### 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.

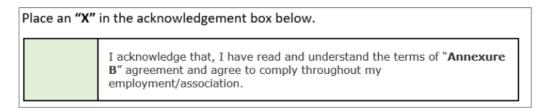
\*If you are facing issues even after trying all the above steps, please send an email to the US India NHPD <u>usindianhpd@deloitte.com</u> mailbox.

### 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



### 5. 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.

# 6. I am FTH-FTE hire. My Deloitte laptop is freezed, how to sign the New hire document?

- A. Contact ITS on <u>usindiatssonboarding@deloitte.com</u> or call 1800 2582 2222 for a resolution.
- B. If you are still not able to access, please send an email to the US India NHPD usindianhpd@deloitte.com mailbox.

# 7. When to submit previous company relieving letter if I do not have it on joining day?

- A. You will need to provide any tentative date of 90 days from your date of hire in the relieving declaration.
- B. Once, you have the document, you can submit it to <a href="mailto:usindiabiemployment@deloitte.com">usindiabiemployment@deloitte.com</a> once you receive it.

# 8. 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

# 9. My name is not correct in the New Hire Document. Date of hire is not matching

Contact your recruiter who is also marked in CC on the email from NHPD with subject - "IMMEDIATE ACTION | Reply to this e-mail"

## 10. I am not able to access Outlook / have MFA/RSA issue

Contact ITS on <u>usindiatssonboarding@deloitte.com</u> or call the Help Desk 1800 2582 2222

### 11. What is charge code for joining in DTE

Contact <u>USIndiaofficesW2D@DELOITTE.com</u> or call the Help Desk on 1800 2582 2222 for information.

## 12. I did not get details about DStart

Contact <u>USIndiaofficesW2D@DELOITTE.com</u> or call the Help Desk on 1800 2582 2222 for information.

### 13. I do not have project details whom to contact

You can reach out to your resource manager.

### 14. My offer letter is not updated in New Hire Document

Please send an email to the US India NHPD usindianhpd@deloitte.com mailbox.

### 15. 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.