Frequently Asked Questions (FAQs) on Offer to Onboard

Human Resource - GenC

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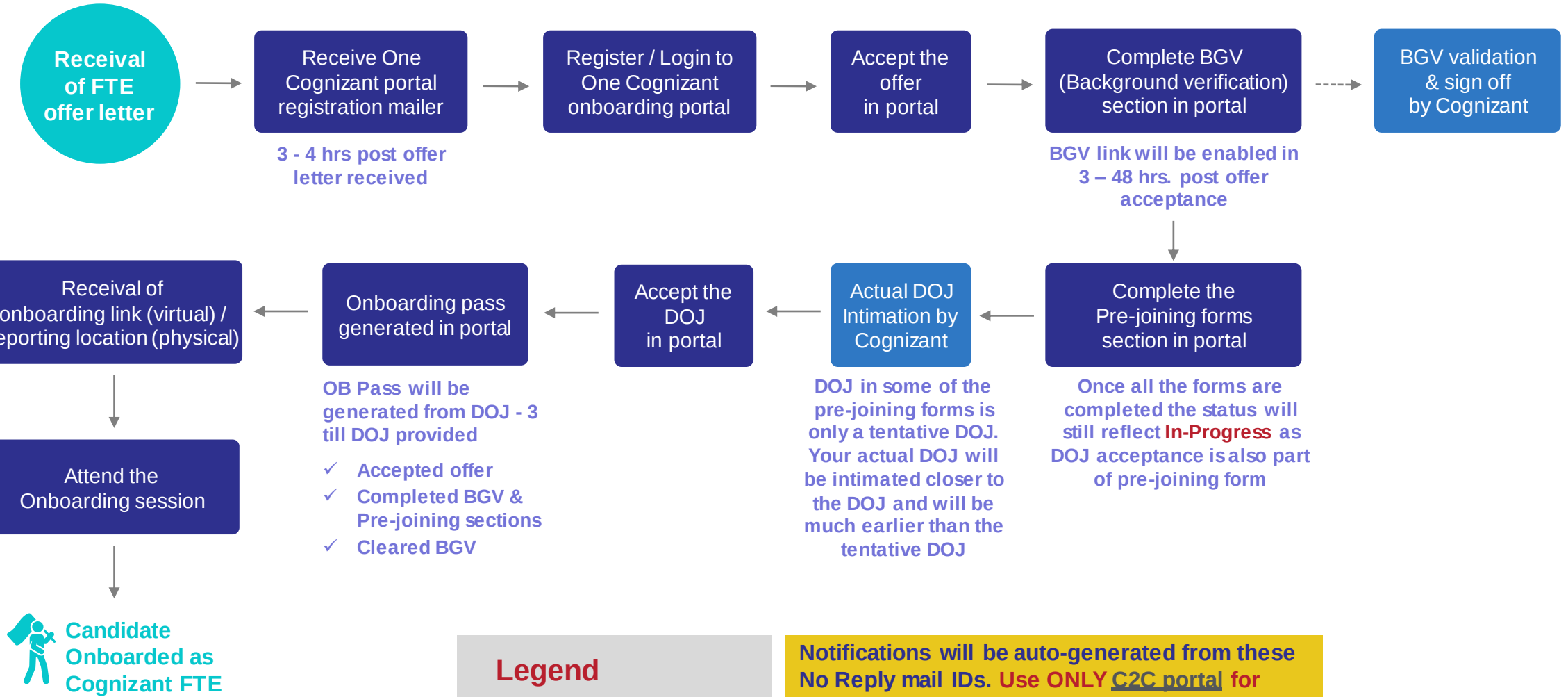

Legend

- Action by Candidate
- Action by Cognizant

Notifications will be auto-generated from these No Reply mail IDs. Use ONLY C2C portal for raising queries

TalentAcquisitionGroup@cognizant.com
HumanResources-In@cognizant.com
CognizantHR@cognizant.com
CognizantTIntAcq@cognizant.com

