Ultimate Guide for New Joiners

Version: 4.0 | Date: June 2022

Onboarding

> LAPTOP SHIPMENT PROCESS

> ACTION 1:
> PERSONAL INFORMATION FORM (PIF) &
> DOCUMENT UPLOAD

> ACTION 2:
> FORM FILLING VIA DOCUSIGN

> ACTION 3: PRE-ONBOARDING &
> ONBOARDING JOURNEY
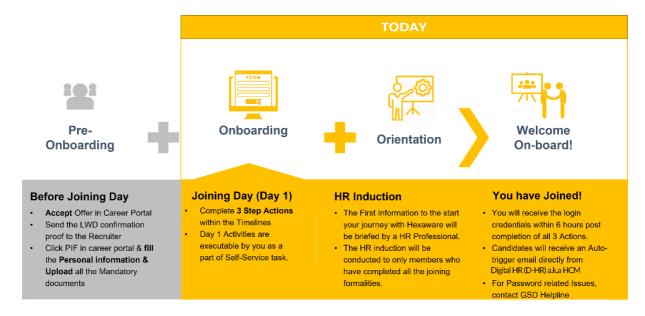
Contents

1 Onboarding Plan

1.1 Onboarding Guidelines

New joiners can access the Online Portal (Career Portal) & complete the onboarding in 3 easy steps.

Hexaware conducts 2 batches of onboarding per day. Popularly known as **Morning Batch/Batch 1** & **Evening Batch/Batch 2** respectively. You will fall under 1 of the 2 Batches.

TODAY

Pre-Onboarding + **Onboarding** + **Orientation** > **Welcome On-board!**

Before Joining Day
- **Accept** Offer in Career Portal
- Send the LWD confirmation proof to the Recruiter
- Click PIF in career portal & **fill** the **Personal information & Upload** all the Mandatory documents

Joining Day (Day 1)
- Complete **3 Step Actions** within the Timelines
- Day 1 Activities are executable by you as a part of Self-Service task.

HR Induction
- The First Information to the start your journey with Hexaware will be briefed by a HR Professional.
- The HR induction will be conducted to only members who have completed all the joining formalities.

You have Joined!
- You will receive the login credentials within 6 hours post completion of all 3 Actions.
- Candidates will receive an Auto-trigger email directly from Digital HR (D-HR) a.k.a HCM
- For Password related Issues, contact GSD Helpline

This Onboarding Guide is designed to help you for completing the steps hassle free.

1.2 Joining Process (Laptop Shipment & 3 Step Onboarding Actions)

No matter if you are joining a Virtual onboarding or Direct onboarding, all new joiners must complete the **3 Step Actions** in the Career Portal, DocuSign & HCM respectively. When it comes to timelines for completion, we are quite persistent. Because Time is Precious!

1.2.1 Part A: Laptop Shipment Process: (takes only 4 mins to complete)
A separate email sent to you!

Fill the laptop **Shipment link** that is sent to your Personal email ==within 2 Hours & 30 minutes==
Click Link → Fill Form → Get Hexaware Laptop

Link

Email Format: (check SPAM if not available in Inbox)

From: Hexaware Onboarding India
Subject: Hexaware - Laptop shipment and vaccination confirmation

1.2.2   <u>**Part B: Onboarding Process:**</u>

The joining Process is categorized into **3 Step Actions** (Mandatory to be filled by Candidate)

- ✓   Action 1: PIF + Document Upload (Expected time for completion: 20mins)*
- ✓   Action 2: DocuSign Link shared to your email (Expected time for completion: 10mins)
- ✓   Action 3: Onboarding Journeys in Digital HR Portal (HCM)

Pre-joining formality. Please complete PIF + Document Upload on or before joining time.

1.3 Timelines

	BATCH 1 (MORNING BATCH)	BATCH 2 (EVENING BATCH)
LAPTOP SHIPMENT LINK	11:00AM (Pre-Onboarding)	4:00PM (Pre-Onboarding)
ACTION 1	12:30AM (Pre-Onboarding)	6:00PM (Pre-Onboarding)
ACTION 2	1:00PM	6:30PM
ACTION 3	1:30PM	7:00PM

1.4 Onboarding Videos

If you are a Visual Learner, we have good News for you!

We have **YouTube Videos & Tutorials** to help you understand the joining Process.

