

# HR Office's Handbook

## Onboarding



# HR OFFICE'S ONBOARDING HANDBOOK

## Table of Contents

Topic	Page
<a href="#">What is Onboarding?</a>	2
<a href="#">Why is Onboarding important?</a>	2
<a href="#">Who goes through Onboarding process?</a>	2
<a href="#">Who goes through the Online Orientation?</a>	3
<a href="#">What is included in Onboarding?</a>	3
<a href="#">What does the Onboarding process look like?</a>	4
Completing the Hiring Process	
Before Day 1	
During the First Week	
Beyond Week 1: Continuing a Career with the Commonwealth	
<a href="#">Alternate Orientation Processes</a>	7
Tier 2	
Tier 3	
Variations to Tier 2 and Tier 3	
Tier 4	
<a href="#">Closing</a>	8
<b>Appendices:</b>	
A. <a href="#">Enterprise Onboarding Roles &amp; Responsibilities</a>	9
B. <a href="#">Fill a Vacant Position E-PAR Worksheet</a>	10
C. <a href="#">Supervisor's Onboarding Checklist</a>	13
D. <a href="#">Agency HR Office Orientation Tips</a>	20
E. <a href="#">Online Orientation Notifications</a>	22
F. <a href="#">Training Plan Tips</a>	32
G. <a href="#">Onboarding Glossary</a>	33
H. <a href="#">Frequently Asked Questions</a>	36
I. <a href="#">Quick Guide for New Employees</a>	39

## Welcome!

The *HR Office's Onboarding Handbook* was developed as a tool to guide your human resources (HR) office through the commonwealth's onboarding process. This handbook provides details on your HR office's role in onboarding from the job offer through the end of the employee's first year of his or her commonwealth career, as well as expected onboarding activities for supervisors and employees.

Please note that this handbook is designed to provide guidance and tools from a statewide perspective. We hope that you will customize its contents so that it meets the unique needs of your agency.

We hope that you find the *HR Office's Onboarding Handbook* a benefit to you and your HR staff!

## What is Onboarding?

According to consultants Booz, Allen and Hamilton, onboarding is the process of integrating new employees into an organization and equipping them to become successful and productive. Onboarding helps employees get "on-board" with the culture of the workplace and the expectations of their new job.

The commonwealth's onboarding process consists of both online and face-to-face orientations depending on the conditions under which the employee accepts the job. For example, new hires are expected to participate in an online orientation to complete the hiring process, while transfers from another state agency may participate in only in-person orientations facilitated by the HR office and the supervisors.

## Why is Onboarding important?

Starting a new job is exciting and can be stressful! A well-designed onboarding process can help an incoming employee feel welcome and more comfortable when beginning new duties.

In addition, by streamlining the process for in-processing, i.e. completing new hire paperwork, badging, accessing IT systems, etc. the employee can be well on the way to becoming productive and successful.

Lastly, onboarding can communicate your agency's mission and values and help the employee identify with the organization. This is extremely important in acclimating the employee to the culture of your organization and giving him/her ideas of how s/he can contribute to its goals.

## Who goes through the Onboarding process?

Every new employee! The best practice is that every employee who is new to your organization participates in an onboarding process.

## Who goes through the Online Orientation?

While every new employee will be onboarded, only certain groups of employees will go through the online orientation. These groups include:

- **New hires** (Action Type ZA) – employees who have never worked for a commonwealth agency under the Governor's jurisdiction.
- **Re-hires** (Action Type ZB) – employees who have worked for the commonwealth, were separated, and have returned to service.
- **Returns from furlough** (ZC) – employees who were furloughed from their salaried Commonwealth position and are returned to service through recall or reemployment processes.
- **Annuitants** (ZB) – employees who retired from Commonwealth service and are returned to work for not more than 95 days in a calendar year. Please note that annuitants will only go through certain tours within the pre-hire/online onboarding process.
- **Dual Hires** (ZS) – employees who are employed by more than one agency in two or more positions.

The following groups will not be included in the online orientation, but you may ask them to obtain or update certain employment-related paperwork:

- Transfers from other agencies under the Governor's jurisdiction
- Employees on long-term leave
- Employee Groups
  - C = PA Conservation Corps
  - G = PA National Guard
  - R = Health Registrars
  - X = External Persons (patient resident workers and non-commonwealth employees)
- Employee Sub Groups
  - E9 = External (officials/board members)
  - U9 = Volunteers

Lastly, the Office of Attorney General, the Pennsylvania Liquor Control Board, the Pennsylvania Utility Commission and the Pennsylvania Gaming Control Board are excluded from the online component of the commonwealth's onboarding process.

### **What is included in Onboarding?**

Onboarding begins with the acceptance of a job offer. There are activities for the HR office, like submitting the E-PAR and conducting an agency orientation. There are two online tours ("Completing the Hiring Process" and "Your Job with the Commonwealth") for the prospective hire to take. And, there's a to-do list for supervisors to guide them through the employee's first year.

More information will follow on these activities and tools under "What does the Onboarding process look like?"

### **What does the Onboarding process look like?**

The commonwealth's onboarding process begins when the prospective hire has accepted the job offer and continues to the end of the employee's first year of employment.

We anticipate that most prospective hires will follow the standard process, which we refer to as Tier 1. Depending on access to technology, variations of the standard process exist. These will be described in more detail later. Be prepared to provide direction to supervisors on the alternatives that work best for your agency.

Let's focus on Tier 1 in detail...

### **Completing the Hiring Process:**

You have garnered all appropriate approvals to hire the selected candidate. Either you as the HR representative or the supervisor has extended an offer of employment to the employee.

Good news! The candidate has accepted!

If it is your agency's practice that the HR office, rather than the supervisor, makes the job offer, please advise the prospective hire that he or she will participate in an online orientation to complete the hiring process. Here is a suggested script:

*"We are delighted that you will be joining the commonwealth and our organization. Our goal is to help you transition smoothly into your new job. You will receive an invitation to your home email to complete the hiring process through our online orientation website. These critical employment forms include the set up of a direct deposit account for your biweekly pay and your employment eligibility. The Commonwealth of Pennsylvania participates in the Federal Employment Verification Program (E-Verify). Your employment will be contingent upon confirmation of your employment eligibility through the E-Verify Program. If you do not complete these forms on time, your pay may be delayed. If you have questions during the online orientation, you may call the HR Service Center; contact information will be available throughout the orientation. If you have questions specifically about your job, please feel free to contact me or your supervisor."*

Also, be sure to confirm the employee's personal information, using the Fill a Vacant Position E-PAR Worksheet (see [Appendix B](#)) for reference. Follow up with the employee by sending the Quick Guide for New Employees that can be found in the Employee Resource Center > Career, Training and Culture. A sample of this guide is included as [Appendix I](#).

Taking into account your agency's internal approval process, the *Fill a Vacant Position* E-PAR should be received by the HR Service Center at least 14 days in advance of the employee's start date.

Why 14 days? This time allows:

- ✓ The HR Service Center to establish the initial employee record in SAP
- ✓ The prospective hire to participate in the online orientation and become familiar with commonwealth employment
- ✓ The supervisor to prepare the workspace and equipment and notify the incoming employee's colleagues about his or her arrival
- ✓ The IT office and building security to coordinate appropriate network and facility access

See [Appendix B](#) for additional information on the *Fill a Vacant Position* E-PAR process.

The appointment letter will be generated by the HR Service Center and attached to the completed E-PAR. The HR office should send the letter to the incoming employee and include a copy in the Official Personnel Folder (OPF).

### Before Day 1:

**What is the prospective hire doing?** After the HR Service Center has established the initial employee record in SAP (or updated the history of a returning employee), the prospective hire is sent an invitation to his or her personal email account to participate in an online orientation.

Once the prospective hire logs into the online orientation site, he or she will take two online tours:

- Tour 1 – Completing the Hiring Process: includes position details, required employment forms, such as emergency contact information, W-4, prior service, medical plan enrollment, and standard policies to be acknowledged
- Tour 2 – Your Job with the Commonwealth: includes information on time off, compensation, pay statements, employee self service and human resources support as well as details about the myriad of available employee benefits and training/development opportunities

While participating in the tours, if the prospective hire has a question about benefits or other employment-related information, he or she is encouraged to contact the HR Service Center by calling 866.377.2672 or using the "Ask a Question" feature in the online orientation.

**What is the supervisor doing?** Simultaneous with the invitation sent to the prospective hire, an email notification is sent to the supervisor reminding him or her to onboard the incoming employee. A link to the [Supervisor's Onboarding Checklist](#) is included with this notice. Please also see [Appendix C](#) for more information.

**What are you, the HR office, doing?** The HR Service Center is the prospective hire's point of contact for most questions that may arise during the online orientation. Of course, the HR office still has an important role to play in the onboarding process!

The HR office is copied on the supervisor's onboarding notification discussed above. This is your trigger to **prepare for the agency's orientation program** and to assist the supervisor with onboarding activities, if necessary.

The HR office remains responsible for **updating leave and seniority information** in SAP. Within Tour 1 on the "Prior Service" page, the prospective hire will be asked about possible prior commonwealth service, military service and past contributions to the State Employees' Retirement System (SERS). Responses will be forwarded via email to the HR office to adjust leave quotas and seniority, if necessary.

Depending on your agency's internal process, the HR office may also be designated to **verify the incoming employee's employment eligibility**. The individual designated as the I-9 verifier in the E-PAR will receive a notice when the prospective hire has completed the employment verification tour stop. Ensure that you follow commonwealth policy and your agency's standard procedures for reviewing original documents necessary for the I-9 form.

While the employee will acknowledge the commonwealth's supplementary employment policy during Tour 1, the HR office coordinates the review and approval of **requests for supplementary employment**. Follow your agency's internal process for obtaining supplemental employment requests and working with your legal office to review.

These are just a few items that all HR offices have to address prior to the employee's start date. You may have other agency-specific requirements that must be addressed before the employee begins.

**What are others doing?** Along with the prospective hire's invitation to take the online orientation and the supervisor's reminder to onboard the incoming employee, a notice is sent to resource accounts set up for the IT office and the offices responsible for badging and space allocation. Following agency business processes for IT access, building access, and employee identification, these organizations should prepare for the incoming employee's arrival.

### During the First Week:

**What is the supervisor doing?** This is a busy time for a supervisor! During the first week, the supervisor plays a pivotal role.

The supervisor should be encouraging the employee to finish the online orientation if it remains incomplete. Tour 1 is due within the first three days of employment. If the employee does not complete Tour 1 by the second day of employment, the supervisor will receive a notice via email. Tour 2 is due within the first two weeks of employment. If Tour 2 remains unfinished after this deadline, the supervisor will receive a notice via email.