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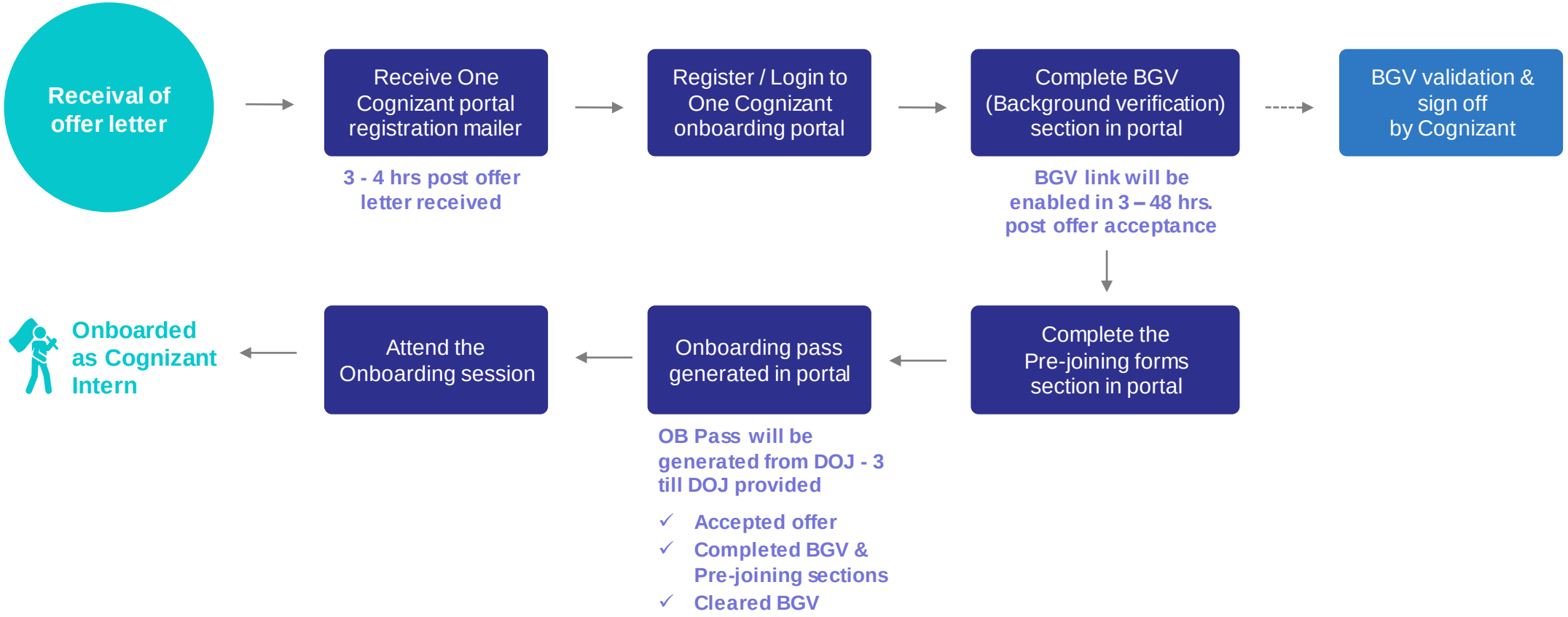

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How to raise a query in C2C portal?

- Navigate to this URL https://campus2cognizant.cognizant.com/Pages/PreLogin
- Go through the important points on home page to self-resolve most of your doubts
- Read this FAQ document fully to self-resolve other queries
- If you still have a doubt, then use **'Raise a query'** option to write to us
  - Select the correct category for correct resolution
  - Mention your Candidate ID* and Registered mail ID

***8-digit Reference ID in Cognizant offer letter** is your Candidate ID **(refer snapshot)**

It's the unique ID part of Cognizant recruitment process.

Candidates should mention this ID for any further communication with Cognizant.

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Letter of intent (LOI)

This contains information about candidate's role and basic renumeration details.
Candidate must accept this in Superset within the timeline mentioned in the letter.

I haven't received LOI while some of my friends have received it.

LOI will be sent in a phased manner. If you are a final select and LOI is applicable for your drive, then be rest assured to receive it. Please note, LOI is applicable for On-Campus drives and select Off-Campus drives.