Action 1: Video available

Action 2: Video available

Action 3: Please follow this "Ultimate Guide" instructions given against action 3.

2 PIF Filing & Document Upload (Action 1)

2.1 What is PIF?

PIF is abbreviated as Personal Information Form & is an online process performed in career portal. Joiners are expected to complete the PIF filling + Document Upload at least One day Prior to Joining Day.

As per the Onboarding statistics, **97% of the employees** complete in →

25 Minutes

2.2 What If?

2.2.1 Scenario 1: PIF+ Document is already completed?
If the Joiner has already completed PIF & document well in advance, there is no need to redo the step. You may directly start Action 2.

2.2.2 Scenario 2: Offer Made very Recently (Immediate joiner)
The joiner is expected to complete this **Action 1** within 20 minutes from the time of intimation from HR (Onboarding instructions).

Important note: *If the joiners do not complete the PIF & document upload, joining process will be discontinued.*
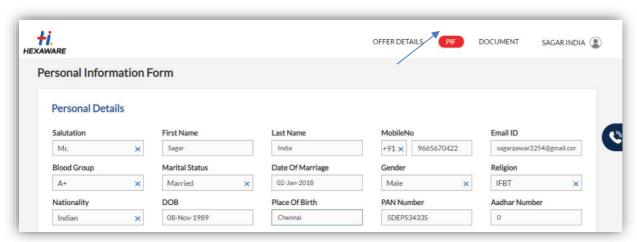
2.3 Instructions

> **YouTube Link for Action 1**
>
> https://www.youtube.com/watch?v=Y-OWEGWekek

Step 1: Login to Hexaware career portal:

Please use your credentials shared through e-mail from Hexaware to login into onboarding Portal.
URL: https://careers.hexaware.com/career/#/auth

Step 2: Personal Information form (PIF)

Tips:

- In **Personal Details** section, under **Work Authorization** Select **"Citizen"**
- In **Education Details,** If B.E degree is not available Search **"BE" or "B. Tech"**
- If the City name of your university/College is not available, Select any City of the University's State.
- In **VISA Details,** If you do not have an Active VISA or No VISA, Simply Leave the fields blanks & click **Cancel** Button (Works only if **Work Authorization** is Selected as **"citizen"**)
- In **Family Details** fill your family members one by one, so that the details will be available in the **Nominee Section**

  *Please note: Without entering the family member details, the names will not be listed in the Nominee section

Once PIF is filled, Proceed to Step 3

Tips: DO NOT CLICK the **Upload document** in the bottom of PIF Page, instead click the Documents in Header as Shown in Step 3.

Step 3: Upload Documents- Click Document tab in the Header.

In Document Tab

Please click on the file icon to upload required documents (Maximum Upload size 2 MB)

Tips:
If the Service Letter/Reliving Letter is unavailable, Please Upload any of the following documents.
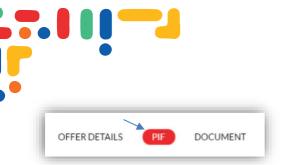- ✓ Resignation Acceptance Letter
- ✓ Resignation email trigger (system generated)- Screenshot.
- ✓ Email from HR quoting the Last working day.
   Note: If the portal is blocked for editing, Submit the above document via email to the respective Recruiter, Sathish sathish2@hexaware.com & Balraj J Balraj@hexaware.com as a Manual submission.

Upload all Mandatory documents. Non-Mandatory Document upload is Optional.
If your university does not Issue a "Consolidated Mark sheet", Please upload the latest Mark sheet.
If a document is not applicable for you & the fields is Mandatory, Upload the most relevant Document.
Photo ID Proof: Any Gov ID proof is accepted.

Step 4: Click PIF

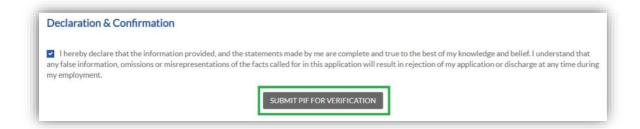Once documents are Uploaded, Click the PIF in the Header

Tips: DO NOT CLICK the "SUBMIT FOR HR VERIFICATION" under the Documents Header, instead click the PIF in Header
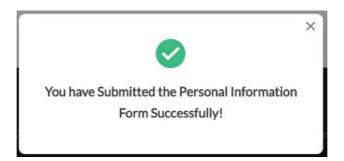

Scroll to the extreme bottom of the Page to find the "SUBMIT PIF FOR VERIFICATION".

