



TO: ALL Oakland County Retirees  
FROM: Judy Fandale, Retirement Administrator  
DATE: March 3, 2009

**SUBJECT: Voluntary Remote Access Agreement and Policy**

Oakland County is launching a new program for Retirees called “HR Self Service”. HR Self Service allows you to access the information we have in our Human Resources (HR) computer system such as your personal information, paychecks, direct deposit, and benefits information. **This program is voluntary.** You are not required to sign this policy unless you would like to have access to the County’s HR Self Service pages. You must have an active email account to participate.

If you would like to have remote access, please read the attached policy and sign the agreement on page 5. Please keep the policy (pages 1-4) for your records and return the signature page (page 5) to the Retirement Unit. Once received, the Retirement Unit will enable your security. Please allow one to two weeks for activation.

**What happens if I don’t sign this policy?**

Nothing.

**What happens when I sign and return this policy?**

Please allow one to two weeks for activation. You will be sent a confirmation email containing a user name and password required to access the County’s HR Self Service pages.

**How do I sign on to HR Self Service?**

Type in the following address on your internet web browser: [pdhr.myoaksource.net](http://pdhr.myoaksource.net). Use the HR Self Service user name and password provided to you in the confirmation email. After signing on to HR Self Service for the first time, you will be prompted to create a new password.

**What will I be able to see on HR Self Service?**

- Personal Information (view/change your mailing address, phone number, email address)
- Payroll and Compensation Data (view your paycheck, direct deposit, compensation history)
- Benefits Information (view a summary of your health care, dependent/beneficiary data)

**What happens if I sign the policy and then want to opt out?**

Contact Adam Ritchie in the Retirement Unit in writing at 2100 Pontiac Lake Rd, Bldg 41W, Waterford, MI 48328-0440 and your security for remote access will be turned off.

**Who do I contact if I have questions?**

Adam Ritchie 248/858-0497

**NOTE: For the purposes of this Remote Access Agreement and Policy,  
employee and retiree are used interchangeably.  
EMPLOYEE = RETIREE**

# **HR SELF SERVICE**

## **REMOTE ACCESS AGREEMENT AND POLICY**

### **1. PURPOSE/OVERVIEW/SCOPE**

The HR Self Service Remote Access system (hereinafter referred to as "HR Self Service") includes all information and electronic communications transmitted, stored or displayed, as well as the software and stored data. Information contained within HR Self Service is private and confidential. The unauthorized use of HR Self Service and/or disclosure of information contained within HR Self Service could subject the user to potential civil liability and/or criminal prosecution. For this reason, to gain remote access to HR Self Service the user hereby agrees to strictly adhere to the terms of this policy. By signing the policy below, the user acknowledges that he or she has read the policy, is familiar with its contents, and agrees to abide by the terms of this policy in all respects.

This policy and agreement govern all remote access to HR Self Service. The terms of this policy and agreement are intended to prevent the unauthorized disclosure of private or confidential data, information or materials to unauthorized third-parties.

### **2. GENERAL TERMS APPLICABLE TO ALL USERS**

As used herein, the terms "Oakland County," "County," "us," "we," or "our" means Oakland County, Michigan. The terms "user," "you," or "your" means the person(s), contractor(s), and other third-party(ies) registered to use HR Self Service.

### **3. OWNERSHIP OF HR SELF SERVICE, DATA AND ELECTRONIC COMMUNICATIONS**

HR Self Service is the property of Oakland County and is intended for County business use only. All data, electronic communications, and other work products created and/or retained within HR Self Service are the property of Oakland County. Nothing contained in this policy should be construed to require or allow disclosure of any private or confidential data, information, or materials that would otherwise be protected from disclosure by Federal or State law or applicable rules and regulations.

### **4. APPLICABILITY TO EMPLOYEES, CONTRACTORS, AND OTHER USERS**

This agreement applies to all users, including employees (full and part-time), retirees, contractors, volunteers, and other individuals who are provided access to HR Self Service. Contractors and third parties should only be provided access to HR Self Service as necessary for their business purpose with the County, and shall abide by all applicable provisions of this policy. Contractors and third-parties who violate this policy may be removed from HR Self Service, have their contract(s) terminated, and/or be restricted from doing business with the County in the future. In addition, other legal remedies may be pursued.

## **5. COMPUTER EQUIPMENT, BROWSER ACCESS, AND INTERNET SERVICES**

### **A. INSTALLATION, MAINTENANCE AND OPERATION OF EQUIPMENT**

The user hereby acknowledges that he/she is responsible for obtaining, installing, maintaining and operating all *non*-County owned equipment necessary to access HR Self Service. The user hereby acknowledges that he/she will utilize an antivirus software package / system on his/her *non*-County owned equipment and that he/she will update same periodically in a reasonable manner.

### **B. INTERNET SERVICES**

The user hereby acknowledges that he/she is responsible for obtaining Internet services via the Internet Service Provider (ISP) of his/her choice and for paying any and all fees imposed by such ISP and/or other communications service provider. The user hereby acknowledges that there are certain security, corruption, transmission error, and access availability risks associated with using open networks such as the Internet and hereby expressly assumes such risks (to the extent that the law allows). The user hereby acknowledges that he/she has requested remote access for his/her own, personal convenience, has made his/her own independent assessment of the adequacy of the Internet as a delivery mechanism for accessing information, and is satisfied with that assessment.