What are the steps to accept the Letter of Intent (LOI)

- You will receive a mail to your registered mail ID
- Click the link provided in mailer to accept the LOI in Superset or follow these steps:
  - Login to Superset
  - Go to 'Job Profiles' tab
  - Apply filter on 'Offered' jobs or search the job profile for which you received the offer
  - Click on job profile name to navigate to the Job Profile details
  - Preview the letter and click Accept Offer

What happens if I decline the LOI?

You will not be considered further in our recruitment process.

Does accepting LOI mean that I will get Internship?

No. Internship program offers limited number of seats, and it is given on first come first serve basis.

Internship nomination form will be sent along with the LOI for final campus selects. If you haven't received that form or accepted the LOI after the internship enrollment is closed, then you may not be eligible for internship.

My name in LOI is incorrect.

LOI will have the name as entered by you in Superset. For name change requests, you must reach out to Superset.

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Offer letter

What are the next steps after receiving offer letter?

- You'll receive a Welcome mailer on your registered mail ID after 4-5 hrs. of receiving the Offer Letter from CognizantHR@cognizant.com
- Click the link in welcome mailer to register and proceed with pre-joining formalities
- Once registered, proceed with offer acceptance in One Cognizant portal
- Navigate to Background verification (BGV) section after 6 to 48 hours of Offer acceptance
- Upload the required mandatory documents for BGV
- Complete the pre-joining forms in Pre-joining formalities section

Offer letter not received

I have not received my offer letter, but some of my friends received it.

Offer Letters are rolled out in batches and you'll receive one if you're a final select and have accepted the LOI(if applicable).

If you opted for Internship, then you'll receive an Intern offer letter while other candidates receive FTE Offer letter. Offer letter will be in sent a few weeks after LOI acceptance.

Discrepancies in offer letter

What should I do if there's a spelling mistake in my name or missing details that do not match my ID proof docs?

Details like name, degree, branch, college name in the offer letter are the same as entered by you during registration. Hence, it can't be updated.

Kindly raise a query for such discrepancies. We will review and revert or reprocess the offer letter if required.

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One Cognizant (1C) portal registration mailer not received

I have received my offer letter, but not received One Cognizant portal registration mailer.

You'll receive a Welcome mailer (also known as One Cognizant portal registration mail) to your registered mail ID after 4-5 hrs. of receiving the Offer Letter from CognizantHR@cognizant.com

If you don't receive it even after one day, then raise query in C2C portal.

Unable to register in One Cognizant portal

What is the Microsoft login authentication process that I need to do after receiving offer letter?

- You will receive the Welcome mailer after 4-5 hours of receiving the Offer letter
- Click the link mentioned in mail and register using your registered mail ID as the Username in Microsoft Authentication page
- Create password / Login using the existing password if you already have a Microsoft Account

What should I do if I get an error message on my screen during Microsoft login?

Enter your credentials for the mail ID registered with 1C portal in the Microsoft authentication page. If you're unable to login, then try resetting your Microsoft account password. If you're still unable to login, then raise a query in the C2C portal under the category – **'Unable to register in OneCognizant portal'** along with the error message.

I'm unable to login into 1C portal / I'm unable to fill the forms in 1C portal / I'm unable to access my registered mail ID & would like to change mail ID.

Clear all cache / cookies and use a different browser (Login with registered mail ID only). If the issue persists, raise a query under the category – **'Unable to register in OneCognizant portal'** in C2C portal along with the error message displayed. If your email ID is already linked to a Microsoft account and you are not able to retrieve your password, then provide an alternate email ID in the query for us to enable the access with the alternate email ID.

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Unable to accept offer / Date of Joining (DOJ)

I'm unable to click on the Accept Offer / Accept DOJ button in One Cognizant portal.

Kindly ensure that your registration is successful before accepting offer in 1C portal. If you still face issue, please raise a query with the error.

I'm unable to accept offer / DOJ due to personal reasons.

You can raise a query in C2C portal and specify the reason as to why the you're unable to accept the same.

