’s first and last name
3. Select the employee by clicking their name

1



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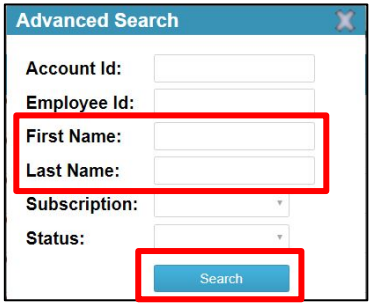

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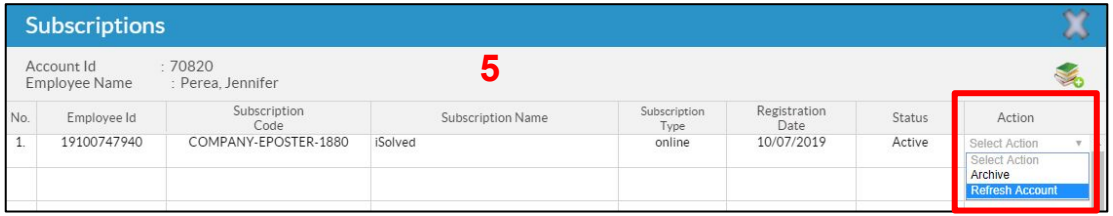
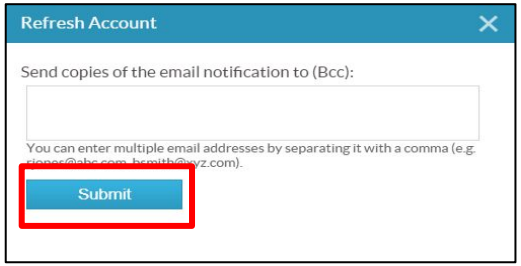
How to Regenerate a Welcome Email

WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — **ONGOING MAINTENANCE**

4. • Click "Subscriptions"
5. • Select "Action"
   • Select "Refresh Account" from the drop-down menu
6. • Refresh Account box allows copies of the email notification to be sent to others; add emails if needed
   • Click "Submit"
   • Click "OK" twice

4





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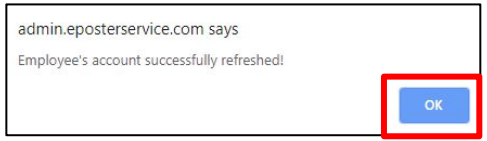

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Identify & Update an Employee's Subscription

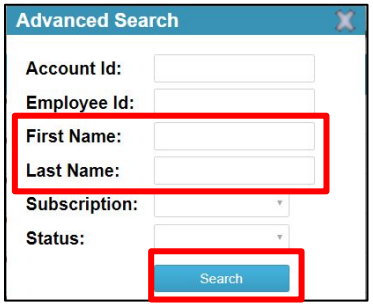
WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — **ONGOING MAINTENANCE**

From time to time your employee information may change (e.g. work location, email address, name,etc.). Use the following instructions to make changes to your employees.

1. From home screen, choose "Employee Management"
2. Choose "Advanced Search"
   Search by employee's first and last name
3. Select the employee by clicking their name

1

2



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Identify & Update an Employee's Subscription

WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — **ONGOING MAINTENANCE**

4

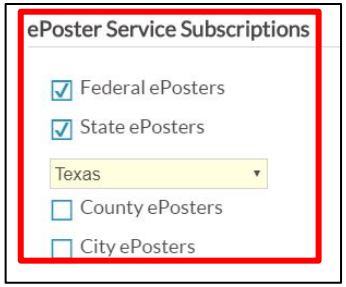
- Click "Subscriptions"
- Double click on the subscription

5

- Current Subscription type is shown

6

- If subscription needs to be updated, select new state from drop-down menu
- Click "Save"



