

Frequently Asked Questions regarding Onboarding to Infosys and To- Do list

Index:

1. Launchpad.....	Page no 2
2. Module on Information Security.....	Page no 3
3. Opening a Salary Account.....	Page no 4
4. Nomination Forms.....	Page no 5
5. Leave and Attendance.....	Page no 6
6. FAQs post Induction.....	Page no 7
7. Other important tasks.....	Page no 8

1. LAUNCHPAD

Q. Some of my details are missing on Launchpad. What should I do?

A. Please send a mail to Infosys_LPchanges@infosys.com and report the missing/inaccurate details.

Q. How do I register for NSR?

A. You can check the website > <http://www.nationalskillsregistry.com>. Registering is compulsory. Try to Complete your biometrics too if POS available nearby. You could use the registration number, pay up the necessary fees either online or at the kiosk. You would need to submit your picture as well at the kiosk.

Q. Post registration of NSR, how do I get the Biometrics done as I am unable to do so due to lockdown

A. If you are facing issue while completing the Biometrics during lockdown, please ensure you complete all the other steps for NSR and you may get the Biometrics done at a later stage post joining.

Q. What can I do if I am unable to produce the relieving letter for my immediate previous organization?

A. If you are unable to produce a relieving letter, you could upload your resignation acceptance letter approved by the HR of your immediate previous company on to Launchpad. This should not be system generated. Once you receive the relieving letter, you can upload it directly on E-docket. PFB link to Edocket: <http://iscls2apps/HREDOC/MyDocket/ShowEmployeeDocket>

Q. I do not have a passport while joining. What can I do?

A. As one of the mandatory requirements, Infosys requires you to have a passport and upload the same on Launchpad portal. If you do not have one currently, we request you to apply for one. Once you receive the passport make sure it is uploaded in the Employee docket in Sparsh at the earliest. PFB the link: <http://iscls2apps/HREDOC/MyDocket/ShowEmployeeDocket>

Q. I have not uploaded my bank details on Launchpad. Till when can I do the same?

A. You can update the account details on LP within 3 days from now, if you are unable to do so within 3 days, the details can be updated on Sparsh once the account is activated. PFB the link: <https://iscls2apps.ad.infosys.com/HMYPlus.aspx/bank/HMYPlusBank.aspx>

Q. I am opening a new salary account. Can i update the details on Launchpad once the account is opened?

A. You may directly update these details on Sparsh once your salary account is opened. You may refer to this link: <https://iscls2apps.ad.infosys.com/HMYPlus.aspx/bank/HMYPlusBank.aspx>

Q. I don't have one of my documents that was to be uploaded on Launch pad currently and will be getting it after 2 weeks. How do I upload it then?

A. You will be having access to Launchpad only till 3 days post joining. If you want to upload any documents post that, you may do so directly on E-Docket.

You may follow this link <http://iscls2apps/HREDOC/MyDocket/ShowEmployeeDocket>

2. Module on Information Security

1. Please go through the information security module on iSAFE portal.

Path – Go to Sparsh > Webapps > iSAFE or follow the below link:

<https://isafe.infosysapps.com/User/Index.aspx>



1. Opening Salary Account

- **AXIS Bank:** The employees with joining location as Mys (Mysore), CHD(Chandigarh), MOH(MOHALI), TRVM (Trivandrum) & BBSR (Bhubaneshwar) locations can avail Axis Bank Salary Account option.

Contact Person: - Infosys Campus Branch head – 8095327881, email id:

infosyscampusmysore.branchhead@axisbank.com

Sathish Shetty, Mob no: 8497891337, email id: sathishashetty.p@axisbank.com

Kiran N, email id: Kiran.N@axisbank.com

- **ICICI Bank**

Click on the link to open an account in ICICI and then follow the below steps:

<https://buy.icicibank.com/savings-account/product?ius=UWYV00289UW&iup=SALE1CE1X1>

Before proceeding with account opening process make sure two things which are mandatory.

Account must be opened only with the mobile number linked to aadhar and Referral code has to be captured while opening the account.

Dear SIR/ Ma'am,

We value your relationship with ICICI BANK. Considering the present scenario, we are hereby sharing the online link for opening Salary Account for Employees.

STEPS TO OPEN AN INSTASAVE SALARY ACCOUNT

- 1. Enter email id(personal), Aadhar linked mobile number only and PAN card number.
- 2. Complete aadhar authentication (OTP will be sent only on mobile number linked with Aadhar) Later the mobile number can be updated in bank records post account opening.
- 3. Select corporate name and fill other details as required.
- 4. Address cannot be edited and it will be the same address as per aadhar. In case employee is not residing in aadhar address he can drop email to customer.care@icicibank.com post successful account opening for re dispatch of the welcome kit to nearest ICICI bank branch by giving its IFSC code.
- 5. welcome kit can be only dispatched to either aadhar address or nearest ICICI bank branch address.