Reject the offer / DOJ

What are the consequences if I reject the offer / DOJ?

Once you reject the offer / DOJ,

- Your access to 1C portal will be disabled immediately
- Your offer will become invalid
- You will not be considered for further processing

Background Verification (BGV)

What are the mandatory documents required to complete BGV process?

Scan all the below docs (should be less than 5MB size) and upload:

- 10th marksheet
- 12th marksheet
- Diploma marksheet and certificate (if applicable)
- UG - All semester marksheets issued by university only
- Provisional / Degree certificate
- PG - All semester marksheets (if applicable)
- PG provisional certificate (if applicable and if degree certificate is yet to be issued by the university)
- PAN card in your name
- Letter of Authorization (to be downloaded from the BGV application, filled and hand signed copy to be uploaded)
- Affidavit – Only in case Provisional / Degree certificate is not available (to be downloaded from the BGV application, filled and hand signed copy to be uploaded). Stamped Affidavit with notary sign must be uploaded, mention the offer letter date (available in your offer letter at the top left corner). If the Provisional / Degree certificate is available, upload under respective row and check the Document Unavailable check box in the affidavit row to proceed

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BGV queries contd.

I've been asked to accept the offer, fill 1C forms and upload documents in BGV portal within few days of receiving offer letter, but I have not received / applied for the documents yet. What should I do?

It is the responsibility of every recruit to have all documents ready as informed prior to the recruitment process. It's critical that you upload all the mandatory documents in BGV portal within the given timeline. If there are genuine reasons for docs not being available, then intimate us via C2C portal.

What happens if I uploaded incorrect documents?

Cognizant Document validation team will verify your documents and reject if they are incorrect. You'll then receive a mail to upload correct documents again in the BGV section.

What is a provisional certificate? How do I get it?

Provisional certificate certifies that you have successfully completed the courses of studies prescribed under the rules and regulations of the affiliated institution and has qualified for award of the degree in your discipline. You can collect it from the college / university.

Is Provisional certificate / Degree certificate mandatory for me to join?

Yes. However, if your university is yet to issue the same, you will be asked to submit a duly stamped, filled, and signed affidavit in a stamp paper.

What is Affidavit and when is it required?

It's a mandatory document to be uploaded in BGV application (Campus Affidavit), if you have not got your Provisional / Degree certificate from your university. Affidavit should be provided in Rs.100 stamp paper and should be signed by the notary. Ensure that you mention the correct offer letter date (available in your offer letter at the top left corner).

Provisional certificate and final semester original mark sheets must be uploaded within 90 days of joining Cognizant as Affidavit will be valid only for 3 months from your DOJ.

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BGV queries contd.

What is Letter of Authorization (LOA)?

It's a letter that authorizes Cognizant to conduct background verification of your credentials. It is mandatory for all recruits, and it will be available as one of the required documents in the BGV section in 1C portal. You can download the PDF format, print it, fill in the details and then sign, scan, and upload it back to complete the BGV submission.

What should I do if some of the documents I submitted get rejected?

You will receive an auto-trigger mail if your documents get rejected. Please read the rejection comments in the BGV portal against each document and re-upload the correct documents. Please wait until the new documents gets approved.

What is NSR? Please guide me on the registration process.

NSR registration is not mandatory for campus candidates.

NSR stands for National Skills Registry. Visit https://nationalskillsregistry.com to learn more about NSR and registration. For NSR, Offer ID is your candidate ID. Candidate ID is the unique ID available in your offer letter.

PAN Card / Passport / Aadhaar

Are Aadhaar and Pan Card essential for joining?

Yes, both are mandatory for joining. If there is any name mismatch, kindly get it corrected to enable smooth onboarding.

Is Passport mandatory for joining?

No, it's not a mandatory document in BGV section for Onboarding.

Pre-joining forms issue

What are the mandatory documents required to complete pre-joining formalities?