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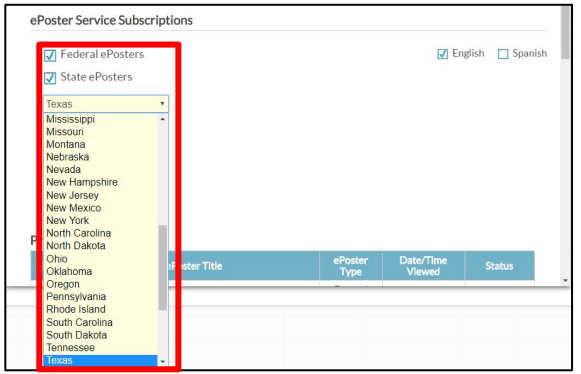

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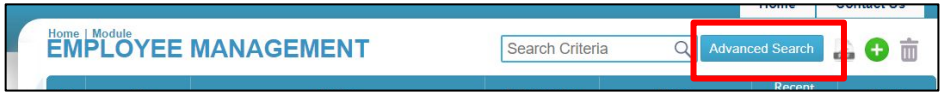
Archive a Remote Employee

WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — **ONGOING MAINTENANCE**

If an employee leaves your company or no longer needs to receive electronic labor law posters, administrators should convert them from "active" to "archived", using the following steps:

1. From home screen, choose "Employee Management"
2. • Choose "Advanced Search"
   • Search by employee's first and last name
3. • Select the employee by clicking their name

1



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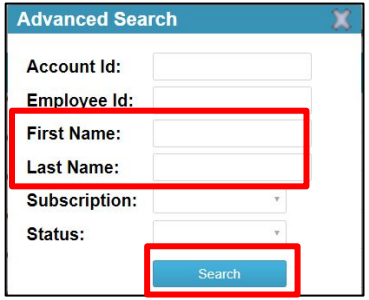

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Archive a Remote Employee

WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — **ONGOING MAINTENANCE**

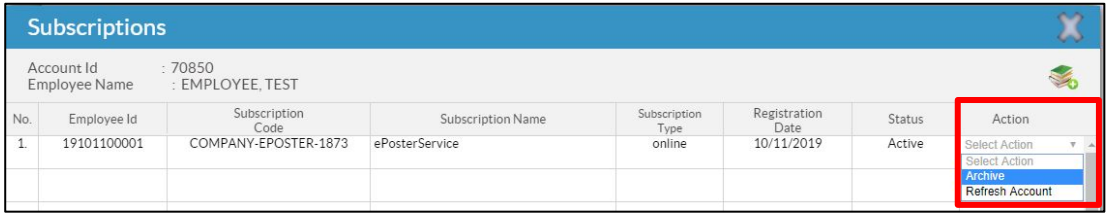
4. • Click "Subscriptions"

5. • Select "Action"
   • Select "Archive" from the drop-down menu

6. • Click "OK"
   • Click OK again to complete

4

5



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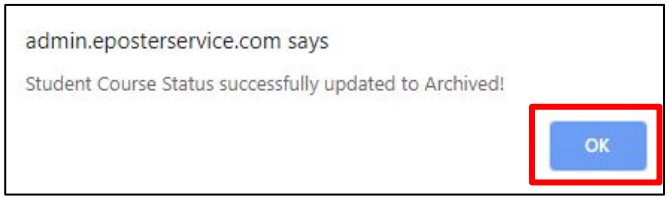

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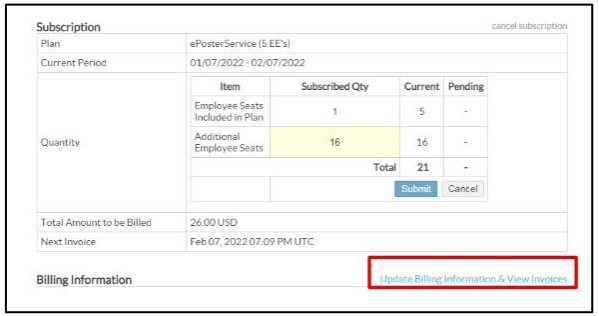
Manage Subscription Billing

WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — **ONGOING MAINTENANCE**

1. Click on Subscription Management
2. Locate and click on the Update Billing & View Invoices link
3. Click "Edit" and update your credit card information

1



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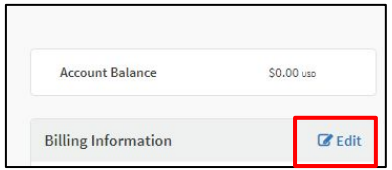