Declaration & Confirmation

☑ I hereby declare that the information provided, and the statements made by me are complete and true to the best of my knowledge and belief. I understand that any false information, omissions or misrepresentations of the facts called for in this application will result in rejection of my application or discharge at any time during my employment.

SUBMIT PIF FOR VERIFICATION

Click "SUBMIT PIF FOR VERIFICATION"

You will get the pop-up confirmation for submitting personal information.

You have Submitted the Personal Information Form Successfully!

3 Statutory Form Filling via DocuSign (Action 2)

3.1 What are Statutory Forms?

A statutory form is a document that is developed by government or an organizational body, designed to serve legal formalities.

Action 2 is Performed using a DocuSign Link shared by the HR. Look for a link in your personal email address. You do not need a DocuSign Account to Fill DocuSign forms.

The Filling & signing DocuSign is self-explanatory, however if you wish to watch YouTube tutorial, refer the following link

> **YouTube Link for Action 2**
>
> https://youtu.be/Ta-0yE0R8Qk

As per the Onboarding statistics, **98% of the employees** complete in →   10 Minutes

4 Onboarding Journeys (Action 3)

4.1 What are Journeys?

Journey enables the user to manage their tasks effectively in the single application where the users can use the checklist of any category say like pre-boarding, onboarding, post onboarding and track or manage their tasks more efficiently.

Contain

1. Pre- Onboarding (to be performed on Day 1)

2. Onboarding Journey (to be performed on Day 1)

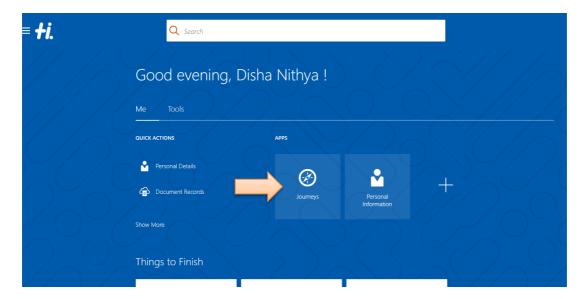3. Post Onboarding journey (Day 2)

4.1.1 Pre-Onboarding Journey

You will receive User ID (10 digit) & Password reset link for Hexaware's Digital HR Portal (Oracle HCM), Subject line: Hexaware Joining Formalities

Once you have set the Password
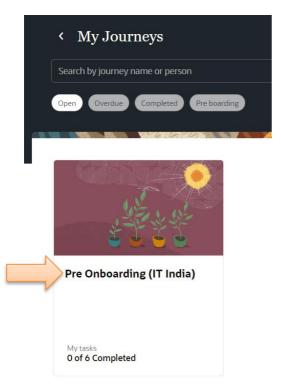
Step 1: Login with your User ID & Password

Step 2: Click Journeys

Step 3: Click Pre-Onboarding Journey

Step 4: Complete All 6 Task

Example, If you are entering "Update Current address" in the task window, then click "go to application Task"

Likewise, taking the example of the above, complete all the 6 tasks
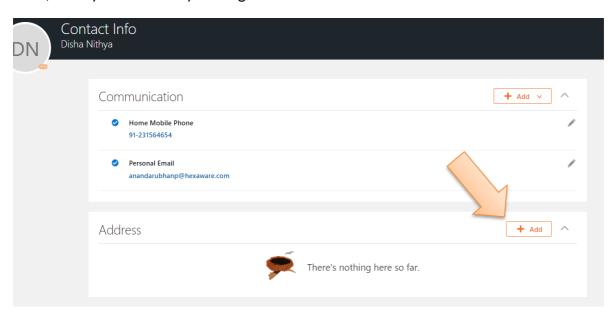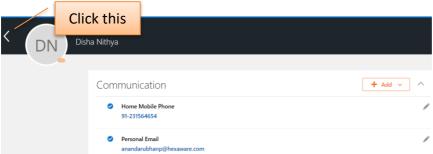
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(Task 1): Laptop Shipment Address
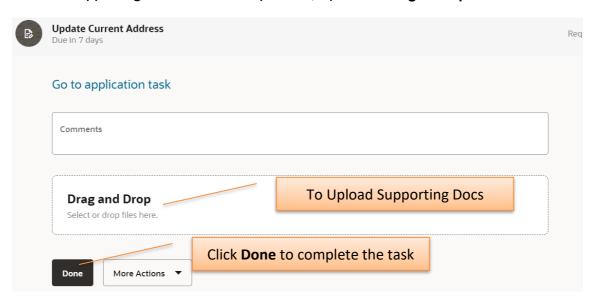