6. Before clicking on create account **make sure referral code is captured and it will be either 477447 or 407227**. The account will be generated instantly

7. At the end complete the video KYC using the same link track application and **VIDEO KYC has to be done mandatory within 72 hours of online account creation.**

In case video KYC is unsuccessful in first 72 hours and email confirmation has not received for KYC completion then within 15 days of account opening employee has to visit the branch and complete the KYC manually in offline mode.(Salary won't be credited and account will be freezed if KYC is not completed in the account.)

8. Upload the account details with Launchpad/Harmony after successful KYC completion

9. The Debit card will be delivered in 7-10 working days

Please find below account opening link and helpdesk contact details.

<https://buy.icicibank.com/savings-account/product?ius=UWYV00289UW&iup=SALE1CE1X1>

NAME	DESIGNATION	CONT.NO.	EMAIL ID.
ASHUTOSH KUMAR GUPTA	RELATIONSHIP MANAGER (RM)	7977083357	ashutosh.g@icicibank.com
TULLURI PHANI KUMAR	RELATIONSHIP MANAGER (RM)	7977083135	tulluri.phanikumar@icicibank.com
AJAY KUMAR	PRIORITY BANKER (PB)	8097546664	ajay.k1@icicibank.com
VENKATESH	PRIORITY BANKER (PB)	7304914191	venkatesh.ranasube@icicibank.com
DIVAKAR B.	ASSISTANT MANAGER (AM)	8095255294	
SHOBHA PATIL	Relationship Officer	8310648971	
THIMMARAJU	Relationship Officer	9632788751	
SHAMBHU	Relationship Officer	9886387790	

ESCALATION1: Chetna.khanna@icicibank.com

Update Bank Account Number- Kindly update the bank account detail before 20th which is a cutoff date for payroll.

Path: (Sparsh>Harmony >My Finance>Bank account details)

2. Nomination Forms:

Q. Who can be the nominees?

A. Employee can nominate their parents or spouse. Siblings not applicable.

Q. Should any of the terms and conditions to be striked as per the requirement?

A. We suggest not to strike any of the terms and conditions. Employees can fill in their details and submit.

Q. What should be the proportion under nomination?

A. Employee can decide to share the proportion of share (out of 100%) among the nominees.

Q. In form F (Gratuity Nomination form) point no 5 what date has to be mentioned?

A. Employee can leave the point blank.

Q. In form F (Gratuity Nomination form) statement section, department and post held with.. What needs to be filled?

A. Employee can leave these points blank.

Q. What should be the place and date fields in all the forms?

A. Employees joining location and date of joining to be mentioned.

Q. How to fill Witness column?

A. In current COVID situation, employee can leave it blank. But ideally signature of witness is mandatory.

Q. Is it mandatory to fill Declaration by employer section?

A. No, it is not necessary to fill this section.

Q. What should be mentioned in declaration form 11 under KYC column?

- Aadhar number along with copy of Aadhar card to be attached.
- PAN card number
- Bank account details which is provided to Infosys.

Q. International worker in form 11?

A. Employees can mark as “No” for international worker.

Q. What details to be mentioned in Form 2 point 6 Account number?

A. Employee can leave the section blank.

Q. Is superannuation form mandatory to be filled?

A. This is applicable for JL 6 and above. If you are not sure of your Job level, we suggest you to complete all the documents. We will consider it for the applicable employees.

Q. How do I transfer my PF from my previous organization?

A. Employee can initiate transfer after 60 days from the date of joining Infosys. They can transfer online. In case any issues while transfer; they can raise AHD under retirements team for support.

Q. From where do I get previous employer UAN and PF details?

A. Refer previous employer payslip.

3. Leave and Attendance:

R. Where can I view all the Infosys policies?

i. All the policies can be viewed on the Infosys policy portal.

Path: Sparsh>My Infy>Policy Portal or you may follow the link:

<http://policies/Pages/default.aspx>

Q. What are the Leave and Attendance policies in Infosys:

i. We have only one type of leave called earned leave. To get more details about the leave policy, Loss of Pay, Comp Off, Advance leave credit, Leave lapse. Refer to the below policy. Know your TPD manager who will be your approving manager when on Bench.

Path: Sparsh>My Infy>Policy Portal>India Leave or follow the below link:

<http://policies/Pages/Leave-India.aspx>

Q. How do we mark our attendance during Induction?

- A. Your attendance for DOJ has been taken care of by the team. You do not have to apply for attendance on the first day

Q. How do we put attendance post DOJ (during lockdown):

- A. Post your DOJ, please contact your BPHR (Unit HR) for details on applying WFH/OD on InfyME or Sparsh. Let them know if there is any case of status unknown or LOP where you missed applying WFH/OD.

Path or applying Work from home: Sparsh> Harmony> Attendance Information>Work from Home> Apply for Work from home.