- PAN card in your name
- Aadhaar card in your name
- Scanned copy of photograph in dark grey background
- Bank passbook / Cheque leaf in your name from the listed banks

IDFC FIRST	HSBC	CITI	Kotak Mahindra	Axis
SBI	HDFC	ICICI	Standard Chartered	

Ensure your name is uniform in all the ID-proofs and documents (including Father / Mother's name)

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Pre-joining forms issue contd.

Is it mandatory to have a bank account in my name before my date of joining?

Yes, please ensure to have a savings bank account in your name, to be included as your salary account upon joining.

I uploaded my photo in One Cognizant portal, but the approval is pending for quite some time.

Cognizant Admin team will take some time to validate and approve it for your Permanent ID card. In case of rejection, you will be notified to upload the photo again.

I uploaded the photo in the Photo Upload form in 1C portal, but it got rejected. How to re-upload?

You would receive an auto-trigger mail with rejection reason. Please check and re-upload in the pre-joining formalities / 'Your Day 1' option in 1C portal. Photo can be uploaded only once.

I completed BGV and Pre-joining formalities, but my Pre-joining formalities is still showing In-Progress.

It's because Date of Joining (DOJ) form is also a part of this and only on DOJ Acceptance the status will become Completed. DOJ form will be triggered to closer to your actual DOJ.

Onboarding Pass

When will I get my onboarding pass?

- Will be generated 3 days prior to your actual DOJ, provided BGV is completed and cleared
- BGV clearance is subject to you meeting eligibility criteria for all the mandatory documents submitted (10^{th} /12^{th} /UG/PG percentage)
- 1C forms should have been filled duly and signed, including successful photo upload
- Accepted DOJ in 1C portal

If you meet all the above, then go to the pre-joining tab in 1C portal and download the onboarding pass

My joining date is tomorrow, but I still haven't received Onboarding Pass though I completed BGV & Pre-joining forms.

It is generated only when you have completed BGV and pre-joining formalities and cleared BGV successfully.

It will not be generated, if there are any changes required in the documents uploaded or there's a document inadequacy.

You would receive a separate mail on the corrections that is required for BGV clearance.

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Virtual link for Onboarding

I did not receive virtual link for Onboarding.

It is sent only when your onboarding pass is generated successfully and will be sent in batches before DOJ. If you have not received the virtual link before your DOJ, then raise a query in C2C portal.

I was unable to join the virtual link due to technical issues. Will I be considered for the onboarding on my DOJ?

Ensure to have a good network connectivity before joining the virtual link. In case of any technical issues, then reach GenCOBsupport@cognizant.com for assistance to get onboarded on your DOJ.

I could not join the virtual link on the DOJ. Will I be considered for the next DOJ?

If you have a genuine reason, then raise a query in C2C portal. We will review and invite you for subsequent onboarding (which may or may not be in the immediate batch) based on business demand.

Continuous Skill Development (CSD) / Internship query

My friends received Cognizant Internship, but I did not even though we are from the same college / university.

Internship survey is mandatory for certain hiring categories like GenC Next and candidates who got selected in that category will receive an internship offer. For other hiring categories, Internship is provided on first-come first-serve acceptance basis. This could be the reason why few from the same college / university get Internship while others don't.

I got selected for Internship, but my college is not allowing to take the Internship.

College TPOs (Talent Placement Officer) are requested to reach out to their Cognizant Campus partners and inform. So, we will not offer the candidates with Internship.

I got selected for Internship, but I wish to change to CSD program.

Raise a query in C2C portal, and the concerned team will respond.

What is the duration of Internship?

It will differ from 3 months to 5 months based on the curriculum track.

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Emp ID not received after induction

My Induction is completed but haven't received my Employee ID yet.

Employee ID is generated and communicated via SMS / mail at the end of day on your DOJ after Onboarding is completed successfully.

Reach your onboarding POCs if you haven't received even after Induction or raise a query in C2C portal.

Offer declined but interested to join

I have accidentally declined my offer, but I'm interested to join Cognizant.

Declining the offer indicates your disinterest to join the organization and hence you will not be considered for Onboarding.

If there is a genuine reason, then raise a query in C2C portal and we will arrive at a decision based on the reason updated in query.