Then, enter your address by clicking "Add button"

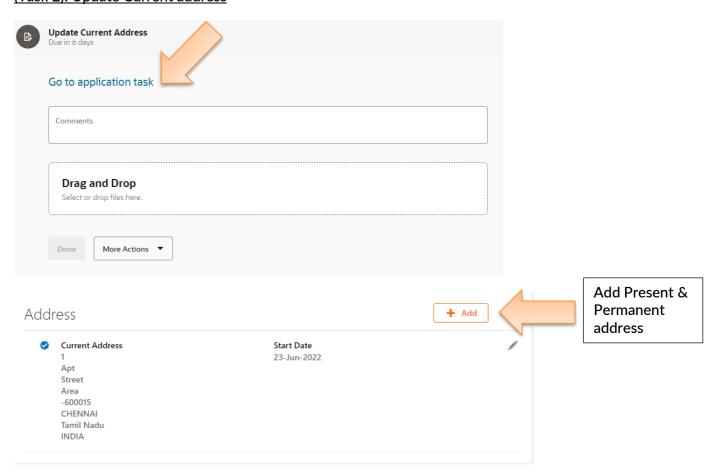Once the address is updated Click back icon

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In case a supporting doc needs to be uploaded, Upload in **Drag & Drop**

Update Current Address
Due in 7 days

Go to application task

Comments

Drag and Drop
Select or drop files here.

To Upload Supporting Docs

Click **Done** to complete the task

Done   More Actions ▼

(Task 2): Update Current address

Update Current Address
Due in 6 days

Go to application task

Comments

Drag and Drop
Select or drop files here.

Done   More Actions ▼

Add Present & Permanent address

Address   ＋ Add

● **Current Address**   **Start Date**
1   23-Jun-2022
Apt
Street
Area
-600015
CHENNAI
Tamil Nadu
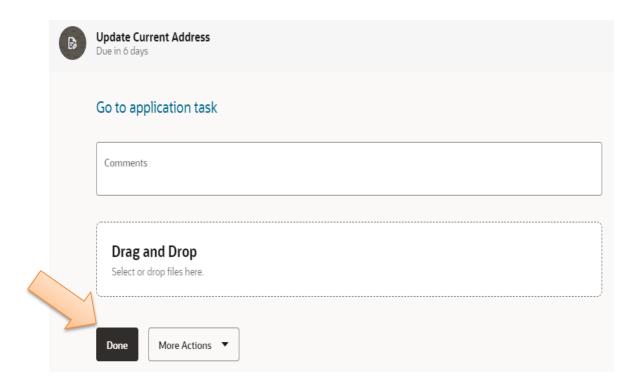INDIA

Address

Submit | Cancel

I hereby declare and confirm that the attached copy of Proof of Address is valid. I shall solely be responsible and liable for any misrepresentation of facts provided to Hexaware Technologies Ltd.

Note: Allowed file types:PNG,JPEG,PDF.Maximum file size:5MB and Please make sure to attach the address proof by navigating to Me > Document Records and Address Proof Letter

*Country

India

*Type

Current Address

*Start Date

23-Jun-2022

*Flat Number/House Number

1

*Apartment Name/House Name

Apt

*Street number/Name

Street

Update Current Address
Due in 6 days

Go to application task

Comments

Drag and Drop
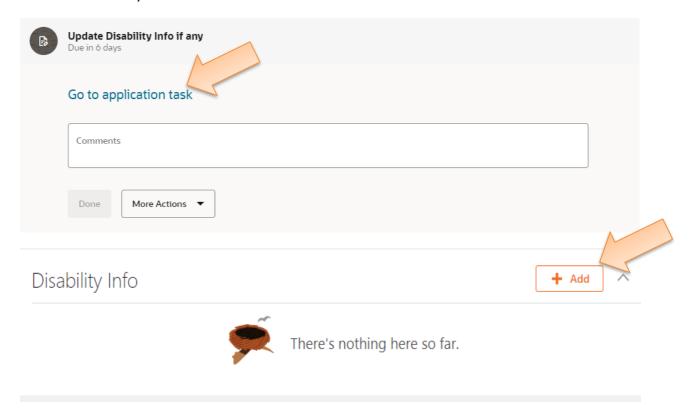Select or drop files here.