The supervisor should also be initialing (along with the employee) the completed items on the *Supervisor's Onboarding Checklist*. Important items include ensuring the employee has all appropriate access and equipment, updating the position description and sharing written work expectations/performance standards.

**What is the new employee doing?** This is an exciting time for the employee!

The employee should have completed at least the required employment forms through the online orientation by now. If not, he or she should complete Tour 1 by the third day on the job, and Tour 2 within 14 days.

With the supervisor's guidance, the employee should be participating in the supervisory orientation. By the end of the first week of employment, the employee should also have acknowledged the position description, received written performance expectations, and have been issued all necessary equipment.

If you have agency-specific policies that must be acknowledged by the employee, he or she should be reviewing them at this time, either with the HR office or the supervisor.

**What is the HR office doing?** Your agency may have a formal or informal orientation coordinated by the HR office. Formal orientation might include scheduling a multi-day session with presentations from key staff members. Or, your orientation might be more casual and involve the employee simply meeting with an HR representative to cover agency-specific policies.

Best practice new employee orientation programs include not only an acknowledgement of policies and workplace rules, but also an overview of your organization, a discussion of its mission and philosophy, and presentations by key staff members representing the diverse functions of your agency. A meet and greet session with executive staff is encouraged for a meaningful start to a career with your agency. See [Appendix D](#) for tips for a successful new employee orientation program.

## Beyond Week 1: Continuing a Career with the Commonwealth

**What's the supervisor doing?** The supervisor should continue building a positive relationship with the employee and ensuring his or her success with the commonwealth.

The employee may have been hired into a probationary status. If the employee is in a probationary status, the supervisor should be monitoring the employee's performance in preparation for the end of probationary Employee Performance Review (EPR). Performance expectations, coaching, feedback and training, including on-the-job training, are critical for the success of the employee and the unit. The supervisor may find the tips on developing a training plan found in [Appendix F](#) to be helpful.

After the employee has been onboarded for 30 days, supervisors will receive an email inviting him or her to participate in an online survey. The information gathered from this quick survey will help provide feedback regarding the onboarding process to both the HR office and HR Service Center.

A similar, briefer survey will be sent after the employee has been onboarded about six months. Again, the feedback will be used to improve the onboarding process.

Following the commonwealth's performance management model, the supervisor should continue to monitor the employee's performance throughout the first year of employment. Depending on your agency's rating cycle, an annual EPR may be due at this time.

**What's the employee doing?** We hope the employee is developing professionally and contributing to the mission of the organization!

After being onboarded for 30 days and again at 180 days, the employee will receive an email inviting him or her to participate in online surveys similar to that sent to the supervisor. The information gathered from these quick surveys will help provide feedback regarding the onboarding process to the HR office and HR Service Center.

**What's the HR office doing?** Depending on your agency's business processes, you may continue to provide key assistance to supervisors and managers through the employee's first week and beyond. As an HR office representative, you may be assigned to:

- Coordinate the new employee orientation program
- Ensure the PD is updated by the supervisor
- Ensure the employee has performance expectations
- Ensure the employee has a training record
- Build the Official Personnel Folder (OPF)

You will have access to the results of the 30- and 180-day onboarding survey results. Check them out! Perhaps a supervisor needs some additional support, or an employee had an unexpected experience that needs to be addressed. Along with the results of the commonwealth mobility surveys, we hope that you will find the information useful.

For the long-term, you should also consider adding an onboarding component to your standard supervisory development training. The *Supervisor's Onboarding Handbook* is a great resource to help you!

## Alternate Orientation Processes: Tiers 2, 3 and 4

We've just walked through the standard, or Tier 1, onboarding process, which is summarized in the table below.

Tier	Variables	Prospective Hire/New Employee:
1	<ul style="list-style-type: none"> <li>✓ Personal email account</li> <li>✓ Processed transaction in SAP</li> <li>✓ Access to a computer with internet access</li> </ul>	<ul style="list-style-type: none"> <li>➤ Receives online orientation invitation in personal email account</li> <li>➤ Clicks on link in personal email</li> <li>➤ Enters temporary password* and creates a new password</li> <li>➤ Participates in online orientation prior to Day 1</li> </ul>

However, there may be situations impacted by access to a computer, time constraints, or other factors that make following Tier 1 difficult. For those situations, the following alternate online orientation processes are available.

### Tier 2

Tier 2 allows for the supervisor to facilitate the online orientation at the new employee's workstation.

Tier	Variables	Prospective Hire/New Employee:
2	<ul style="list-style-type: none"> <li>✓ Facilitated by supervisor</li> <li>✓ Processed transaction in SAP</li> <li>✓ CWOPA credentials</li> <li>✓ Access to a computer at the employee's workstation</li> </ul>	<ul style="list-style-type: none"> <li>➤ Accesses CWOPA network from office workstation</li> <li>➤ Opens the Employee Resource Center, searches "Onboarding" and opens the "How do I Complete Onboarding?" article to reach the Onboarding page.</li> <li>➤ Select the "Online Orientation" link</li> <li>➤ Uses employee number as user ID</li> <li>➤ Enters temporary password*</li> <li>➤ Enters organization code "cofpa"</li> <li>➤ Creates new password</li> </ul>

\* Temporary password is last four digits of the individual's Social Security Number followed immediately by the last two digits of his/her birth year, e.g. 954078.

### Tier 3

Tier 3 may be best for agencies in which the HR office or a designate has a stronger role in facilitating the new employee's orientation, or when the employee does not have an assigned work station.

There is an expectation with Tier 3 that a kiosk is made available in a comfortable setting for the employee to participate in the online orientation.

Tier	Variables	Prospective Hire/New Employee:
3	<ul style="list-style-type: none"> <li>✓ Facilitated by HR or designate</li> <li>✓ Processed transaction in SAP</li> <li>✓ Access to a computer at the HR office or other designated location</li> </ul>	<ul style="list-style-type: none"> <li>➤ Designated HR representative accesses CWOPA network using a guest login</li> <li>➤ Opens the Employee Resource Center, searches "Onboarding" and opens the "Need to Complete or Review Your Online Onboarding Orientation?" article to reach the Onboarding page.</li> <li>➤ Uses employee number as User ID</li> <li>➤ Enters temporary password*</li> <li>➤ Enters organization code "cofpa"</li> <li>➤ Creates new password</li> <li>➤ Participates in online orientation at a workstation in the HR office or other designated location, i.e. a training</li> </ul>

## Variations to Tier 2 and Tier 3

There can be some variations to Tiers 2 and 3. Despite the scenario, your new employee will be able to access the online orientation in multiple ways.

- Invitation emails with a direct link to the online orientation will be sent to the employee's home and work email addresses.
- Onboarding employees who have access to employee self-service can visit the employee resource center, search "onboarding" and will be directed to the online orientation after login.

## Tier 4

Lastly, the final alternate process, Tier 4, allows for the employee to complete the orientation off-line. The alternate delivery print packet is available to HR users through the HR Service Center.

Tier	Variables	Prospective Hire/New Employee:
4	<ul style="list-style-type: none"><li>➤ Access to a computer with internet access for PDF viewing with policy links -OR-</li><li>➤ Ability to work from a printed alternate delivery packet</li></ul>	<ul style="list-style-type: none"><li>➤ Receives in-person orientation with the supervisor, HR representative, or designate</li><li>➤ Completes hard copy forms</li><li>➤ Returns completed documents to agency HR office</li></ul>

## Closing

Great job, HR office! We hope that your new employee has successfully onboarded with your agency. We also hope that you have found this handbook useful in assisting supervisors and managing your own business processes. If you have questions about onboarding or suggestions for improving the commonwealth's onboarding processes, please contact the HR Service Center at 866.377.2672.

### Questions? HR Service Center



Phone: 866.377.2672

PA Relay: 711

Fax: 717.425.7190

Email:

RA-HRSCEmployeeSvc@pa.gov

7:30 a.m. – 5:00 p.m. Monday – Friday

*Interpreters are available by request*

### Need More Information?

**Visit the Employee Resource Center**

[www.employeeresourcecenter.oa.pa.gov](http://www.employeeresourcecenter.oa.pa.gov)

**Mail to HR Service Center**

Commonwealth of PA HR Service Center

PO Box 824

Harrisburg PA 17108-0824

## Appendix A: Enterprise Onboarding Roles & Responsibilities

### ✓ Supervisor

- Selects candidate and makes an offer of employment
- When prospective hire accepts the offer:
  - Notifies the employee about the commonwealth's participation in the federal E-Verify system
  - Obtains a personal email address, carefully confirming the spelling of the full email address
  - Provides instructions about the online orientation; sends "Quick Guide for New Employees"
  - Utilizes Fill a Vacant Position E-PAR Worksheet to collect employee data, including name as it appears on Social Security card and personal email address
- Initiates Fill a Vacant Position E-PAR routing and approval within agency (if applicable)
- Receives email notification that the onboarding process has begun for the prospective hire
- Works with agency IT, space management and badge/security office to prepare for employee's Day 1
- Completes applicable items on the Supervisor's Onboarding Checklist prior to the start date and coordinates Day 1
- Ensures employee is provided a workstation/instructions and time to complete the online orientation (if additional time is needed by the employee), or coordinates with the agency HR office to provide these accommodations
- If employee is unable to complete the online orientation due to technology, accessibility or language barriers, requests a print packet from the HR Service Center.
- If employee is non-compliant with online orientation deadlines, reminds employee of requirements upon receipt of reminder email notifications:
  - Tour 1 is required by Day 3
  - Tour 2 is required by Day 14
- Conducts supervisory orientation within the first week using the Supervisor's Onboarding Checklist
- Forwards completed checklist to agency HR office for inclusion in the Official Personnel Folder
- Completes Supervisor Orientation Survey upon receipt of 30-day email notification
- Completes Supervisor Onboarding Survey upon receipt of 6-month email notification

### ✓ Agency HR Office

- Submits Fill a Vacant Position E-PAR to the HR Service Center **14 days prior** to the start date
- Receives copies of the supervisor's email notifications; no action needed
- If supervisor's position is vacant:
  - Works with agency information technology, space management and badge/security offices to prepare for employee's Day 1
  - Reminds employee of online orientation requirements and deadlines
  - Ensures that the supervisor's responsibilities are covered
- Provides assistance to the supervisor to ensure the employee has access to a workstation/instructions and the time to complete the online orientation (if additional time is needed by the employee)
- Receives email notification with prior service form data
- Processes adjustments to leave service credits and/or seniority credit (if applicable)
- Accesses central electronic Official Personnel File records to view onboarding records – Workers' Compensation Acknowledgement and Policy Acknowledgement Summary
- Conducts agency orientation according to agency practice
- Reviews and addresses results of 30-day and 180-day employee and supervisor surveys

