

Onboarding Frequently Asked Questions

What browser(s) are recommended for use with the onboarding system?

What do I do if I cannot find the URL to log into the onboarding system?

What do I do if I forgot my User ID or password?

Will the onboarding system lock me out if I enter an incorrect password?

What do I do if a button does not work or I am not able to open or print a form in the onboarding system?

I receive a pop up message when logging in or working in the system, what should I do?

What do I do if I have a technical issue, such as the screen freezing or not being able to access a form in the onboarding system?

What if I cannot find the name and/or contact information of my onboarding company representative?

Does the onboarding system time out?

Do I need to complete all onboarding tasks in one sitting or can I save where I am and come back later?

What do the icons stand for in the Onboarding Automation system?

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What do I do if I have questions about a form, document, or the onboarding process?

I am a re-hire, will I have to start from scratch or will some information transfer from my prior submission(s)?

Do I need to print any forms or documents from the onboarding system?

Can the Onboarding Automation system be accessed through tablets and smart phones?

Is the Onboarding Automation system secure?

What browser(s) are recommended for use with the Onboarding system?

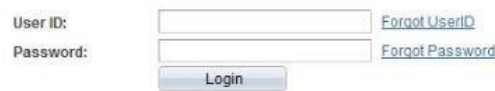
The onboarding system works best with the following browsers – Internet Explorer 9 or 10, Chrome, Firefox, and Safari. With older browser versions, some web pages may not render correctly and appear distorted; however you will still be able to complete the process.

What do I do if I cannot find the URL to log into the onboarding system?

The login URLs can be found in the onboarding invitation email sent by your company representative. If you do not have the welcome email, please contact your company representative so it can be resent.

What do I do if I forgot my userid or password?

The login page, using the second link in the invite, has a self-service option to reset forgotten userid or password.



The image shows a login form with two input fields: 'User ID:' and 'Password:'. To the right of the 'User ID:' field is a link labeled 'Forgot UserID'. To the right of the 'Password:' field is a link labeled 'Forgot Password'. Below the 'Password:' field is a 'Login' button.

Will the onboarding system lock me out if I enter an incorrect password?

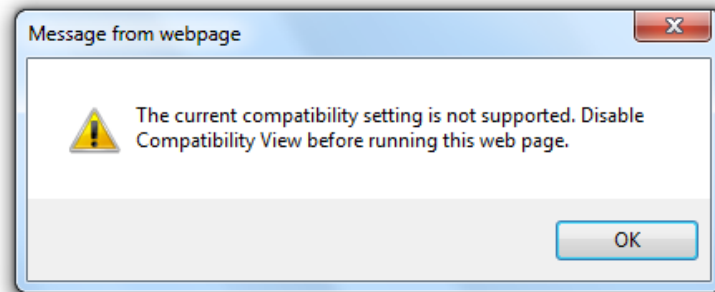
The onboarding system will lock you out if you incorrectly enter your password 5 times. To unlock the system you will need to contact your company representative during normal business hours.

What do I do if a button does not work or I am not able to open or print a form in the onboarding system?

If a button does not work or you are unable to open or print a form in the onboarding system, make sure your browser's pop-up blocker is disabled.

I receive a pop up message when logging in or working in the system, what should I do?

Users of Internet Explorer version 9 or older may receive the pop up below.



You can click ok or close the box and move on. Alternatively you can take the following steps to change your browser settings and eliminate the pop up from returning:

1. Close the pop-up box
2. Click the browser's "Tools" menu and select "Compatibility View settings" from the drop down. If you do not see the Tools menu, press ALT.
3. In the Compatibility Settings Window, Uncheck the last box next to "Display all websites in Compatibility View"
4. Click "Close"

What do I do if I have a technical issue, such as the screen freezing or not being able to access a form in the onboarding system?

If you encounter a login or technical issue while working in the onboarding system, during business hours (6:30am – 5:30pm EST) reach out to your company representative and they will log a ticket on your behalf. To send an email directly to your company representative, click the "Contact Us" link under the home icon on the top left of your screen. After business hours, if you have a login issue contact our help desk by calling toll free at (866) 483-5411 and inform them you are having issues with the Onboarding system. After business hours, if you have a technical issue, click the "Contact Us" link under the home icon on the top left of your screen and an email will be sent directly to your company representative.

What if I cannot find the name and /or contact information for my onboarding company representative?

If you cannot find the contact information for your onboarding company representative, click the "Contact Us" link under the home icon on the top left of your screen to send him or her an email directly.