Done | More Actions ▼

(Task 3): Update Disability Info

When the Disability status is "No"
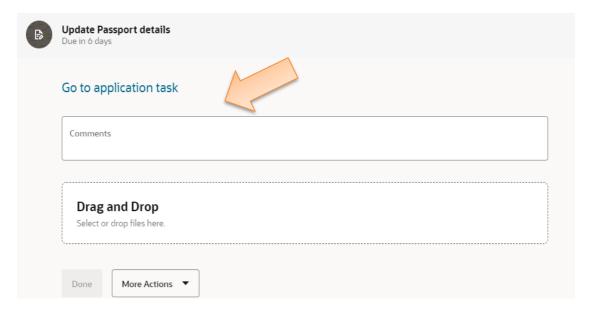
When the Disability status is "Yes"

(Task 4): Update Passport details
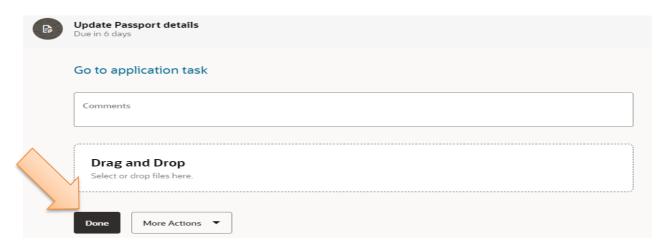
Update Passport details
Due in 6 days

Go to application task

Comments

Drag and Drop
Select or drop files here.
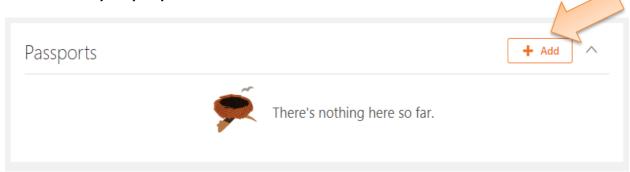
Done   More Actions ▼

If "Yes" – Add your passport details

Passports   + Add   ⌃

There's nothing here so far.

Fill in the below details & "Submit":

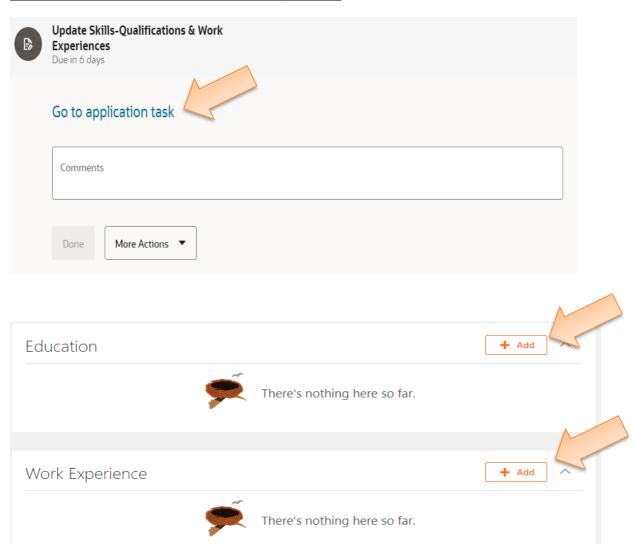Issuing Country; Type; Issuing Authority; Issue Date; Expiration Date; Issuing Location; Name in Passport

If "No" – select "Done"

Update Passport details
Due in 6 days

Go to application task

Comments

Drag and Drop
Select or drop files here.

Done   More Actions ▼

(Task 5): Update Qualification and work experience

Update Skills-Qualifications & Work Experiences
Due in 6 days

Go to application task

Comments

Done   More Actions ▼

Education   + Add ⌃

There's nothing here so far.

Work Experience   + Add ⌃

There's nothing here so far.