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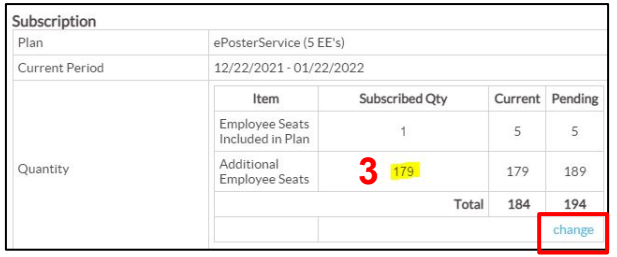
Manage Number of Requested Seats

WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — **ONGOING MAINTENANCE**

1. Click on Subscription Management
2. Click on "Change"
3. Enter your new # of Additional Employees under Subscribed Qty
4. Click on "Submit"



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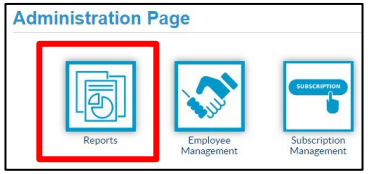
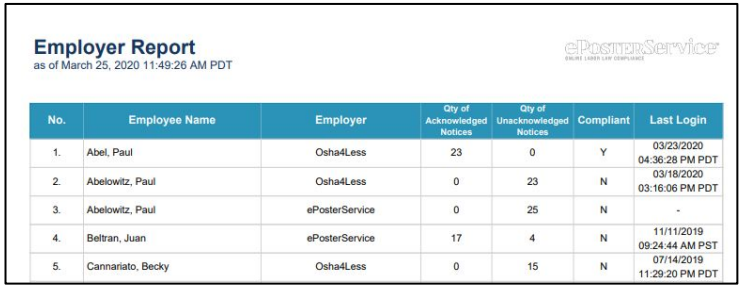
Employer Report

WELCOME — ACTIVATE EMPLOYEES — EMPLOYEE EXPERIENCE — **ONGOING MAINTENANCE**

The Employer Report can be downloaded in PDF or Excel. This report can help you retrieve important employee information, such as:

1) **Quantity of Acknowledged Notices**
2) **Quantity of Unacknowledged Notices**
3) **Which employees are compliant**
4) **Which employees have not yet logged into the system**





Employer Report
as of March 25, 2020 11:49:26 AM PDT

No.	Employee Name	Employer	Qty of Acknowledged Notices	Qty of Unacknowledged Notices	Compliant	Last Login
1.	Abel, Paul	Osha4Less	23	0	Y	03/23/2020 04:36:28 PM PDT
2.	Abelowitz, Paul	Osha4Less	0	23	N	03/18/2020 03:16:06 PM PDT
3.	Abelowitz, Paul	ePosterService	0	25	N	-
4.	Beltran, Juan	ePosterService	17	4	N	11/11/2019 09:24:44 AM PST
5.	Cannariato, Becky	Osha4Less	0	15	N	07/14/2019 11:29:20 PM PDT

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System-Generated Emails

For your information, we want to inform you that ePosterService sends the following emails automatically to employees and administrators of the system.

1. **Employer Admin Welcome -** generated to you once your Account Administrator provides you access to the solution.
2. **Employee Registration Email -** generated to the Employee once you (the employer) assigns them an ePosterService seat.
3. **Employee Update Alert -** generated to the Employee when a new or updated labor law posting is available for them to review and sign off.
4. **Employee eMinder #1 -** generated to the Employee one week after they are invited to the employee portal and either failed to log in or logged in and started to review the notices but never completed.
5. **Employee eMinder #2 -** generated to the Employee two weeks after they are invited to the employee portal and either failed to log in or logged in and started to review the notices but never completed.
6. **Employee eMinder #3 -** generated to the Employee 3, 4, 5, 6, etc. weeks after they are invited to the employee portal. They will continue to go out weekly until the Employee has acknowledged receipt of the notices.
7. **Employer Admin Courtesy Alert -** generated to the Employer Admin at the point where an Employee's status changes from current to out-of-date (unviewed notices).
8. **Employer Admin Fantastic News -** generated to the Employer Admin at the point where an Employee's status changes from out-of-date to current (viewed notices).