You can also follow the below link:

<http://iscls2apps/Attendance.aspx/WFH/AttWorkFromHomeSubmit.aspx>

4. FAQs post Induction

Q. I haven't received any agenda post Day 2. What are we supposed to do?

- A. You would be receiving your BPHR details in a mail from the Launchpad team on the 2nd Day of Induction. Please drop a mail to your BPHR or call them on their number as mentioned in the mail. They will help you get onboarded into the unit and will guide you on the further process. In case you have not received the mail by EOD on day 2, please drop a mail to the Launchpad team on Infosys_Launchpad@infosys.com

Q. I have received 'Complete your onboarding formalities Part 2' mail from the Launchpad. What should I do?

- A. The part 2 email consists of 6 Finance related documents that are pre filled as per information provided on Launchpad by you. These documents are in editable format. If you want to make any changes to it, please do so and refer to the instructions mentioned in the email. Please enter your employee number wherever asked and paste a scanned image of your signature in the 'employee signature' column. You can send it to nominations_retirals@infosys.com within 48 hours of receiving the mail.

Please ensure that you have authenticated on Launchpad and the generation of this form is dependent on authentication. If you have authenticated, and still not received, please drop a mail to Infosys_Launchpad@infosys.com mentioning the same.

Q. We have received Part 1 and Part 2 documents from Launchpad team. Shall we take a print out of these and send it back?

A. These forms are shared in editable word doc format for the candidates' ease and to avoid multiple actions of taking a print, filling it up, scanning again and then sending it to the teams. If required, changes can be made in the word docs and shared post that.

5. **Other Important tasks** (To be completed as soon as Induction is over)

1. **Pulse Survey:** Please fill the survey/feedback on onboarding process on Launchpad. You will be receiving Launchpad notification on Day 2 of your joining. Please do share your feedback.
2. **InfyMe Setup on Mobile:** Download Intune company portal from Play store or App Store. Login to the portal using your newly set password and authenticate using MFA (if MFA not setup, then follow the instructions to set MFA). Post login to Intune Company Portal, InfyMe, MS Outlook, Skype etc. can be accessed from your mobile phone.
Note: The setup doesn't not erase any existing data from you mobile.
3. **Update Infosys Directory System-** Kindly update your current building and posting location in directory within 48 hours of logging into the system. ***Path: (Sparsh>Webapps> Directory System)*** or you may follow the link: <http://iscls1apps/INFYDIR/>
4. **Update PAN Card Number-** Kindly update your pan card details, as it is linked to your bank account. ***Path: (Sparsh > Harmony > My Data>Pan card Details)*** or you may follow the link: <https://iscls2apps.ad.infosys.com/HMYPlus/asp/Personal/HMYPanDetails.aspx>
5. **Update Passport details-** Kindly update your passport details within 6 months or else your confirmation might get delayed. ***Path: (Sparsh > Harmony > Personal Data>Passport Details)*** or you may follow the link: <https://iscls2apps.ad.infosys.com/Edsplus/asp/personal/EDSPlusPassport.aspx>
6. **Give SAQ- Security Awareness Quiz-** SAQ is mandatory which must be given within 1 month of joining. You would also be receiving daily reminders for this. You need to score a minimum of 70% to clear this quiz in maximum of 3 attempts.
Path: (Sparsh> Webapps>Awareness Quiz tools>SAQ) or you may follow the below link: <http://iscls4apps/aqt/userpage/userhome.aspx>
SAQ quiz can also be taken over InfyMe application.

7. **Raise a request for Bus Pass**- Bus pass is issued on 1st of every month, Kindly, raise the bus pass request in Sparsh. This service can be availed once the DCs are functional.
Path: (Sparsh> Harmony> Facilities and Services>Admin>Transport bus pass) or you may follow the below link:
<https://iscls2apps.ad.infosys.com/TransportHarmony/asp/user/TranUserPassRequest.aspx>
8. **Update Dependent List**- Kindly update the HIP (Health Insurance Plan) & Dependent list for claims and reimbursement.
Path: (Sparsh>Harmony> My Data>Dependent detail) or you may follow the below link:
<https://iscls2apps.ad.infosys.com/Edsplus/asp/personal/EDSPlusDependentDetailsNew.aspx>
9. **Update E Docket**- Kindly update the mandatory documents within 6 months of your joining in Edocket to avoid any delay in confirmation. **Path:** (Sparsh > Webapps> Edocket) or you may follow the below link: <http://iscls2apps/HREDOC/MyDocket/ShowEmployeeDocket>
10. **CCD- Computer and Communication Division**- You need to raise an AHD under below path if you need any help on hardware and software.
Path: Sparsh>Webapps>AHD>CCD or you may follow the below link:
11. **Change any Personal Data** – like Name, information that is incorrectly reflecting on Harmony. You need to raise AHD under below path
Path: Sparsh>Webapps>AHD> Human Resource>Employee Information Management>Personal Data. or you may follow the below link:
<http://isgenapps/OneClickAHD/OneClickAHD.aspx?DeptID=1000160>
12. **Experience Next Portal** – This is a portal especially for new joiners where they would have a Things to Do and list to relevant policies like Leave policy. This is a one stop shop for all new joiner related queries.
Path: Sparsh > My Infy > Experience Next
13. **ID Card Collection** – While entering into the campus for the first time, you may display a govt. issued photo ID card and tell your employee number to the security personnel. They will issue you a temporary ID card, which will be valid for the day. You may collect the physical ID card from the ID card Cell at your joining location DC.