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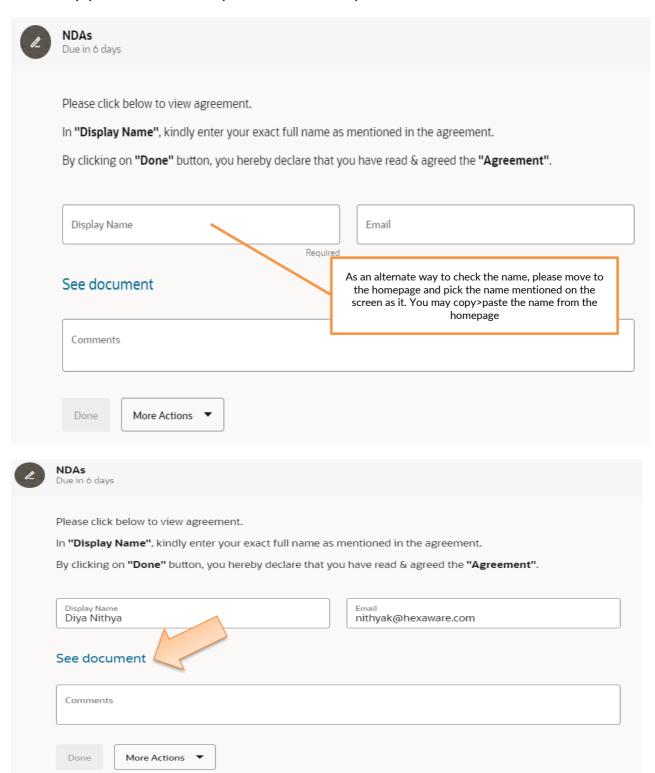
(Task 6): NDAs
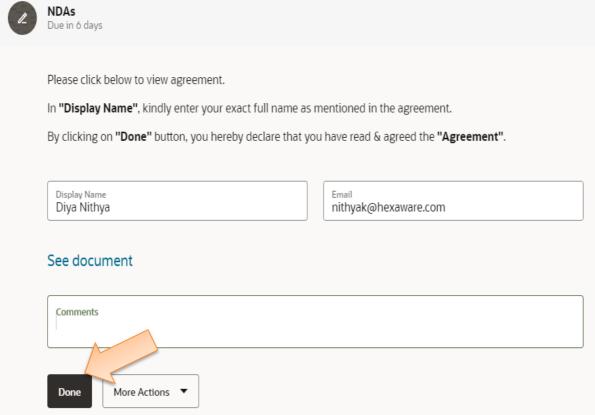
In this Step you will have visibility to the "Info security" documents.

NDAs
Due in 6 days

Please click below to view agreement.

In **"Display Name"**, kindly enter your exact full name as mentioned in the agreement.

By clicking on **"Done"** button, you hereby declare that you have read & agreed the **"Agreement"**.

Display Name

Email

Required

See document

As an alternate way to check the name, please move to the homepage and pick the name mentioned on the screen as it. You may copy>paste the name from the homepage

Comments

Done   More Actions ▼

NDAs
Due in 6 days

Please click below to view agreement.

In **"Display Name"**, kindly enter your exact full name as mentioned in the agreement.

By clicking on **"Done"** button, you hereby declare that you have read & agreed the **"Agreement"**.

Display Name
Diya Nithya

Email
nithyak@hexaware.com
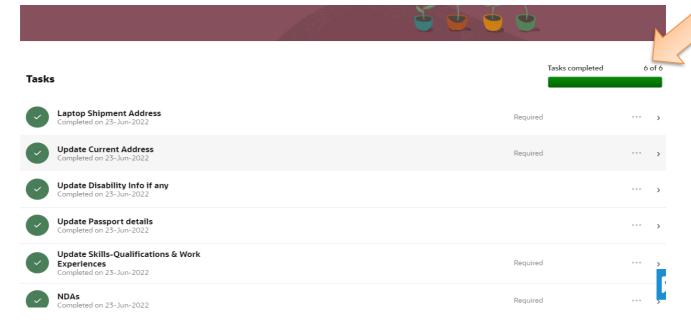
See document

Comments

Done   More Actions ▼

The moment, the "see document" is clicked, the document (NDA's) will be available in your system "Downloads". We recommend you to see/read through the document at your ease.

NDAs
Due in 6 days

Please click below to view agreement.
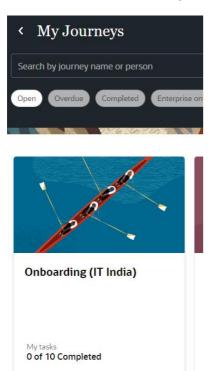
In **"Display Name"**, kindly enter your exact full name as mentioned in the agreement.