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Frequently Asked Questions

How do remote employees receive labor law updates with ePosterService?

- When an applicable update is released, employees that have been added to the ePosterService will receive an email notifying them that a new update is available. This email also prompts them to log back into the ePosterService, view the new notice, and acknowledge that they have received and read the new notice.

How do I know if my remote employees viewed the labor law notices they were supposed to?

- As an employer administrator you have access to a report showing which of your employees have taken the required actions to view and acknowledge their labor law notices. If they have failed to do so, they will receive a reminder email once a week alerting them of the actions needed.

What is the Certificate of Acknowledgement and why is it important?

- The Certificate of Acknowledgement is a unique feature of the ePosterService which provides a record of received and acknowledged notices by employees. Both the employee and the employer have access to an employee's certificate of acknowledgement. In addition, employer administrators have access to reports that show the acknowledgement history of their employees.

Can employers add all of their employees to this system and use it instead of physical labor law posters?

- Yes & No. Employers may add all of their employees to ePosterService, and the system will provide the notices to your employees. Doing so will give access to employee receipt and acknowledgement for ALL employees, not just ones that work remotely. However, Federal, State, and Local guidelines are clear – employers must post the physical posters in the workplace regardless. ePosterService is not a substitute for that requirement.

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Frequently Asked Questions

Does the ePosterService provide the Federal Contractors notices in the ePosterService platform?

- We do not include federal contractor notices on the ePosterService at this time, however, we do make them available as a free supplemental resource at: posterupdates.com/postings

Can an employer add their own documents and deploy them from the platform for review and acknowledgement?

- Currently, the ePosterService only distributes applicable labor law notices. Employers are not able to add custom documents to the system.

I have a large list of remote employees, is there an import feature?

- If you have 50 or more employees to be added to the ePosterService, you may add employees one at a time using the online interface, or customer service can assist you with an import (customerservice@eposterservice.com.)

How do I remove employees once I have added them to the system?

- Employer administrators can “archive” employees using the Employee Management feature of the system. Archival allows for retention and review of their view and acknowledgement history.

How do I increase/decrease the number of employee "seats" that are being billed in the system?

- The employer administrator is able to update the number of allocated seats using the Subscription Management feature of the system. Select “Subscription Management” from the home screen, and follow the instructions to “change” the number of requested seats.

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Frequently Asked Questions

For which location do employers need to provide labor law posters to employees - the physical office/work location, or the remote work location of the employee?

- Federal, State, and local labor laws require employers to post certain physical posters in each office or workplace based on that office's physical location. These posters or notices typically include information pertaining to employer obligations and/or employee rights, as determined by law in that location. For employees that do not frequently visit a company office location, an employer's obligations for that employee and the employee's rights are often dictated by the employee's actual work location. We recommend using the actual work location when adding employees to the system.
  We know that it can be complex and cumbersome for employers to identify and distribute labor laws according to their actual work location. This is why we created the ePosterService an easy to use, online labor law poster compliance solution for remote employees. With the ePosterService employers don't need to learn about various local poster requirements, and they don't need to spend time sending posters to their remote employees. The ePosterService system helps put this process on auto-pilot.
  **Note: While we believe this information to be accurate, it should not be interpreted as legal advice. It is the employer's responsibility to consult attorneys and solicit legal advice to determine the most appropriate rules for their business circumstances in the jurisdictions within which they operate, including for the "remote" status of an employee, and which work location best applies for each.

What happens after my free trial of the ePosterService for Remote Employees ends?

- After your free trial of the ePosterService for Remote Employees ends, you will be charged $10.00/month for up to 5 remote employees + $1.00/remote employee/month for any additional remote employees activated. It is a per employee fee and not a per location fee. This fee will be charged on the same day each month and copies of your paid invoice will be available in your account.

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For Additional Help

If you have further questions or need assistance, please contact our customer service department at customerservice@eposterservice.com.

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