DOJ Intimation not received

Can I get a tentative Date of Joining (DOJ)? My offer letter does not contain a DOJ.

Onboarding happens in batches and DOJ is assigned per business demand & factors like skill, location preference, Internship / Continuous Skill Development completion etc. You'll receive a separate mail with exact DOJ and location details closer to the DOJ. DOJ reflecting in some of the pre-joining forms is tentative, so kindly await a formal mail on the actual DOJ. Actual DOJ will be closer to tentative DOJ.

When can I expect the DOJ? Some of my friends have received it.

Onboarding happens in batches per business requirements. Kindly be patient and await a formal communication on DOJ from us. DOJ reflecting in some of the pre-joining forms is tentative, so kindly await a formal mail on the actual DOJ. We will certainly send you a DOJ once the joining date and location are confirmed per business demand, your BGV clearance, UAN clearance, pre-joining completion, and all the pre-onboarding criteria.

Why have I not received any email notification even though DOJ was mentioned on the portal and forms?

Dates mentioned in the forms are tentative DOJ. Please await a formal email intimation with your actual DOJ and location.

Can I defer the DOJ?

No, as it is assigned based on the business requirement.

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Modifications to preferences

How to change my joining location?

Location allocation is per the business requirements at Cognizant, and you have shared your flexibility during the interview process, based on which the offer was rolled out.

However, keeping in mind the needs and convenience of our employees, we requested you to choose a preferred location and we will try to accommodate your request. These are subject to business demands, nature of projects and may not always be possible. Location preference cannot be changed once updated.

Can I choose or switch my domain, role, shifts, timing, or skill set or Business Unit (BU) mapping?

BU, domain and skill set mapping are based on multiple parameters such as business demand, your skill set, etc. As emphasized and agreed during the hiring process, we expect you to be flexible enough to master any domain, skill set, BU, roles, shifts, timing, or location.

Failure to meet joining eligibility

I have an arrear during the assigned Date of Joining (DOJ). Can I report for joining?

As mentioned during the hiring process, you should not have any standing arrears, and must fulfil all the eligibility criteria at the time of joining. If you have an arrear or your percentage is less than the eligible % at the time of joining, then you will not be onboarded.

I have received my date of joining, but my final semester exams are not yet completed. Should I report for joining?

You are invited based on the confirmation from your college about exam completion. So, we will not be able to accommodate any such requests unless there is a mail confirmation / bonafide from the college placement officer that the university exams are still not completed. This is not applicable for candidates who are awaiting re-evaluation exams or results.

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Failure to meet joining eligibility (contd.)

I was sent back during my Date of Joining (DOJ). When will I get my next DOJ?

You would be sent back from joining Cognizant on a specific DOJ if you fall under any of the below scenarios:

- Not residing in India
- Have standing arrears
- Working in another organization and has not got relieved

If there is a genuine reason, kindly raise a query in C2C portal. We will review and invite you for a subsequent onboarding, (which may or may not be in the immediate batch) based on business demand.

What will be the consequence, if I've committed any form of malpractice / misbehavior during the test, interview, e-learning, pre-onboarding, assimilation tests, or academy / Business Unit assessments, or at any other point in the Cognizant process?

As professionals, we expect you to follow the guidelines set by the organization and conduct yourself in the utmost professional manner. Any form of malpractice, at any stage of your Cognizant process is not acceptable. Your offer will stand invalid and subject to disciplinary actions, if you're found to be committing malpractice / falsifying data / falsifying documents / acting in any way that goes against Cognizant policies.

Other guidelines

1) Being a future IT professional, flexibility with respect to location, skill, domain and work duration is the minimum expectation from every Cognizant recruit

2) The offer is valid only if you qualify to complete the education with eligible %, or equivalent CGPA (*without rounding off*), as per the respective university norms

3) Details provided in registration forms, if found mismatching with the actuals on the date of joining, will lead to the offer letter being invalidated

4) Maintain the mobile number and email ID shared during the hiring in active status, till you join Cognizant. Keeping these communication channels open is important, as all correspondence will be through those contact channels

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For any further clarifications, raise a query in C2C portal

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