By clicking on **"Done"** button, you hereby declare that you have read & agreed the **"Agreement"**.

Display Name
Diya Nithya

Email
nithyak@hexaware.com

See document

Comments

Done   More Actions ▼

Tasks

Tasks completed   6 of 6

✓ **Laptop Shipment Address** Completed on 23-Jun-2022	Required	... >
✓ **Update Current Address** Completed on 23-Jun-2022	Required	... >
✓ **Update Disability Info if any** Completed on 23-Jun-2022		... >
✓ **Update Passport details** Completed on 23-Jun-2022		... >
✓ **Update Skills-Qualifications & Work Experiences** Completed on 23-Jun-2022	Required	... >
✓ **NDAs** Completed on 23-Jun-2022	Required	... >

✓ Ensure that your Task is completed 6 of 6

Now, the "Pre-Onboarding Journey" is completed. For each Tasks that has been completed, you will receive a completion email to your registered (Personal) email id
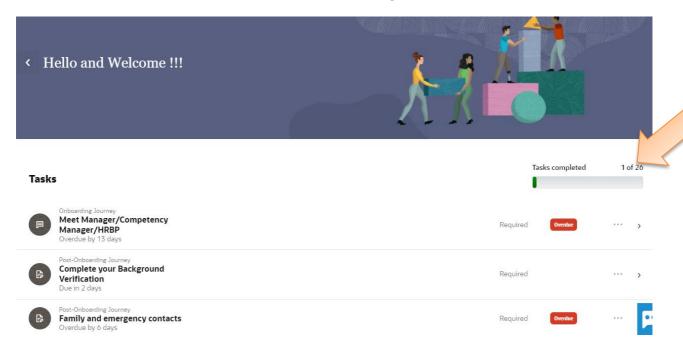
4.1.2   Onboarding Journey (IT India)

Step 1: Login to Digital HR (Oracle HCM) using the User ID & Password

Step 2: Click Journeys

Step 3: Select "Onboarding Journey (IT India)"

Please note, the Task number may increase. Hence, you are expected to complete all the pending tasks which are available in your queue under "Onboarding (IT India)

At a later point of time "Post Onboarding Journeys" will be enabled on the same page, where as an

"Employee" you will be expected to complete all the pending actions which will be directly linked to your employment. An orientation call will be conducted to familiarize you on the post onboarding formalities.

> Please note: Post-Onboarding Journeys are Day 2 formalities.

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5 Support

5.1 Annexure 1:

Onboarding Day Support	
Career Portal Support (PIF)	sudishmohanc@hexaware.com shivams2@hexaware.com madagonia@hexaware.com
Recruitment Support	RecruitmentSupport@hexaware.com
Onboarding HR	NithyaK@hexaware.com
Proof Submission email	Balraj@hexaware.com sathish2@hexaware.com

5.2 Annexure 2: Day 2 Support

Post-Onboarding Support (Day 2 & above) -Global Service Desk	
Password reset/ Triggers / Support	GSD_STG@hexaware.com, Phone: 18001024392
Ticketing Tool	https://askgenie.hexaware.com/sp

5.3 Annexure 3: Bank POCs

HDFC BANK

HDFC		
Location	**Coordinator's Name**	**Contact Information**
Pune	Anil Sathe	9860047475
Mumbai	Sabeer UR Rehman	8095320828
Delhi	Ankur	9810556163
Chennai	Arun	9962037096
Bengaluru	Soumya Nandihal	7619325707

ICICI Bank

ICICI		
Location	**Coordinator's Name**	**Contact No**
Mumbai & central coordinators	Sachin Malusare	9870162112; sachin.malusare@icicibank.com
	Ritesh Singh	9137404942, ritesh.s@icicibank.com
Chennai	Johnson B	7823945298 , johnson.b@icicibank.com
	S Vijayakumar	9787838832, vijayakumar.s@icicibank.com
Pune	Suneet Joshi	8448646541; Email id : suneet.joshi@icicibank.com
	Aparna Chalke	9764996725, aparna.chalke@icicibank.com
Noida	Vandna Negi	7042698574 , vandna.negi@icicibank.com