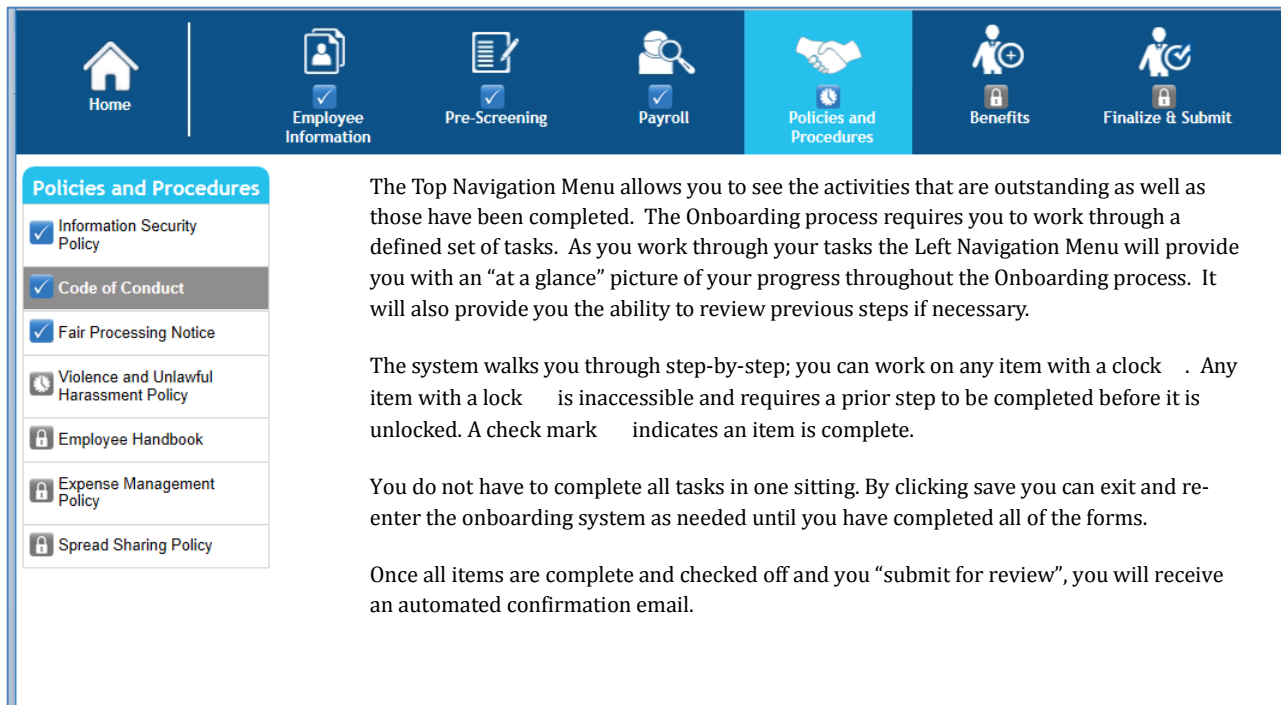
Does the onboarding system time out?

Yes, be sure to save your work regularly. The onboarding system times out after 30 minutes of inactivity. The system considers typing as inactivity. When logging back into the system you will be prompted to enter your User ID, password and security questions.

Do I need to complete all onboarding tasks in one sitting or can I save where I am and come back later?

You do not have to complete all tasks in one sitting. There may be some specific forms that will need to be printed and require handwritten signature. Click “save” and you can exit and re-enter the onboarding system as needed until you have completed all of the forms. When logging back into the system you will be prompted to enter your User ID, password and security questions.

How do I navigate the onboarding system?



The screenshot displays the onboarding system interface. At the top is a dark blue navigation bar with icons and labels for: Home, Employee Information, Pre-Screening, Payroll, Policies and Procedures (highlighted in light blue), Benefits, and Finalize & Submit. Below this, on the left, is a 'Policies and Procedures' sidebar menu with a list of items: Information Security Policy (checked), Code of Conduct (checked), Fair Processing Notice (checked), Violence and Unlawful Harassment Policy (locked), Employee Handbook (locked), Expense Management Policy (locked), and Spread Sharing Policy (locked). The main content area on the right contains three paragraphs of text explaining the system's functionality.

The Top Navigation Menu allows you to see the activities that are outstanding as well as those have been completed. The Onboarding process requires you to work through a defined set of tasks. As you work through your tasks the Left Navigation Menu will provide you with an “at a glance” picture of your progress throughout the Onboarding process. It will also provide you the ability to review previous steps if necessary.

The system walks you through step-by-step; you can work on any item with a clock icon. Any item with a lock icon is inaccessible and requires a prior step to be completed before it is unlocked. A check mark icon indicates an item is complete.

You do not have to complete all tasks in one sitting. By clicking save you can exit and re-enter the onboarding system as needed until you have completed all of the forms.

Once all items are complete and checked off and you “submit for review”, you will receive an automated confirmation email.

What do I do if I have questions about a form, document, or the onboarding process?

Please reach out to your onboarding company representative if you have questions about the process or forms. Click the “Contact Us” link under the home icon on the top left of your screen to send him or her an email directly.

I am a re-hire, will I have to start from scratch or will some information transfer from my prior submission(s)?

Personal information such as name, address, date of birth, and primary emergency contact (not secondary) will not need to be re-entered but can be updated.

Payroll withholdings and direct deposit information will need to be re-entered. You will also need to electronically re-sign any company or client forms completed previously and all new forms.

Do I need to print any forms or documents from the onboarding system?

You will have the option of printing or saving any forms or documents for your personal files. Click the “process viewer” link under the home icon to download and print selected signed forms. To print policy documents open, download and print the document directly. The onboarding system will only remain open to you for 60 days after you submit all of your forms for review. After that time, you will need to request forms from your company representative.

There maybe a few forms requiring a handwritten signature. You will be instructed in the system to print, complete, and hand sign, and provide these forms to your company representative. If you do not have access to print these documents, you will be provided the forms during your in office orientation.

Can the Onboarding Automation System be accessed through tablets and smart phones?

We recommend using a computer for best performance. While the onboarding system may work on most tablets and smart phones, some features may not work properly, and screens and documents may not render properly and look distorted.

Is the Onboarding Automation system secure?

Yes, the Onboarding Automation system is secure, but you need to do your part to help keep it secure. You set up own password and answer security challenge questions each time you log in. By choosing a good, strong password and good security questions, you will help keep your account secure. Remember – don’t share your password.

We have employed strong security controls behind the scenes to help keep your data secure. We encrypt your data both in motion and at rest to security industry standards that include a minimum of 128 bit encryption.