

1. **How can I access "IMMEDIATE ACTION | Reply to this e-mail" email?**

Enroll MFA (Multi-Factor Authentication) by accessing the email sent to personal e-mail ID with subject "Enroll in MFA today! Don't get locked out!"

Post MFA registration you need to login to Deloitte webmail and respond to e-mail sent on your Deloitte email ID from US India NHPD mailbox for new hire paperwork.

2. **What are the documents that I received?**

You have only one document on the email with subject line "IMMEDIATE ACTION | Reply to this e-mail" and it has

- New Hire Information sheet
- Relieving letter Declaration
- Joining Report
- Annexure B
- Offer Letter

3. **I am not able to access/download/sign the New Hire Document on email with subject "IMMEDIATE ACTION | Reply to this e-mail"?**

A. Once MFA is done use *Internet Explorer* only to open Deloitte web mailbox and print the New Hire Document as PDF and sign it electronically/manually

B. You need to open the document using Adobe Acrobat Professional or Internet Explorer only.

Try doing the below steps:

- If the document is not opening in IE try checking your Adobe plug-in, try to install plug-in again
- If the document is not opening in Adobe Reader there should be a problem with the version on adobe reader that you are using, try to use Adobe Acrobat Professional (trial/licensed)

C. Suggest you access the document on laptop and not on mobile. If the document is not getting saved, try to print the document to PDF/XPS after signing it.

D. If neither of the above mentioned is working, please print-sign-scan the document.

***If you are facing issues even after trying all the above steps, please send an email to the US India NHPD usindianhpd@deloitte.com mailbox.**

4. **How to Acknowledge the New Hire Document?**

- Review the attached documents carefully and ensure all details (Designation, Date of Joining, pay component and Deloitte Entity etc) are correctly stated.
- Edit the document in PDF editor and fill the Declaration regarding the submission of the Relieving Letter from your previous organization.
- Upload your photograph onto the "Joining Report" document and save the completed document on to your desktop.
- If you have your relieving letter/ relieving acceptance letter, you can share an e-copy.
- Upon reviewing and filling the documents, click the button (Ctrl + Shift + R / Reply All) in Outlook.

- Send the e-mail along with the duly signed document to US India NHPD (usindianhpd@deloitte.com) mailbox.

Please ensure you mark in the below before sending the email

Place an "X" in the acknowledgement box below.

	I acknowledge that, I have read and understand the terms of "Annexure B" agreement and agree to comply throughout my employment/association.
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- I am not able to attach the photograph in the joining report?**
Please attach your photograph as a separate attachment and reply to the email.
- I am FTH-FTE hire. My Deloitte laptop is freezed, how to sign the New hire document?**
 - Contact ITS on usindiatssonboarding@deloitte.com or call 1800 2582 2222 for a resolution.
 - If you are still not able to access, please send an email to the US India NHPD usindianhpd@deloitte.com mailbox.
- When to submit previous company relieving letter if I do not have it on joining day?**
 - You will need to provide any tentative date of 90 days from your date of hire in the relieving declaration.
 - Once, you have the document, you can submit it to usindiabiemployment@deloitte.com once you receive it.
- What if I do not have previous employment or I am on secondment to USI / US to USI transfer**
Mention *Not Applicable* in the declaration form and sign it
- My name is not correct in the New Hire Document. Date of hire is not matching OL.**
Contact your recruiter who is also marked in CC on the email from NHPD with subject - "IMMEDIATE ACTION | Reply to this e-mail"
- I am not able to access Outlook / have MFA/RSA issue**
Contact ITS on usindiatssonboarding@deloitte.com or call the Help Desk 1800 2582 2222
- What is charge code for joining in DTE**
Contact USIndiaofficesW2D@DELOITTE.com or call the Help Desk on 1800 2582 2222 for information.
- I did not get details about DStart**
Contact USIndiaofficesW2D@DELOITTE.com or call the Help Desk on 1800 2582 2222 for information.
- I do not have project details whom to contact**
You can reach out to your resource manager.
- My offer letter is not updated in New Hire Document**
Please send an email to the US India NHPD usindianhpd@deloitte.com mailbox.
- I have questions related to my offer letter**
Please reach out to your recruiter

16. I'm unable to access the Talent OnDemand Site for completing the formalities for PF, Gratuity, Insurance & other benefits as mentioned in the New hire useful document

You can call the Help Desk on 1800 2582 2222 for PF, Gratuity, Insurance & other benefits related queries.

NHPD team would only need your acknowledgement for the New Hire documents that were sent along with a copy of your photograph.