### ✓ HR Service Center, Agency Services & Operations Division

- Completes new hire transaction within three days and closes the E-PAR
- Returns appointment letter and enclosure (Benefits Highlights & Contact Info) to agency HR
- Receives and processes I-9 verification
- Reviews employee data collected and updates SAP if necessary

- ✓ **Agency IT Office**
  - Receives email notification with prospective hire SAP data
  - Launches internal process to ensure IT readiness by Day 1
  
- ✓ **Agency Space Management Office**
  - Receives email notification with prospective hire SAP data
  - Launches internal process to ensure workstation readiness by Day 1
  
- ✓ **Agency Badge/Security Office**
  - Receives email notification with prospective hire SAP data
  - Launches internal process to schedule badge for Day 1
  
- ✓ **Prospective Hire/Employee**
  - Receives an email notification with a link to begin the online orientation
  - Launches online orientation and creates new password
  - Completes these required employment forms during the online orientation: personal information, employment eligibility (I-9, Section 1), direct deposit, withholding tax, emergency contacts, work-related injuries, prior service and medical plan election
  - Arrives to work on employment start date
  - Continues all online orientations by established deadlines:
    - Tour 1 is required by Day 3
    - Tour 2 is required by Day 14
  - Receives mandatory training notifications; completes requirements by established deadlines
  - Completes online orientation survey for employees upon receipt of 30-day email notification
  - Completes onboarding process survey for employees upon receipt of 6-month email notification
  
- ✓ **HR Service Center, Employee Services Division**
  - Responds to prospective hire/employee questions during the online orientation
  - Monitors employee progress; contacts agency HR office for assistance if necessary
  - Provides outreach to employees and agency HR to ensure completion of payroll requirements
  - Answers technical questions and content questions as applicable; refers employee to supervisor or agency HR office when appropriate
  - Processes employee forms and changes according to current practices
  - Sends medical benefits enrollment reminder postcard to employee's home address on Day 14
  
- ✓ **Designated I-9 Verifier**
  - Receives email notice of employee's completion of I-9, Section 1
  - Verifies documentation within three days of employee's start date
  - Completes I-9, Section 2 electronically for routing to the HR Service Center

**Appendix B:**  
**Fill a Vacant Position E-PAR Worksheet**

**Note:** This is an example. For the most up-to-date worksheet, please access employee self service at [www.myWorkplace.state.pa.us](http://www.myWorkplace.state.pa.us).

Commonwealth of Pennsylvania  
Fill a Vacant Position E-PAR Worksheet

**General Instructions:** Use this worksheet to collect the information necessary to launch the *Fill a Vacant Position Enterprise Position/Personnel Action Request (E-PAR)*. Do not attach this document to the E-PAR.

**Instructions to the Hiring Manager or Designate:** Once the candidate has accepted the job offer and you have explained the online orientation process (see *Supervisor's Onboarding Handbook* for details), please complete Parts 1 and 2. Submit this document to your HR Office for further processing.

**Part 1: Vacancy Information (to be completed by the hiring manager)**

Position Number		I-9 Verifier	
Organization		Job Title	
Work Address:			
Building			
Address 1			
Address 2			
City		State	Zip
		PA	
Headquarters County	Headquarters Municipality		Position Zip
Supervisor's Name			

**Part 2: Employee Information (to be completed by the hiring manager)**

Confirm with the employee and provide the name as it appears on the employee's Social Security card.

Last Name		First Name		Middle Name	
Title (e.g. Mr, Mrs, Ms, etc.)		Designation (e.g. MD, DDS, PhD, Esq, etc.)		Suffix (e.g. Sr, Jr, II, III, etc.)	
Birth Date		Social Security Number		Gender	
Permanent Residence:					
Address 1			Address 2		
City		State		Zip	
Home Phone		Cell Phone		Home E-mail	
County		Municipality for Tax Purposes		Municipality Type <input type="checkbox"/> City <input type="checkbox"/> Borough <input type="checkbox"/> Township	
Mailing Address (if different than above):					
Address 1			Address 2		
City		State		Zip	

**Instructions to the HR Office:** Upon receipt of completed Parts 1 and 2, launch the *Fill a Vacant Position* E-PAR. Verify that the work address and other information are accurate within the E-PAR. Use Part 3 below as a worksheet to complete the required fields in the E-PAR. Submit the E-PAR directly to the HR Service Center 14 days in advance of the effective date.

**Part 3: E-PAR Information (to be prepared by the HR office)**

Employee Action	Personnel Number	Effective Date	Estimated End Date
Personnel Area	Personnel Subarea		Pay Area
Organization ID	Organization Name	Work Contract	Confidential Indicator
Job Code	Job Name	Union Local	UC Exemption
Employee Group	Employee Subgroup	Contract Type	Headquarters Municipality
Pay Term	Pay Rate	Pay Group	Pay Level
QHOL Hours	Annual EPR Date	CS Cert	BSE No
Furlougee Final Check Date	Time Admin Code	Work Schedule Rule	

**Fill a Vacant Position E-PAR:** Most fields within this E-PAR will be pre-populated based on position information. Depending on your agency's procedures, use the *Fill a Vacant Position* E-PAR Worksheet to collect the information necessary to submit the E-PAR to the HR Service Center.

**Commonwealth of PA E-PAR**

**Fill a Vacant Position**

PAR ID:

Emp. Action:\*

Effective Date:\*  Estimated End Date:

(mm/dd/yyyy) (Limited term positions only)

---

**Vacancy Information**

Pos No:  I-9 Verifier:\*

Org:

Job:

Pers Subarea:  Contract Type:  Pay Area:

Emp Grp:  Emp Sub Grp:  Conf Ind:

Work Cont:  Union Local:

Pay Grp:\*  Pay Level:\*

Pay Rate:  Pay Term:

---

**Detail Position Attributes (IT 9105)**

Hdq County:  Hdq Mncpy:  Pos Zip:

---

**Work Address**

Building Name:

Address 1:\*

Address 2:

City:\*  State:\*  Zip:\*

I have verified that the work address information for this position is accurate.\*

### Employee Information

(Please confirm with the employee and provide the name as it appears on the employee's Social Security card.)

Pers No:	<input type="text" value="00123456"/>	First:	<input type="text" value="John"/>	Middle:	<input type="text" value="L"/>
Last:*	<input type="text" value="Doe"/>	Designation:	<input type="text"/>	Suffix:	<input type="text"/>
Title:	<input type="text" value="Mr"/>	SSN:*	<input type="text" value="123456789"/>	Gender:*	<input type="text" value="Male"/>
Birth Date:*	<input type="text" value="5/1/1969"/>				

### Permanent Residence

Address 1:*	<input type="text" value="1200 John St"/>				
Address 2:	<input type="text"/>				
City:*	<input type="text" value="Hershey"/>	State:*	<input type="text" value="PA"/>	Zip:*	<input type="text" value="17033"/>
Home Phone:*	<input type="text" value="717-566-9898"/>	Home E-mail:*	<input type="text" value="Marty123@msn.com"/>		
Cell Phone:	<input type="text" value="717-329-1234"/>	County:*	<input type="text" value="022 - Dauphin"/>		
Municipality:*	<input type="text" value="Swatara"/>	Municipality Type:*	<input type="text" value="Township"/>		

### Mailing Address (if different than above)

Address 1:	<input type="text"/>				
Address 2:	<input type="text"/>				
City:	<input type="text"/>	State:	<input type="text"/>	Zip:	<input type="text"/>

### HR Information

Action Type:	<input type="text" value="ZA"/>	Action Reason:	<input type="text" value="Select One"/>		
Annual EPR Date:	<input type="text"/>	Longevity Date:	<input type="text"/>		
CS Cert:	<input type="text"/>	BSE No:	<input type="text"/>		
QHOL Hours:	<input type="text"/>	Time Mgmt Status:	<input type="text" value="9 - Time evaluation of planned times"/>		
Furlougee Final Check Date:	<input type="text"/>		(mm/dd/yyyy)		
Time Administrator Code:	<input type="text" value="TMK"/>				
Work Schedule Rule:	<input type="text"/>				
Emp UC Exempt:	<input type="text" value="Non-Exempt"/>				

\*Required if submitting to HR Service Center

Requester: Matthew Mckenzie - 8/28/2012 2:46:40 PM - Submitted  
Comments: Candidate selected.

HR Comments: Matthew Mckenzie - 8/28/2012 2:47:53 PM - Move to Please review.

Your Comments:

Status: **HR Office**

Action:

[Attach Documents](#)

Submit to:

Recipient E-mail:

Completed E-PAR Recipients:

## Appendix C: Supervisor's Onboarding Checklist

**Note:** This is an example. For the most up-to-date form, please access the Employee Resource Center (ERC) at [www.employeeresourcecenter.oa.pa.gov](http://www.employeeresourcecenter.oa.pa.gov)

**Instructions:** Use the following list as a guide to onboard your new employee; consider the needs of the new employee when determining which items are applicable. Talking points for each item are provided on page 4 of this document. The checklist should be completed within one week of the employee's appointment date. Mark each item with your and the employee's initials as discussed, or note N/A if not applicable to this employee. Upon completion, sign and date the form, and return it to your human resources office to be inserted in the employee's Official Personnel File.