## **6. USER ID'S AND PASSWORDS**

The user hereby acknowledges that a unique "User ID" and password will be provided by the County, that only the user is authorized to use said "User ID" and password to access HR Self Service, and that said "User ID" and password will be removed upon termination of the user's relationship with the County.

## **7. SECURITY BREACHES**

The user hereby acknowledges that all security breaches or instances of possible identity theft should be reported to local law enforcement authorities and the County's security specialist. Special procedures and provisions have been established with the County's Corporation Counsel, Human Resources Department, and Information Technology Department to address security-related issues.

## **8. ELECTRONIC MAIL/NOTICES**

By remotely accessing HR Self Service, the user hereby acknowledges that all notices or other communications arising from the County's obligations under this Agreement and/or related to HR Self Service services may be sent to the electronic mailbox provided to Oakland County, or by other manner as permitted by law.

## **9. OTHER COUNTY POLICIES**

In addition to this Agreement, the user hereby acknowledges that he/she agrees to be bound by the "OAKLAND COUNTY ELECTRONIC COMMUNICATION POLICY" and "COMPUTER HARDWARE/SOFTWARE USAGE AND LICENSE POLICY" found on HR Self Service. The user hereby acknowledges that he/she will comply with all other County policies and written requirements as may be furnished / required in connection with access to HR Self Service. Oakland County's policies, rules, and regulations may be found on HR Self Service.

## **10. PENALTIES**

Remote access users who violate this policy may be subject to, if applicable, civil liability as well as criminal prosecution. Contractors and third-parties who violate this policy may be removed from HR Self Service, have their contract(s) terminated, and/or be restricted from doing business with the County in the future. In addition, other legal remedies may be pursued.

## **11. ENFORCEMENT OF POLICY**

The Department of Information Technology has the ability to monitor HR Self Service. With the approval of Human Resources and Corporation Counsel, violations of this policy shall be brought to the attention of Human Resources. Human Resources will investigate the matter and determine the appropriate action. Questions related to this section should be referred to the Labor Relations Unit of the Human Resources Department.

## **12. RIGHT TO TERMINATE**

Oakland County reserves the right to terminate or suspend this Agreement, and/or the services covered hereby, in whole or part, at any time and for any reason without prior notice. The user may opt out of participation in remote access to HR Self Service by notifying the Human Resources Security Specialist. Upon such notification, his/her remote access to HR Self Service will be disabled.

## **13. ALTERATIONS AND AMENDMENTS**

The terms of this Agreement and other documentation and requirements associated with HR Self Service may be altered or amended by the County. In such event, the County shall provide notice of same on HR Self Service or to the electronic mailbox provided by Oakland County to all users, or in another manner(s) permitted by law. The user's access to HR Self Service after such notice has been provided will be considered his/her agreement to same.

#### **14. DISPUTES**

In the event of a dispute over appropriate use of HR Self Service, receipt of notices, or other understandings between the County and users, the terms of this Agreement shall control.

#### **15. NO WARRANTIES**

EXCEPT AS SPECIFICALLY SET FORTH HEREIN OR WHERE THE LAW REQUIRES A DIFFERENT STANDARD, THE COUNTY SHALL NOT BE RESPONSIBLE FOR ANY LOSS, DAMAGE, OR INJURY OR FOR ANY DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING IN ANY WAY OUT OF THE USER'S USE, NON-USE, OR RELIANCE UPON HR SELF SERVICE SERVICES PROVIDED HEREUNDER; THE USER'S USE OF NON-COUNTY EQUIPMENT, ANTIVIRUS SOFTWARE, OR BROWSER, INCLUDING THE INSTALLATION OF SAME; FAILURE OF ELECTRONIC OR MECHANICAL EQUIPMENT OR COMMUNICATION LINES, TELEPHONES, OR OTHER INTERCONNECTION PROBLEMS, BUGS, ERRORS, CONFIGURATION PROBLEMS; INCOMPATIBILITY OF COMPUTER HARDWARE OR SOFTWARE; FAILURE OR UNAVAILABILITY OF INTERNET ACCESS; PROBLEMS WITH INTERNET SERVICE PROVIDERS; PROBLEMS OR DELAYS WITH INTERMEDIATE COMPUTER OR COMMUNICATIONS NETWORKS OR FACILITIES; PROBLEMS WITH DATA TRANSMISSION FACILITIES, TELEPHONE SERVICE; OR ANY OTHER PROBLEMS THE USER MAY EXPERIENCE DUE TO CAUSES BEYOND OAKLAND COUNTY'S CONTROL. OAKLAND COUNTY DOES NOT MAKE ANY WARRANTIES CONCERNING THE EQUIPMENT, THE SOFTWARE, THE BROWSER, OR ANY PART THEREOF, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY, INFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE. OAKLAND COUNTY IS NOT RESPONSIBLE FOR ANY DAMAGE TO THE USER'S EQUIPMENT, SOFTWARE, MODEM, TELEPHONE, OR OTHER PROPERTY RESULTING FROM HIS/HER USE OF HR SELF SERVICE. FURTHER, NO LICENSE TO THE USER IS IMPLIED IN THESE DISCLAIMERS.

**16. SIGNATURE**

I hereby acknowledge that I have read, understand, and agree to comply with the terms and conditions of the **HR Self Service Remote Access Agreement and Policy** herein.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**PLEASE RETURN TO:**

**OAKLAND COUNTY HUMAN RESOURCES  
ATTN: ADAM RITCHIE - RETIREMENT UNIT  
2100 PONTIAC LAKE RD BLDG 41W  
WATERFORD MI 48328-0440**