Onboarding Frequently Asked Questions (FAQs)

This Knowledge Article provides information for Onboarding Frequently Asked Questions.

IMPORTANT: Due to Covid-19, all new hires should be equipped to work (receive equipment) from an alternate address (home).
1. When completing the **New Hire Onboarding Guide**, please choose **Alternate Address** and enter associate's home address when selecting where equipment should be shipped to.

2. When requesting computer accessories on the applicable **standalone form**, be sure to have the **Ship to Alternate Address** box checked. For the question, Are you located on-shore or off-shore, select **At Home**.

Onboarding Frequently Asked Questions

How do I obtain a US Domain ID for my new associate?
I received the US Domain ID for my new associate. What do I do next?
How do I know what my new associate's email address will be?
I received the US Domain ID for my new associate, but the ID isn't showing up when I try to submit the requests.
How do I obtain a workspace for my new associate?
Can my new associate use an existing PC in my area?
Who do I contact if I have additional questions?

How do I obtain a US Domain ID for my new associate/non-associate (temp, contractor or partner)?

- For associates and contractors, US Domain ID's are automatically created and sent to the manager approximately 48 hours after being added to Workday.

I received the US Domain ID for my new associate. What do I do next?
Follow the **Onboarding Checklist** for a step by step process.
*Please note: Requests should be submitted and approved at least 10 days before the start date in order to ensure that your associate has the best onboarding experience possible.

How do I know what my new associate's email address will be?
All newly hired associates and non-associates are automatically set up with an Elevance Health Microsoft Office Outlook e-mail account. The e-mail account is setup approximately 24 hours after the manager receives the e-mail containing the new hires US Domain ID/Password information. Use Outlook to look up the new associate's e-mail address. Please note that when multiple associates have the same name, a number is added to their last name to differentiate (i.e. **John.Smith3@elevancehealth.com**)

I received the US Domain ID for my new associate, but the ID isn't showing up when I try to submit the requests.
It can take up to 24 hours for a new ID to show up in **IT ServiceConnect** before requests can be submitted.   Please check again later.

How do I obtain a workspace for my new associate?
Request an assigned seat for your associate if they will be in office 5 days a week. Use the CRE/Facilities Self Service Portal to create a facilities work request "Services/Assigned Seat".

Can my new associate use an existing PC in my area?
No, new equipment must be requested for each new associate. Due to data preservation rules established by Legal, Security, and IT Asset Management, all unused equipment must be returned to Field Support so that it can be evaluated, data preserved, and re imaged between users. Managers should never have any machines sitting on empty desks.

Who do I contact if I have additional questions?

- The **Onboarding Support Specialist team** is here to guide you through the Onboarding process. Their goal is to help you understand the processes required to request hardware, software and system access for your new associate or non-associate (contractor, temporary, partner). Click **here** to contact an Onboarding Support Specialist.
- For all **technology-related questions** (such as break/fix issues, outages, application issues, etc.), contact the **IT Enterprise Service Desk** in **IT ServiceConnect** using **Report Submit and Track Issues**, or press **Live Chat**, or call 888-268-4368.
- For questions regarding **workspace and office setup, Facilities Self-service Portal** is Elevance Health's single point of contact for all your Facility needs.