<b>Preparing for your prospective hire:</b> Ensure that the following have been completed before your employee's start date.			
Subject	Supervisor's Initials	Date (mm/dd/yyyy)	
1. Workspace has been cleaned.			
2. Colleagues and co-workers have been informed of the employee's start date.			
3. Information technology needs have been addressed.			
4. Telephone has been assigned. Voice mail access is available.			
5. Badging authority has been notified.			
6. Equipment (keys, personal protective equipment, etc.) have been secured for issuance.			
7. Name plate and other desk supplies have been ordered.			
8. Training plan is prepared.			
9. Accommodations necessary under the Americans with Disabilities Act (ADA) have been made (if appropriate).			
10. Any forms that need to be completed by employee and/or supervisor are prepared.			
Other:			
<b>Before Day 1:</b> Please contact your incoming employee and discuss the following prior to Day 1 of employment.			
Subject	Employee's Initials (if present)	Supervisor's Initials	Date
11. Building Access Procedures			
12. Work Hours/Break Periods			
13. Meal/Break Room Facilities			
14. Parking Facilities and Policy			
15. Recommended Work Attire			
Other:			
<b>Week 1:</b> The items listed below are important for the employee to gain an understanding of how the office works. While reviewing these items, ensure the employee feels welcome, provide a buddy for the employee to continue to learn about the area and be a resource for future questions. Discuss the following items with your employee beginning on Day 1 and through the course of his/her first week.			
Subject	Employee's Initials	Supervisor's Initials	Date
<b>Organization</b>			
16. Organization Mission/Overview of Functions			
17. Organization Chart			

Subject	Employee's Initials	Supervisor's Initials	Date
<b>Duties/Performance Management</b>			
18. Position Description			
19. Records Management			
20. Designation of Essential Employees			
21. Work Expectations/Performance Standards			
22. Confidentiality Expectations			
23. Employee Performance Reviews			
24. Probationary Period			
25. Training (Initial and Ongoing)			
26. Travel Requirements and Procedures			
27. Gift Ban Policy			
28. Overtime			
29. Licensing Requirements			
<b>Building/Workspace</b>			
30. Introduction to Colleagues and Co-workers			
31. Work Location/Facility Tour			
32. Commonwealth Identification/Badge			
33. Smoking Areas			
34. Recycling			
<b>Equipment/Supplies</b>			
35. IT Equipment Issuance and Use			
36. Telephone Issuance and Use			
37. Other Equipment Issuance and Use			
38. Supply Use and Requisitioning			
39. Use of Personal Electronic Equipment			
<b>Safety/Security/Well-Being</b>			
40. General Safety Rules/Safety Policy			
41. Use of Personal Protective Equipment			
42. Fitness for Duty/Substance Abuse in the Workplace			
43. Reporting Requirements for Injuries and Accidents			
44. Reporting Workplace Violence/Bomb Threats			
45. First Responder Lists/AED Locations			
46. Worker and Community (chemical) Right to Know Law and Safety Data Sheets			
47. Emergency Evacuation Procedures (including when not to evacuate)			

Subject	Employee's Initials	Supervisor's Initials	Date
<b>ESS/Time/Absences</b>			
48. Pay Statements in ESS			
49. Requirements for Completing Time Sheets			
50. Scheduling Time Off			
51. Family and Medical Leave Act (FMLA)			
<b>Supervision/Communications/Equal Employment Opportunity</b>			
52. Supervisor Availability			
53. Chain of Command			
54. Courtesy/Professionalism			
55. Call Off Procedures			
56. Emergency Contacts			
57. Office Closings			
58. Continuity of Government			
59. Staff Meeting Schedules			
60. Bulletin Boards/Employment Law Postings			
61. EEO/Diversity			
62. Complaint Procedures			
63. Contacting the HR Service Center			
<b>Follow Up Actions:</b>			
<b>Subject</b>		<b>Supervisor's Initials</b>	<b>Date</b>
Employee has been scheduled for agency orientation.			
Online position description has been updated.			
Employee has a copy of work expectations/performance standards.			
Employee has a copy of his/her training plan.			
Employee has been issued all necessary equipment to perform his/her job.			
Employee has been issued commonwealth identification.			

**My supervisor has reviewed the listed applicable items with me.**

Employee Signature	Date
--------------------	------

**I have reviewed the applicable items above with the employee.**

Supervisor Signature	Date
----------------------	------

Return the completed Supervisor's Onboarding Checklist to your human resources office to maintain in the employee's Official Personnel File (OPF).

## Supervisor's Onboarding Checklist Talking Points

The list of talking points below is not all-inclusive, and not all topics may be applicable to your new employee. Please contact your HR office if you have questions.

### Preparing for your prospective hire

1. Ensure new employee's workplace is clean and files and work space are organized.
2. Ensure via an email announcement or at a staff meeting that current employees are aware of the new employee's start date.
3. Ensure IT staff is aware of the new hire. Consider all IT access issues, ie agency-specific applications.
4. Ensure telecommunications staff is aware of new hire. Reset voicemail password.
5. Make appointment for employee to receive identification badge. Ensure employee has access to the facility. Communicate appropriate access codes to the badging authority.
6. Gather commonwealth property to be issued to new employee. Ensure equipment is in working condition.
7. Follow internal processes to order name plates and other office supplies.
8. Draft a training plan which includes mandatory training and possible employee development activities for the upcoming year.
9. Work with your HR office and/or disability services coordinator to address ADA issues.
10. Prepare additional paperwork that will need to be signed by the employee and/or supervisor. Have ready for review and signature(s).

Other: Use the space provided to notate any additional information, if applicable.

### Before Day 1

11. Notify new employee where you will meet him/her on the first day; identify employee entrances to the facility.
12. Ensure the employee knows what time to report, when breaks can be scheduled and where s/he can go on break, and the time his/her shift ends.
13. Provide new employee with where s/he can eat, snack bar, local restaurants, at their desks, etc. Ensure the new employee is aware of rules pertaining to office refrigerators, water and coffee funds, etc.
14. Ensure the employee knows where to park his/her vehicle if applicable. Provide information on employer-provided parking and carpool opportunities.
15. Advise the employee on proper work attire for the position, ie uniforms, safety boots, business casual, etc.

Other: Use the space provided to notate review of specific policies applicable to agency.

### Week 1

#### **Organization**

16. Discuss the mission of the agency and the employee's unit. Discuss how his/her work impacts other areas of the organization.
17. Provide a copy of the agency or unit organization chart.

#### **Duties/Performance Management**

18. Provide a position description and review the duties in detail. Update the position description in the online position description application.
19. Let the employee know they are responsible to manage the commonwealth records associated with their work tasks per Manual 210.1 Amended-The Commonwealth of Pennsylvania Employee Records Management Manual. Refer to your agency's records coordinator for additional questions.

20. Let the employee know if the work is considered “essential.” Provide details on expectations for essential employees. Depending on your agency’s practice, have the employee complete the Notification for Essential Employees and send it to your HR office for inclusion in the Official Personnel File. Refer to your agency’s Continuity of Operations (COOP) Coordinator for additional questions.
21. Provide written standards pertaining to the quantity and quality of the employee’s work and customer service expectations.
22. Discuss confidentiality expectations.
23. Discuss the performance review rating cycle. Review the Employee Performance Review Form.
24. Provide information on the length of the probationary period, what is expected to pass the probationary period successfully, and what can be expected if the employee is not succeeding in the position. Reminder: not all new hires or transfers from an equal or higher job title require a probationary period.
25. Provide details on mandatory training, on-the-job training, safety training and other available employee development opportunities, ie conferences, tuition reimbursement, etc. Discuss the time period expected to acquire necessary training.
26. Discuss the use of commonwealth vehicles and commonwealth travel policy. Ensure the employee has appropriate licensure for operating vehicles and equipment. Explain when and how travel or fuel cards are to be used.
27. Review Executive Order 2015-01, Executive Branch Employee Gift Ban.
28. Discuss if the employee is entitled to receive overtime, how overtime is assigned, and if the position is included in an overtime equalization unit.
29. Discuss whether the work requires professional licensure or certifications, such as a Professional Engineer (PE) or Registered Nurse (RN), and when that license or certification must be acquired. Discuss the requirements to maintain licensure and what happens if the license is not maintained.

### Building/Workspace

30. Introduce the employee to his/her peers, to the reviewing officer, and to other key staff in the organization.
31. Provide a tour of the facility, noting restrooms, break rooms, points of entrance/egress, smoking areas, bulletin boards, Automated External Defibrillators (AEDs), etc.
32. Ensure the employee understands the commonwealth’s policy on wearing identification badges and what to do if s/he forgets or loses his/her identification badge.
33. Make sure the employee knows where smoking areas are located.
34. Ensure the employee is aware of the commonwealth’s recycling policy and where recycling bins are located.

### Equipment/Supplies

35. Review the Information Technology acceptable use policy. Ensure the employee can log on to his/her computer and has access to all necessary applications.
36. Ensure the employee has access to voicemail. Ensure the phone lists, such as the commonwealth directory, is updated with the employee’s information.
37. Ensure the employee has all equipment necessary for the position. Ensure the employee is trained on proper use and maintenance of all equipment.
38. Provide guidance on the forms, processes and approvals necessary to purchase supplies.
39. Ensure the employee is aware of workplace rules addressing the use of personal equipment, ie smartphones, tablets, headphones, etc.

### Safety/Security/Well-being

40. Discuss general safety rules and the importance of employee safety. Share your agency’s safety policies.
41. Discuss the proper wear and maintenance of personal protective equipment (PPE). Discuss the conditions under which PPE must be worn or used. Discuss actions to take if exposed to

hazards.

42. Share the commonwealth and organization's policy (if any) on substance abuse in the workplace. Refer to Executive Order 1996-13, Substance Abuse in the Workplace.
43. Ensure the employee understands that all accidents must be reported to the supervisor. Point out the location of first aid kits.
44. Discuss the organization's workplace violence prevention policy and prohibited activities. Make sure the employee knows the organization's protocol for reporting possible threats or behaviors that may indicate workplace violence. Discuss the steps the employee should take regarding suspicious packages and written/verbal bomb threats.
45. Ensure the employee knows where the AED devices are located in all locations where s/he will be working. Let the employee know who the trained first responders are in your building.
46. Inform the employee of any hazardous substances in the workplace. Provide appropriate training within 120 days. Point out the location of Safety Data Sheets (SDS).
47. Ensure the employee understands what to do and where to go if required to evacuate the building (the "Safety Six" – evacuation route, what to take, where to go, who to check in with, his/her ability to evacuate, and his/her responsibility while s/he waits). Provide a map of assembly areas and discuss requirements to check in with the supervisor. Ensure the employee knows what to do when there are emergencies that require him/her to "Shelter in Place" and not evacuate the building (such as an earthquake or severe weather events, IE tornado or other emergencies that may cause him/her harm if s/he leaves the building). Employees requiring assistance to evacuate should complete the online form at <https://www.surveymonkey.com/r/EmergencyAssistanceDisclosure>.

#### **ESS/Time/Absences**

48. Review services available in ESS. Inform him/her how to view and print their pay statement in ESS.
49. Explain if, how and when time sheets must be completed for time tracking, overtime or other exceptional time payments.
50. Discuss the process for scheduling time off, the need for prior approval, and the potential for leave requests to be disapproved. Notify the employee who can approve leave if the supervisor is unavailable. Tell the employee that some requests for leave may need additional approvals from an HR Office such as FMLA leave, military leave, injury leave and approved leaves without pay. For information on these leave types, an employee can call the HR Service Center, Absence Services at 717.346.4667.
51. Inform the employee that after one year of employment they may be entitled to leave under the Family and Medical Leave Act (FMLA) for reasons that were explained during the online orientation. As a result, it may be necessary to ask the reason for any absence to ensure that the employee's rights under this Act are provided. Refer to the Notice for Supervisors for more information.

#### **Supervision/Communications/Equal Employment Opportunity**

52. Discuss your availability, ie open-door policy, access to your calendar, and your communication style.
53. Discuss levels of supervision above and below your position. Share protocol for communicating with staff within and outside of the chain of command.
54. Discuss your standards for courtesy and professionalism when dealing with clients, co-workers, the general public, etc.
55. Share local call-off procedures.
56. Make sure you know how to reach the employee in case of an emergency. Make sure you know who to contact if the employee is involved in an emergency situation. Advise employee to enter emergency contacts in Employee Self Service under Personal Information.
57. Ensure the employee is included in the call chain for office closings. Refer the employee to Alert.PA.gov.
58. Share your organization's Continuity of Government/Continuity of Operations Plan (COOP). Discuss the possibility of working from a remote location in the event of a pandemic or

other emergency.

59. Let the employee know if staff meetings, safety meetings or other meetings are held and how often.
60. Point out employee bulletin boards and required postings during the facility tour.
61. Ensure the employee is aware of the organization's commitment to equal employment opportunity and the prevention of sexual harassment.
62. Ensure the employee knows what to do if s/he believes s/he has been subjected to discrimination or sexual harassment. Inform employee of the agency EEO contact information for filing a complaint. Ensure that the employee knows what to do if s/he believes that s/he needs a reasonable accommodation due to a disability. Provide employee with contact information for the agency Disability Services Coordinator.
63. Inform the employee that reasonable time may be used to contact the HR Service Center to resolve employment-related matters such as benefit enrollments.

## Appendix D: Agency HR Office Orientation Tips

Within the commonwealth's standard onboarding process, much of the new hire documentation is processed and commonwealth policies are acknowledged during the online orientation. The supervisor has a critical role in onboarding the employee to local rules and procedures. However, there may be agency-specific policies and programs that are best communicated by your HR office during an agency new employee orientation program.

When developing a new employee orientation program, several best practices emerge. New employee orientations should:

- **Be Engaging** - Create interesting, compelling programs that move beyond lecture to stimulate knowledge transfer
- **Involve Senior Leaders** - Involve senior leadership in a visible way
- **Create a Shared Vision** - Create a shared vision by introducing new employees to company values and frameworks
- **Be Welcoming and Enfolding** - Ensure that new hires are welcomed on their first day with celebrations and the tools necessary to do their jobs
- **Be Part of the Talent Value Chain** - Treat it as a long-term process that begins with recruiting and continues through the employee's entire tenure<sup>1</sup>

Within this best practice framework, HR offices should ensure that agency-specific policies and practices are communicated to new employees. Subjects may include, but are not limited to:

- ✓ Mission Statement of the Agency
- ✓ Roles of the HR Office and the HR Service Center
- ✓ Employee Mobility Surveys
- ✓ Equal Employment Opportunity
- ✓ Americans with Disabilities Act (ADA) Requests for Accommodations
- ✓ Promotional Opportunities
- ✓ Employee Recognition
- ✓ Employee Development and Training
- ✓ Employee Safety
- ✓ Employee Wellness
- ✓ State Employee Assistance Program (provide SEAP brochure)
- ✓ Supplementary Employment Requests
- ✓ Nursing Mothers Rooms
- ✓ Blood Bank Membership
- ✓ Agency Office Closings
- ✓ Photo ID Policy
- ✓ Building Accessibility
- ✓ Parking
- ✓ Use of Vehicles and Travel
- ✓ Use of Commonwealth Phones and Other Equipment
- ✓ Use of Personal Phones and Devices

In addition to a new employee orientation program, an agency employee handbook and well-designed employee information websites may be useful tools in communicating your agency policies and practices. Remember to encourage survey participation and to regularly review the data collected through the [onboarding surveys](#) and [employee mobility survey](#).

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<sup>1</sup> Heyroth, Angela. Best Practice in New Hire Orientation. 2003.  
<http://heyroth.tripod.com/angela/examples/bestpracticesorientation.pdf>

## Appendix E: Online Orientation Notifications

Below are example notifications sent during the online orientation. If employees complete the tours within expected timeframes, reminder emails will not be generated. All notifications will be from sent with the display name "Commonwealth of Pennsylvania, HR Service Center" ([SSINotifications@enwisen.net](mailto:SSINotifications@enwisen.net) or [RA-HRSSC@enwisen.net](mailto:RA-HRSSC@enwisen.net)) and will include standard closing language and contact information for the HR Service Center.

---

### Notification 1: Welcome Email

**Tour:** #1 – Completing the hiring process

**Sent when:** new hire file received

**To:** Employee Home Email

**CC:** Employee Work Email

**Subject:** Welcome! PA Online Orientation – Required Forms for Your New Job

Dear <<Employee Name>>,

Congratulations on accepting a position with the Commonwealth of Pennsylvania! Our goal is to help you transition smoothly into your new job.

First, you'll need to complete the hiring process through our online orientation website. Please set aside approximately 30 minutes to complete your required new employee forms before you begin work on <<HireDate>>. These critical employment forms include the set up of a direct deposit account for your biweekly pay, your employment eligibility – and more. If you do not complete these forms on time, your pay may be delayed.

The online orientation is comprehensive and you'll be reminded via email to complete a series of tours. After you begin the orientation, you can save your progress, close the website and return at any time. To begin the online orientation now, open the link below and follow the login instructions.

***Please ensure that you are opening the site in Internet Explorer 11 or higher, Firefox, Chrome, Edge or Safari.***

<< link here >>

- Open the site by selecting the link above
- Confirm or enter your login information
  - User ID: <<Personnel Number>>
  - Password: enter temporary password – the last four digits of your social security number followed immediately by the last two digits of your birth year (ex: 954078)
  - Organization: CofPA
- Create a new password by following the prompts
- From the home page, select the first tour to complete the hiring process

For login assistance or questions about the online orientation, please call the HR Service Center at 866.377.2672, Monday through Friday from 7:30 am to 5:00 pm.

If you have questions about your first day on the job or need additional employment information, you can contact your hiring manager.

---

### Notification 2: New hire: Supervisor

**Tour:** #1 – Completing the hiring process

**Sent when:** new hire file received

**To:** Supervisor Work Email

**CC:** Agency HR Resource Account

**Email Subject:** Online Orientation - New Employee Welcome Email Sent

TO: <<Supervisor Name>> <<Supervisor Email>>

CC: <<Agency HR Office Email>>

RE: <<Employee Name>>, <<Personnel Number>>  
Organization: <<Organization>>  
Employee email sent to: <<HomeEmail>>, <<WorkEmail>>

Your new employee was sent a welcome email with online orientation login instructions. The email included a request to complete the required employment forms by the employee's start date of <<HireDate>>.

Keep in mind that your participation in this new employee's onboarding process is critical. Please ensure that you and your employee are meeting these upcoming deadlines:

1. **Today:** You should have already completed the pre-hire section of the Supervisor Onboarding Checklist in preparation for your new employee.
2. **Day one:** Remember to have your new employee's workspace ready and waiting!
3. **Day one:** Remind your new employee to complete the required forms in the online orientation, Tour 1 – Completing the Hiring Process > Before You Begin folder.
4. **Day three:** Remind your new employee to complete the policy acknowledgements in the online orientation, Tour 1 – Completing the Hiring Process > Workplace Rules folder.
5. **Week one:** Complete the supervisory orientation in person with your new employee.
6. **Week one:** Confirm that your employee is scheduled for the agency orientation at your HR office.
7. **Day 14:** Remind your new employee to complete the online orientation, Tour 2 – Your Job with the Commonwealth.

Emails notifications have been sent to agency resource accounts for the set up of your employee's workstation, computer access and commonwealth identification badge as needed. You can refer to your Supervisor Onboarding Handbook for additional instructions.

*NOTE: To avoid complications with employment eligibility and payroll processing, your new employee must complete the required forms in Tour 1 – Completing the Hiring Process > Before You Begin by the end of his or her first day of employment.*

---

**Notification 3: New hire: IT**

**Tour:** #1 – Completing the hiring process

**Sent when:** new hire file received

**To:** IT Office Resource Account

**CC:** none

**Email Subject:** New Employee Notice

The following new employee is scheduled to be hired in your agency. Please initiate your agency's IT process to ensure this employee has the appropriate assets and commonwealth access that he or she will need by the start date provided below.

<b>Action Type:</b>	
<b>Start Date:</b>	
<b>Employee Name:</b>	
<b>Personnel Number:</b>	
<b>Position Number:</b>	
<b>Job Title:</b>	
<b>Organization:</b>	
<b>Work Address:</b>	
<b>Home Headquartered:</b>	
<b>Supervisor:</b>	
<b>Supervisor Email:</b>	

---

**Notification 4: New hire: Badge**

**Tour:** #1 – Completing the hiring process

**Sent when:** new hire file received

**To:** Badging Office Resource Account

**CC:** none

**Email Subject:** New Employee Notice

The following new employee is scheduled to be hired in your agency. Please initiate your agency's badging process to ensure this employee has the appropriate identification and building access that he or she will need by the start date provided below.

<b>Action Type:</b>	
<b>Start Date:</b>	
<b>Employee Name:</b>	
<b>Personnel Number:</b>	
<b>Position Number:</b>	
<b>Job Title:</b>	
<b>Organization:</b>	
<b>Work Address:</b>	
<b>Home Headquartered:</b>	
<b>Supervisor:</b>	
<b>Supervisor Email:</b>	

**Notification 5: New hire: Space**

**Tour:** #1 – Completing the hiring process

**Sent when:** new hire file received

**To:** Space Management Office Resource Account

**CC:** none

**Email Subject:** New Employee Notice

The following new employee is scheduled to be hired in your agency. Please initiate your agency's space management process to ensure this employee has the appropriate workstation resources that he or she will need by the start date provided below.

<b>Action Type:</b>	
<b>Start Date:</b>	
<b>Employee Name:</b>	
<b>Personnel Number:</b>	
<b>Position Number:</b>	
<b>Job Title:</b>	
<b>Organization:</b>	
<b>Work Address:</b>	
<b>Home Headquartered:</b>	
<b>Supervisor:</b>	
<b>Supervisor Email:</b>	

**Notification 6: Prior Service**

**Tour:** #1 – Completing the hiring process

**Sent when:** tour stop "prior service" complete

**To:** Agency HR Resource Account

**Email Subject:** Online Orientation - Prior Service Notice

Employee Name:  
Employee Number:  
Job Title:  
Organization:  
Effective Date:

This new employee provided the following information on the Prior Service Form.

1. Prior SERS member: <<Y / N>>
2. Prior commonwealth service: <<Y / N>>
3. Prior military service: <<Y / N>>

<<The bullets below will display if selected by the employee.>>

- Served in World War II (December 7, 1941 to September 2, 1945).
- Served in Korean War (June 25, 1950 to July 27, 1953).
- Served in Vietnam War (August 4, 1964 to January 28, 1973).
- Served in Persian Gulf War (August 2, 1990 to August 31, 1991).
- Served in the War on Terrorism (September 11, 2001 to date determined by the Adjutant General, Department of Military and Veterans Affairs, pursuant to 51 Pa.C.S.7101).

This employee was notified to bring a copy of the DD-214 form to his/her agency HR office during the first 60 days of employment to request seniority credit if eligible. If the employee does not have the DD-214, the employee may contact you to discuss alternatives. If the employee fails to provide the required proof

of service during the first 60 days of employment, neither the employee nor the union can claim credit for military service at a later date.

EMPLOYEE SIGNATURE

The employee's electronic signature below certifies that the employee received and reviewed this notification of rights regarding eligibility for certain benefit entitlements.

Signature: [ name here ] Date: [ date ]

---

**Notification 7: Start Reminder 1 to Employee**

**Tour:** #1 – Completing the hiring process

**Sent when:** start date minus four days **IF** the employee has not completed tour stop “Your next steps”

**To:** Employee Home Email

**CC:** Employee Work Email

**Email Subject:** PA Online Orientation Reminder – New Employee Forms Required!

Dear <<EmployeeName>> ,

You will be starting your new job very soon, and you need to complete your employment forms. Please login to the online orientation website to complete the required forms. If you don't complete these forms before <<HireDate>>, your first pay may be delayed.

<<link here>>

- Open the site by selecting the link above
  - If you haven't started the online orientation yet, confirm or enter your login information
    - User ID: <<Personnel Number>>
    - Password: enter temporary password – the last four digits of your social security number followed immediately by the last two digits of your birth year (ex: 954078)
    - Organization: CofPA
  - Create a new password by following the prompts
  - From the home page, select the first tour to complete the hiring process
- 

**Notification 8: Tour 1 Start Reminder 1 to Supervisor**

**Tour:** #1 – Completing the hiring process

**Sent when:** start date minus four days **IF** the employee has not completed tour stop “Your next steps”

**To:** Supervisor Work Email

**CC:** Agency HR Resource Account

**Email Subject:** Online Orientation - Employment Forms Needed in 4 Days

TO: <<Supervisor Name>> <<Supervisor Email>>

CC: <<Agency HR Office Email>>

RE: <<Employee Name>>, <<Personnel Number>>

Organization: <<Organization>>

Employee email sent to: <<HomeEmail>>, <<WorkEmail>>

Your new employee has not yet completed the required employment forms in the online orientation. A reminder was sent to your employee. This employee may need to complete the online orientation when he or she arrives to work on <<HireDate>>. Please set aside approximately one hour for your employee to complete the required online orientation.

*NOTE: To avoid complications with employment eligibility and payroll processing, your new employee must complete the required forms in Tour 1 – Completing the Hiring Process > Before You Begin by the end of his or her first day of employment.*

Keep in mind that your participation in this new employee's onboarding process is critical. Please ensure that you and your employee are meeting these upcoming deadlines:

1. **Today:** You should have already completed the pre-hire section of the Supervisor Onboarding Checklist in preparation for your new employee.
2. **Day one:** Remember to have your new employee's workspace ready and waiting!
3. **Day one:** Remind your new employee to complete the required forms in the online orientation, Tour 1 – Completing the Hiring Process > Before You Begin folder.
4. **Day three:** Remind your new employee to complete the policy acknowledgements in the online orientation, Tour 1 – Completing the Hiring Process > Workplace Rules folder.
5. **Week one:** Complete the supervisory orientation in person with your new employee.

6. **Week one:** Confirm that your employee is scheduled for the agency orientation at your HR office.  
7. **Day 14:** Remind your new employee to complete the online orientation, Tour 2 – Your Job with the Commonwealth.
- 

**Notification 9: Tour 1 Start Reminder 2 to Employee**

**Tour:** #1 – Completing the hiring process

**Sent when:** start date plus one day **IF** Tour 1 not complete

**To:** Employee Home Email

**CC:** Employee Work Email

**Email Subject:** PA Online Orientation, Tour 1 – Deadline Approaching!

Dear <<EmployeeName>> ,

Welcome to the Commonwealth of Pennsylvania! We hope you're enjoying your first days on the job. You need to complete the first tour of the online orientation by <<**Tour 1-Deadline**>>.

If you have completed the required employment forms – great! Next, you'll be reading through and acknowledging a series of commonwealth workplace rules.

If you have **not** yet completed the required employment forms – these are critical. You must login and **complete these forms today** to avoid any complications with your employment eligibility and your first pay.

You can open the online orientation to begin or continue the first tour by opening this link.  
<<link here>>

- Open the site by selecting the link above
  - If you haven't started the online orientation yet, confirm or enter your login information
    - User ID: <<Personnel Number>>
    - Password: enter temporary password – the last four digits of your social security number followed immediately by the last two digits of your birth year (ex: 954078)
    - Organization: CofPA
  - Create a new password by following the prompts
  - From the home page, select the first tour to complete the hiring process
- 

**Notification 10: Tour 1 Start Reminder 2 to Supervisor**

**Tour:** #1 – Completing the hiring process

**Sent when:** start date plus one **IF** Tour 1 not complete

**To:** Supervisor Work Email

**CC:** Agency HR Resource Account

**Email Subject:** Online Orientation - Tour 1 Deadline Approaching

TO: <<Supervisor Name>> <<Supervisor Email>>

CC: <<Agency HR Office Email>>

RE: <<Employee Name>>, <<Personnel Number>>

Organization: <<Organization>>

Employee email sent to: <<HomeEmail>>, <<WorkEmail>>

Your new employee has not yet completed the first online orientation tour, which includes both required employment forms and commonwealth policy acknowledgements. **You will need to ensure that your new employee completes this requirement by <<T1-Deadline>>**. If your employee does not have an email address listed above, please ensure your new employee receives notice of the deadline.

If your employee has not yet begun the tour, you may need to provide this employee with access to a commonwealth computer. You can refer to these instructions as outlined in the [Supervisor Onboarding Handbook](#).

- Supervisor to provide access to an Internet-enabled computer
- Login with a guest account according to agency guidelines
- Use this link to access the Online Orientation. <https://erc.enwisen.com>
- Provide the login instructions to your employee
  - User ID: enter 8-digit employee number
  - Password: enter temporary password - the last four digits of employee's social security number followed immediately by the last two digits of employee's birth year (example: 954078)
  - Organization: CofPA

- Direct your new employee to complete the first tour by <<Tour 1-Deadline>>
  - As time allows, the employee can also continue with the second tour, which is required by <<Tour 2-Deadline>>
- 

**Notification 11: Tour 2 Start Reminder 1 to Employee****Tour:** #2 – Your job with the commonwealth**Sent when:** Tour 1 completed**To:** Employee Home Email**CC:** Employee Work Email**Email Subject:** PA Online Orientation, Tour 2 - Requires Your Attention!

Dear <<Employee Name>> ,

Thank you for completing the first tour of the online orientation. You must now complete Tour 2 –Your Job with the Commonwealth within the first two weeks of your employment. Please set aside approximately 2 hours to complete the second online orientation tour.

During this tour, you will:

- View a sample pay statement
- Learn more about commonwealth benefits... and any pending deadlines
- Familiarize yourself with time off procedures... before you need to use your absence benefits
- Get to know the compensation system
- Review training and development opportunities
- Discover where to find human resources support and employee assistance

Please login below to begin the second online orientation tour. **You will need to complete this orientation by <<Tour 2-Deadline>>**. After you begin the tour, you can save your progress, close the website and return at any time. Open the link below to get started.

<< link here>>

---

**Notification 11A: AlertPA Notification****Sent when:** Start date plus 7 days**To:** Employee Home Email**CC:** Employee Work Email**Email Subject:** AlertPA Voluntary Notification System

Dear <<Employee Name>> ,

We hope you're enjoying your first days on the job and would like to make you aware of a valuable service called AlertPA. The AlertPA system is used to deliver important alerts and messages directly to subscribers through email or text messages to any electronic devices.

Examples of the types of alerts available include:

- Emergency and weather alerts
- Health notifications
- Tax notifications
- Building alerts, including closures or delays
- Capitol Police Emergency Messaging

There is no cost and participation is optional. You decide which notifications you wish to receive and where they are sent.

AlertPA is used to announce delays and closings for many state offices. The Capitol Police offer an Emergency Messaging System to provide notification if they are alerted about a crisis situation.

If you are interested in subscribing to this valuable service you can access additional details and enrollment instructions at <https://alert.pa.gov> or [www.oa.pa.gov](http://www.oa.pa.gov).

---

**Notification 12: Tour 2 Start Reminder 2 to Employee**

**Tour:** #2 – Your job with the commonwealth

**Sent when:** start date plus 15 days **IF** Tour 2 not complete

**To:** Employee Home Email

**CC:** Employee Work Email

**Email Subject:** PA Online Orientation, Tour 2 - Deadline Overdue!

Dear <<EmployeeName>> ,

We hope you're enjoying your first weeks on the job. Although you completed the first tour of the online orientation, you're not quite done yet! We need you to complete the second tour, which was due on <<**Tour 2-Deadline**>> .

During this tour, you will:

- View a sample pay statement
- Learn more about commonwealth benefits... and any pending deadlines
- Familiarize yourself with time off procedures... before you need to use your absence benefits
- Get to know the compensation system
- Review training and development opportunities
- Discover where to find human resources support and employee assistance

You can open the online orientation to complete the second tour by opening the link below:

<<link here>>

---

**Notification 13: Tour 2 Start Reminder 2 to Supervisor**

**Tour:** #2 – Your job with the commonwealth

**Sent when:** start date plus 15 days **IF** Tour 2 not complete

**To:** Supervisor Work Email

**CC:** Agency HR Resource Account

**Email Subject:** Online Orientation - Tour 2 Overdue

Your new employee has not yet completed the second online orientation tour, which was due on <<**Tour 2-Deadline**>> . If your employee does not have an email address listed above, please ensure your new employee receives immediate notice of the deadline.

During the tour, your new employee will:

- View a sample pay statement
- Learn more about commonwealth benefits... and any pending deadlines
- Be introduced to leave procedures... before using his or her absence benefits
- Get to know the compensation system
- Review training and development opportunities
- Discover where to find human resources support and employee assistance

---

**Notification 14: Post Hire-30 days to Employee**

**Tour:** post hire

**Sent when:** start date plus 30 days

**To:** Employee Home Email

**CC:** Employee Work Email

**Email Subject:** New Employee Orientation Survey

Dear <<EmployeeName>> ,

We hope that your first 30 days of employment with the commonwealth have been a positive experience for you.

To help us ensure a successful orientation experience, we are requesting that you complete a brief survey. The questions should take less than 10 minutes to complete, and the information will be used to improve the commonwealth's orientation process for new employees.

Open the [Employee Orientation Survey](#) to begin.

In addition, we also want to remind you to review the information you've been provided about your benefits. Here are some common new employee activities related to your benefits elections that may apply to you.

- PEBTF-eligible employees:
  - Medical coverage (enroll or add dependents any time)
  - Get Healthy (save 50% on your contribution if you act now)
- SERS beneficiary form (if you're enrolled, don't forget to return this)
- Optional insurances (if eligible, you can enroll during your first 60 days)
- Remember, you can learn more about your benefits online

Thank you for providing your feedback. We wish you much success in your career with the commonwealth!

---

**Notification 15: Post Hire-30 days to Supervisor**

**Tour:** post hire  
**Sent when:** start date plus 30 days  
**TO:** Supervisor Work Email  
**CC:** Agency HR Resource Account  
**Email Subject:** Supervisor Orientation Survey

This notice is to remind you that your new employee has completed his or her first 30 days of employment. We hope that this time has been a positive experience for you as the supervisor.

To help us ensure a successful orientation experience, we are requesting that you complete a brief survey. The questions should take less than 10 minutes to complete, and the information will be used to improve the commonwealth's orientation process.

Open the [Supervisor Orientation Survey](#) to begin.

Thank you for providing your feedback. We wish you and your employee much success in your careers with the commonwealth.

---

**Notification 16: Post hire-6 months to Employee**

**Tour:** post hire  
**Sent when:** start date plus 180 days  
**To:** Employee Home Email  
**CC:** Employee Work Email  
**Email Subject:** New Employee Mid-Year Survey

Dear <<Employee Name>> ,

This notice is to remind you that you are at the midpoint of your first year of employment with the commonwealth. We hope that this time has been a positive experience for you.

To help us ensure a positive new employee experience, we are requesting that you complete a brief survey. The questions should take less than 5 minutes to complete, and the information will be used to improve the commonwealth's processes for orienting new employees.

Open the [New Employee Survey](#) to begin.

As you continue through your employment with the Commonwealth, here are some things to keep in mind:

- If you have or will experience a life event which will impact your benefits (marriage, childbirth, etc.), please look at the Commonwealth's [Life Events Guide](#) for help!
- Please review the Employee Resource Center at [www.employeeresourcecenter.oe.pa.gov](http://www.employeeresourcecenter.oe.pa.gov) for assistance with:
  - Adding or changing insurance beneficiaries (if eligible)
  - Learning more about voluntary savings programs online (if eligible)
  - and more!

Thank you for providing your feedback. We wish you much success as you continue your career with the commonwealth!

---

**Notification 17: Post hire-6 months to Supervisor**

**Tour:** post hire  
**Sent when:** start date plus 180 days  
**To:** Supervisor Work Email  
**CC:** Agency HR Resource Account  
**Email Subject:** Supervisor Mid-Year Onboarding Survey

TO: <<Supervisor Name>> <<Supervisor Email>>

CC: <<Agency HR Office Email>>

RE: <<Employee Name>>, <<Personnel Number>>

Organization: <<Organization>>

Employee email sent to: <<HomeEmail>>, <<WorkEmail>>

This notice is to remind you that your new employee is at the midpoint of his or her first year of commonwealth employment. We hope that this time has been a positive experience for you as the supervisor.

To help us ensure that the onboarding experience has been successful so far, we are requesting that you complete a brief survey. The questions should take less than 5 minutes to complete, and the information will be used to improve the commonwealth's onboarding process.

Open the [Supervisor Onboarding Survey](#) to begin.

Thank you for providing your feedback. We wish you and your employee much success in your careers with the commonwealth.

---

**Notification 18: Post hire-12 months to Employee****Tour:** post hire**Trigger:** start date plus 335 days**To:** Employee Home Email**CC:** Employee Work Email**Email Subject:** Congratulations! One Year of Service

Dear <<Employee Name>> ,

Congratulations! Our records indicate that you are approaching one year of commonwealth employment and the closure of the new employee orientation process. We hope that this time with the commonwealth has been a positive experience for you.

Thank you for your service to the citizens of Pennsylvania. We wish you much success in your career with the commonwealth!

---

**Notification 19: Post hire-12 months to Supervisor****Tour:** post hire**Sent when:** start date plus 335 days**To:** Supervisor Work Email**CC:** Agency HR Resource Account**Email Subject:** New Employee One-Year Notice

TO: <<Supervisor Name>> <<Supervisor Email>>

CC: <<Agency HR Office Email>>

RE: <<Employee Name>>, <<Personnel Number>>

Organization: <<Organization>>

Employee email sent to: <<HomeEmail>>, <<WorkEmail>>

This notice is to remind you that your new employee is approaching one year of commonwealth employment and the closure of the onboarding process. We hope that this time has been a positive experience for you as the supervisor.

Thank you for the time and effort you have invested in developing your staff. You can find additional resources to help you manage your employees at [www.myWorkplace.state.pa.us](http://www.myWorkplace.state.pa.us). We wish you and your employee much success as you continue your careers with the commonwealth.

## Appendix F: Training Plan Tips

A key factor to ensuring the success of your new employees is developing a training plan that spans the first year of employment. To provide the best guidance, the training plan should be a written document and include the suggested order of completion of the training, as well as a timeline with completion dates. The training plan can be written in various formats, so consult your agency training officer to determine if your agency has a preferred template.

Suggestions to include in the training plan:

- **Mandatory training requirements**

This includes any commonwealth mandatory training for new employees and agency specific mandatory training requirements. Examples include agency orientation, customer service training, and continuity of government courses.

- **Policy and procedural training**

This may include training on office equipment, telephones, or other office/work location-specific policies.

- **Training related to job responsibilities**

This includes any training related to the new employee's job responsibilities. Possible suggestions to include are:

- Formal trainings required for job certification
- Job shadowing with another employee
- Regularly scheduled on the job training
- Reading manuals, policies, or other written material
- Meetings with co-workers and/or other agency staff to orient to mission and responsibilities
- Attending Keystone Academy for Learning classes or agency training
- Out-service training

For more information on training and employee development, consult [www.employeeresourcecenter.oa.pa.gov](http://www.employeeresourcecenter.oa.pa.gov) or your agency training officer.

## Appendix G: Onboarding Glossary

**Annuitant** - A commonwealth retiree or that person's Designated Survivor (and certain Beneficiaries, when the amount owed the Beneficiary qualifies) who is receiving monthly Annuity payments. Former employees who are currently annuitants may be returned to commonwealth employment in accordance with Management Directive 515.20, *Reemployment of Commonwealth Annuitants*. (For purposes of this handbook, annuitant refers to the former employee.)

**Agency** - An administrative department, board, commission, or other agency.

**Badging** – The process to obtain a photo identification access badge, which is a card with an individual's photograph, name, and department programmed to permit access through use of a card reader or a photo identification badge programmed to permit access through the use of a card reader.

**Dual Employment** - The hiring of an employee already on a payroll or on contract with the commonwealth, whether in a different agency, on a separate payroll or contract, or in a separate position in the same agency.

**Employee Self Service (ESS)** - The online system provided to commonwealth employees to perform a variety of personal and work-related activities. ESS is accessible from within the commonwealth network or from a home computer at [www.myWorkplace.state.pa.us](http://www.myWorkplace.state.pa.us).

**E-PAR (Enterprise Position/Personnel Action Request)** - The process used to assist supervisors in requesting services from HR, as well as to facilitate the processing of SAP transactions within the HR Service Center.

**Furlougee** - An employee who is removed from his or her position because of lack of work or funds or for other operational reasons and who meets one of the following criteria: (a) Is on a furlough recall list as prescribed in the *Civil Service Act* or the appropriate labor agreement, (b) If not subject to the recall provisions of a labor agreement, has been furloughed within the past 36 months.

**New Hire**– An incoming employee who has had no prior commonwealth employment.

**Non-Permanent Employee** - An employee who is hired with the expectation of being in an active pay status for less than 12 consecutive months without the expectation of working on an annually recurring basis or who is hired with the expectation of being in an active pay status for less than 9 consecutive months on an annually recurring basis.

**Onboarding** - The process beginning during the pre-hire phase and extending through the first year of employment designed to integrate new employees to the commonwealth and to equip them to become successful and productive.

**Onboarding Module (OBM)** – An online system comprised of tours, forms, acknowledgments, workflows and notifications, as well as access to administrative tools and reports, designed to onboard incoming employees into commonwealth employment.

**Orientation** – A formal or informal session held with the employee where he or she is introduced to a variety of commonwealth, agency and local office information. Also:

- Online orientation: collects required employee data and presents enterprise-wide policies, HR topics and benefits information during two required tours
- Agency orientation: establishes the agency's mission, culture, values, policies, etc.
- Supervisory orientation: introduces the employee to the work environment at the local level

**Permanent Employee** - An employee who is hired with the expectation of being in an active pay status for more than 12 consecutive months or who is hired with the expectation of being in an active pay status from 9 to 12 consecutive months inclusive and with the expectation of working on an annually recurring basis.

**Prospective Hire** – An individual who has been offered and accepted employment with the commonwealth and has a prospective employment start date.

**Rehire** – An incoming employee who has prior commonwealth employment.

**Return from Furlough** – An employee who is returning to commonwealth employment after being furloughed.

**Salaried Position** - An authorized and individually identified group of duties and responsibilities assigned or delegated by competent authority that require the full-time or part-time employment of at least one person on a regularly scheduled basis for a period of time exceeding six months and is charged against the salaried complement for budgetary control purposes.

**Supervisor Self Service (SSS)** - See ESS above.

**Tour** – An online learning tutorial that integrates forms, media and informational content that should be completed sequentially by new employees.

**Transfer** - The movement of an employee from the jurisdiction of one appointing authority to another appointing authority. A transfer may occur in conjunction with a reassignment, promotion, or demotion.

**Wage Position** - An authorized and individually identified group of duties and responsibilities assigned or delegated by competent authority that require the full-time or part-time employment of one person on either: (a) A regular schedule for a limited duration of time. (b) An intermittent or irregular schedule without regard to the duration of the term of employment.

## **Appendix H: HR Frequently Asked Questions**

### **General Questions**

**Q. Why aren't employees who undergo a change in employment condition, i.e. moving from a wage position to a salaried position or changing from non-permanent to permanent, included in the online orientation?**

A. Employees in wage positions who are moved or hired into salaried positions, like Temporary Clerical Pool staff selected for permanent jobs, are treated as transfers for onboarding purposes. They should have participated in the online orientation when they were hired initially, so their onboarding experience will include the agency and supervisory orientations only. Processes for addressing employees who move from a non-permanent to a permanent status are also outside of the online orientation.

**Q. Why are annuitants included in the online orientation?**

A. Annuitants have typically had a break in service, and as rehires are required to complete the online orientation. Their online orientation will not include benefits and other content which does not pertain to their status.

**Q. Will the online orientation be in languages other than English?**

A. No, not at this time. Please follow your agency's practice for acquiring an interpreter if the employee will be participating in the online orientation on site.

**Q. Is the online orientation compatible with assistive technology?**

A. No, not at this time. HR offices and/or supervisors should be prepared to seek an appropriate accommodation consistent with commonwealth and agency disability employment-related policies. An alternate content print packet for these exceptional cases is available to HR offices through the HR Service Center.

**Q. Can an employee be disciplined if he or she doesn't complete the tours within standard timeframes?**

A. It is not recommended that a new employee be disciplined specifically for not completing the tours within the expected time; however, supervisors should note if a pattern of poor performance develops and take appropriate corrective action.

### **Accessing and Participating in the Online Orientation**

**Q. How much time will it take my new employee to complete the tours?**

A. Tour 1 average is 1 hour to complete. Tour 2 average is 2 hours to complete.

**Q. How long will employees be able to access the online orientation after they have completed the tours?**

A. 60 days

**Q. What happens if the employee leaves the position, i.e. transfers to another position, prior to completing the tours?**

A. If an employee leaves the position through separation, promotion, demotion or transfer, the data that was captured through the online orientation will be archived and notifications will cease. If the individual remains employed by the commonwealth, he or she will not have the opportunity to return to the online orientation and the agency should ensure that the employee has acknowledged all commonwealth policies and is made aware of the information in tours.

**Q. How does a prospective hire or employee reset his or her password?**

A. The HR Service Center will reset the password. The individual should contact the HR Service Center by calling 866.377.2672.

**Q. My employee did not complete the online orientation before the first day. How does he or she participate in the online orientation?**

A. Depending on your agency's practice, your employee can follow Tier 3 as described in the "Alternate Online Orientation Processes" section in the *HR Office's Onboarding Handbook* and the *Supervisor's Onboarding Handbook*. A kiosk may be located at the HR office through which the employee can follow the online orientation, or another computer may be available at a closer field location.

**Q. What happens if the employee or supervisor does not complete the feedback surveys?**

A. Employees and supervisors will be sent invitations at 30 days and 180 days after the employee's start date to complete quick online surveys to provide feedback on the onboarding process. These surveys are voluntary and there is no negative impact should employees and supervisors not complete them.

**Fill a Vacant Position**  
**Enterprise Position/Personnel Action Request (E-PAR)**

**Q. What should be included with the *Fill a Vacant Position* E-PAR for employees who will not participate in the online orientation because they are not new or are not being re-hired?**

A. The process for filling vacancies through promotions, demotions and reassignments of current employees is not changing. You should follow your agency's business process for launching the *Fill a Vacant Position* E-PAR, select the appropriate employee action (demotion, promotion, or reassignment) within the E-PAR, and provide any additional information or documents necessary for the HR Service Center to complete the transaction.

**Q. The *Fill a Vacant Position* E-PAR may be used to request the filling of positions with non-commonwealth employees, such as PA Conservation Corps, PA National Guard, health registrars, external persons, and volunteers. How will the E-PAR process change for these employee groups and subgroups?**

A. Since holders of these positions are not considered commonwealth employees, they are excluded from the online orientation. However, these forms should be completed by the individual and attached to the E-PAR: I9, W4, Direct Deposit and Emergency Contact forms.

### **HR Office Issues**

**Q. What is the HR Service Center's role during the online orientation?**

A. The HR Service Center is available to respond to prospective hire and employee questions about commonwealth employment and benefits by calling 866.377.2672. The HR Service Center will also contact the employee directly if critical employment forms and policy acknowledgments found in Tour 1 are not received through the online orientation within standard timeframes.

**Q. What do I do if the prospective hire calls the HR office with questions while participating in the online orientation?**

A. You may respond to his or her question if you are confident of the answer, refer him or her to the or encourage him or her to contact the HR Service Center at 866.377.2672 for the most up-to-date information available.

**Q. What do I do with non-compliance notifications?**

A. The HR office is copied on notifications sent to the supervisor when the prospective hire/employee does not complete tours within expected timeframes. If the position is vacant or the supervisor does not have an email address, your office may need to take action. The HR Service Center will contact the prospective hire/employee if critical employment forms and policy acknowledgments are not received within standard timeframes; however, the HR office may work with supervisors to ensure that Tour 2, Your Job with the Commonwealth, is completed within 14 calendar days.

**Q. What do I do with the prior service notice email?**

A. If the prospective hire has prior commonwealth service and/or military service which impacts leave accrual and/or seniority, the HR office should review the hire's employment history and make the appropriate adjustments in SAP. This email should not be put in the employee's Official Personnel Folder and is not required to be kept by the HR office.

**Q. How do I access policy acknowledgments?**

A. As the employee reviews and acknowledges commonwealth policies within the online orientation, the dates and times are captured electronically and the employee completes a final policy acknowledgement page. Policy acknowledgments are maintained in the electronic Official Personnel Folder and will be viewable within SAP via PA20/30 transactions.

**Q. How do I access a new employee’s emergency contact information?**

A. HR offices have access to a Standard R/3 Report (Transaction Code: Y\_DC6\_14000171) that allows you to select and filter either employee contact information or emergency contact information for all employees within the agency. This report should be run on a regular basis in accordance with your agency’s COOP/COG plan. You can learn more about this report by reviewing [PA Alert 2011-10](#).

**Q. Do HR offices have to complete the New Employee Orientation Checklist?**

A. No, the online orientation replaces Part I of the New Employee Orientation Checklist. In situations where the employee must be provided an in-person orientation and will not have CWOPA credentials, hard copies of necessary forms and policies will be accessible through ESS. Your HR office will continue to conduct an in-person orientation to cover agency-specific policies and procedures. See [Appendix D](#) for additional information.

**Q. What should the HR office do with the results of the feedback surveys?**

A. HR Offices will be able to access responses to 30-day and 180-day feedback surveys and take corrective action, if necessary. HR professionals with the employee mobility role in Oracle have access to the survey data collected. To gain access to this role, please use the HRISD Authorization Request Form and request access to the “Employee Mobility/Hiring Process Survey Reporting Views.” Appropriate action may include additional training for supervisors, improved coordination among those involved in onboarding, like the IT office or field HR staff, or addressing an employee relations issue.

**Q. How can I train our HR field staff on the onboarding process?**

A. The *HR Office’s Onboarding Handbook* is available for reference.

**Q. Is there any ongoing maintenance required by our HR office in support of onboarding?**

A. In addition to meeting the timeline requirements and training your agency supervisors, you will want to ensure your office is prepared to maintain the following items.

- I-9 Verifier position designations – after the implementation of onboarding, please follow existing procedures for submitting a role request E-PAR to maintain the I-9 Verifier role assignments within your agency.
- Responsible HR Orgs – after the implementation of onboarding, remember that any reorganizations may require an update to your previously assigned responsible HR orgs.
- Email Resource Accounts – after the implementation of onboarding, you’ll want to train any new staff with responsibilities for the HR, IT, space management and security/badging email resource accounts. [u](#)

You can also set up filtering rules to redirect email notifications if needed.

## Appendix I: Quick Guide for New Employees

**Note:** This is a sample. For the most up-to-date version, please access employee self service at [www.employeeresourcecenter.oa.pa.gov](http://www.employeeresourcecenter.oa.pa.gov).

*Welcome to the Commonwealth of Pennsylvania! In order to process your employment quickly and efficiently, the commonwealth has created an online orientation for your convenience. We'll send the orientation link to your personal email address shortly. We request that you complete the two tours of the online orientation by the deadlines listed below. Feel free to contact the HR Service Center at 866.377.2672, Monday through Friday from 7:30 AM – 5:00 PM, if you have any questions.*

### ✓ Login & Technology Requirements

- Watch your personal email! Using the personal email address you provided to the hiring manager, we'll send you a welcome email that includes a link to the online orientation.
  - You'll need a computer with Internet access.
  - You should download and install the free [Adobe Reader](#) if you don't already have it.
  - You can add [RA-HRSSC@enwisen.net](mailto:RA-HRSSC@enwisen.net) and [SSISnotifications@enwisen.net](mailto:SSISnotifications@enwisen.net) to your email's address book to ensure our email arrives. These are unmonitored email accounts; please do not reply to the email notifications.
- After launching the online orientation, you'll be asked to create a password.
  - Enter your temporary password – the last four digits of your social security number followed immediately by the last two digits of your birth year. *Example: If the last four digits of your SSN are 9540 and your birth year is 1978, your temporary password would be 954078.*
  - Create a new password by following the prompts.
- If you don't receive the welcome email within one week, check your email's junk or spam folder. If you can't find the email, call the HR Service Center for help.

✓ **What if I don't have a personal email address?**

- It's quick and simple to set up a personal email address – and it's free! You can use any one of the many free email services available online.
- From your Internet browser search page, enter "How do I set up a free email account?"
- Select your preferred email provider from the search results.
- Follow the instructions provided to open your free email account.
- Remember to:
  - Create a favorite or bookmark the email provider's website. You'll return to this site to check your email.
  - Write down your email address, username (if different) and password.
  - Send your new personal email address to your hiring manager.

✓ **Documentation Required**

- During the online orientation, you'll need to complete these required employment forms: personal information, employment eligibility (I-9, Section 1), direct deposit, withholding tax, emergency contacts, work-related injuries, prior service and medical plan election.
- You will need to have the following items readily available to complete the I-9 form online. You are also required to bring the originals to your agency HR office for verification of your employment eligibility. Federal law requires that this original eligibility documentation is verified by your third day on the job.
  - U.S. Passport -OR-
  - Driver's License and Social Security Card
  - If you do not have any of these items, you can provide alternate documentation. From [www.employeeresourcenter.oa.pa.gov](http://www.employeeresourcenter.oa.pa.gov) [Form I-9, Instructions for Verification of Employment](#) to review the list of acceptable documents.
- In addition, you should gather the following information.
  - You'll need your financial institution's routing transit number and your bank account number (either checking or savings) to set up the direct deposit of your pay. Direct deposit is required for all commonwealth employees.
  - