*General Information*

**Q: Why are we moving to a “New ConnectHR Dashboard?”**

**A:** To increase security and protection of your employee data found within ConnectHR and adapt to recent changes in technology, security policies, system efficiencies, and internal Forest Service needs. System Administrators will be able to configure and manage an employee’s accesses, roles, and permissions more efficiently with the new dashboard.

**Q: What do I need to do to prepare for the change to “New ConnectHR?”**

A: There will be no preparation required by employees, since the migration to “New ConnectHR” will be a seamless process for all employees.

*Accessing the “New ConnectHR”*

**Q: When can I access the New ConnectHR?**

A: In order to convert to the “New ConnectHR,” the current system will be unavailable from Friday, June 1, 2012, at 11:00 p.m. MT through 12:00 a.m. MT Sunday, June 3, 2012. The “New ConnectHR” dashboard will be available at 12:00 a.m. MT Monday, June 4, 2012.

**Q: How do I log into the “New ConnectHR?”**

**A:** Employees can continue to access the “New ConnectHR” using one of two methods: eAuthentication or your current ConnectHR Personal ID and Password.

**Q: Will I still be able to login with my current eAuthentication (credentials) UserId and password?**

**A:** Yes, your eAuthentication login credentials will migrate to the “New ConnectHR.”

**Q: Will I still be able to login with current ConnectHR (credentials) Personal ID and Password?**

**A:** Yes, your ConnectHR login credentials will migrate to the “New ConnectHR.” In the “New ConnectHR” Personal ID is now named “User Name.”

*Bookmarks and Links*

**Q: I have the current ConnectHR bookmarked as a favorite link, how does this affect me accessing “New ConnectHR?”**

**A:** All current links and bookmarks will be redirected to the “New ConnectHR” site. It is advisable to bookmark the “New ConnectHR” URL (once it’s available) as part of your favorites bookmark.

**Q: In the “New ConnectHR” Dashboard, where will my frequently used links like Paycheck, AgLearn and others be located?**

**A:** Those frequently used links will remain located in same place as before, on the left hand navigation bar.

*New Updates*

**Q: Are there changes to “New ConnectHR” password requirements?**

**A:** Yes, the new password requirements are as follows:

* + A longer (12 character) more complex password requirement
  + 90 day expiration of passwords
  + 24 password history uses (cannot use the same password within 24 passwords history changes)
  + Lockout on multiple unsuccessful login attempts

**Q: Are there changes to the security questions requirements?**

**A:** Yes, new security question requirements are as follows:

* + Increase the required security questions from 1 to 5
  + For a self-password reset, employees must answer 3 out of 5 questions correctly instead of just 1

**Q: What is the popup “Timeout Indicator” for?**

**A:** “New ConnectHR” is designed to automatically log you off when you are not active. The Timeout Indicator provides employees the option to “continue or quit” their current session.

**Q: What happened to the “Personal ID” Login button?**

**A:** The “Personal ID login” button has been eliminated and instead you are allowed to input your login credentials right from the log-in screen instead of having to go to a different screen.

**Q: Where are the “Forgot Your ID” and “Forgot Password” buttons?**

**A:** They are now conveniently located and displayed at the login prompt below the “Log in” button.

**Q: What is the “Establish User Name and Password” link, located under “Need to Create Credentials” for?**

**A:** The “Establish User Name and Password” link is for **first time ConnectHR users Only** (employees who migrated from the old ConnectHR to the “New ConnectHR” are NOT considered new employees). This is to be used by employees logging into the “New ConnectHR” for the very first time.

* Selecting the “Establish User Name and Password” link takes the first time user through the creating a User Name and Password process.

**Q: Where can I view my data, change my password/security questions/user name/contact information, and update my external link passwords?**

**A:** All of this information can be found on the “My Profile” link. Additionally, your current “My ConnectHR Administration” links will remain on the right hand navigation bar.

*Support*

**Q: What do I do if I need help with “New ConnectHR?**

**A:** The “Help” link is still located on the top right and remains static throughout your navigation in the “New ConnectHR.” You can contact the HRM Contact Center for assistance at 1-877-372-7248 or create a case using the HR Help (CRM) link. When the “Contact HR Support” link is activated you can send a direct message to the ASC-Human Resources Management Contact Center. This link will not always be activated. The link will be activated only when the ASC-HRM Contact Center HR Help (CRM) link is not working or when the Contact Center’s phones are down.