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	Anil Gautam	8130792104, anilkumar.gautam@icicibank.com
Bengaluru	Jeewan Sirola	7338563406 , jeewan.sirola@icicibank.com
	Manohara Gavvala	9441575489 , manohara.gavvala@icicibank.com
Nagpur	Abhijit Kalbande	7028024655 , abhijit.kalbande@icicibank.com
	Akshay Ninawe	8329417038, akshay.ninawe@icicibank.com
Ahmedabad	Nishant Kumar	9727754787, nishant.kumar5@icicibank.com
	Prashant Dave	9978901819 , prashant.dave@icicibank.com
All other locations (central coordinators)	Sachin Malusare	9870162112; sachin.malusare@icicibank.com
	Ritesh Singh	9137404942, ritesh.s@icicibank.com

6 Frequently Asked Questions (FAQs)

1. What is the Career Portal?
   Ans. It is an Onboarding Tool, Link: *https://careers.hexaware.com/career/#/auth*
2. What is PIF?
   Ans. PIF= Personal Information Form. It is the first Tab in the career portal & related to Step1. Refer Onboarding User Manual.
3. What is Action 1 (PIF completion)?
   Ans. Filling the Personal Information Form (PIF) form in Career Portal + Uploading all Documents is Action 1. (Document upload not applicable for contractors)
4. I have completed PIF, What should I do?
   Ans. Please start DocuSign (Action 2).
5. I am having an error while Uploading documents in career portal.
   Ans. Check if the document you are trying to upload is meeting the size criteria. File size should be lesser than 2MB. If size criteria is met & still having issues, check if the portal works in Google Chrome Browser.
   If the problem, persist write to Career Portal Helpdesk, Recruiter & the Onboarding HR with the screenshot (Refer Annexure 1)
6. How do I upload Multiple documents?
   Ans.
   a. Combine multiple **Files into one file** (for PDF, use online PDF combiner, For images, Insert in a Word file & convert to pdf) **or**
   b. Zip files & upload (Do not RAR file)
7. What are the action Items for Day 1?
   Ans. Totally 3 Action
   a. Action 1: PIF + document Upload in Career Portal (Estimate time to complete: 25mins)*
   b. Action 2: Fill the Statutory Forms attached in the email (Estimate time to complete: 10mins)*
   c. Action 3: Complete Pre-onboarding & Onboarding Journey in Digital HR Portal (Oracle HCM)
8. I have a doubt, Whom should I contact? I want to contact the Onboarding HR
   Ans.
   For Recruitment & offer related Doubts: Contact recruiter (Refer Annexure 1)
   For Onboarding Technical Issues: contact Support team (Refer Annexure 1)
   For Onboarding HR: Wait for the HR ESS session at 4PM, or write to Balraj J Balraj@hexaware.com & Nithyak@hexaware.com
9. I am a Contractor/Retainer, what document must be Uploaded?
   Ans. No document uploading is required in Career Portal, However the Action 2 & 3 are applicable.
10. I have missed to upload a document; how shall I upload now?
    Ans. System will restrict editing once submitted, Alternatively Send the document to Balraj J Balraj@hexaware.com via email.
11. How will I Know If I completed PIF?
    Ans. If you recall seeing the success message in the career portal after submitting the declaration then you have completed the Action 1, Proceed to Action 2.

or

If you are unable to Edit your Personal details, then you have completed the PIF

12. I have updated my Bank details in the PIF instead of Nominee's Bank details, what should I do?

Ans. Ignore the career portal. As an alternate solution, please fill Nominee details in the Life Insurance form (b. 7 Nomination form) as a part of Action 2

Tip: A nominee is a blood relative or Spouse or children

13. How to Fill DocuSign (Action 2)?

Ans. It is an Online Process, follow the video tutorial available

14. How do I verify If I have completed the Steps?

Ans

Action 1: If you are unable to edit the Personal Information meaning if edit button is no longer available, You have completed the Action 1

Action 2: If the DocuSign is complete, an Acknowledgement with the filled copies will be sent to your email address.

15. Where do I see the NDA's?

Ans. The NDA's will be available in your system downloads

16. Action 3: Pre-Onboarding Journey - I am unable to proceed with the NDA section or I do not see the "Done" button enabled even after filling in my name and also the NDA download is completed. What has to be done?

Ans. Simply Copy →Paste the name available in your HCM homepage.

17. Do I have to still fill the Laptop shipment details as part of the Pre-Onboarding Journey even though I have completed the process based on the email which I have received from "Hexaware Onboarding India"?

Yes, this step is inevitable and has to be filled again as part of the Pre-Onboarding Journey

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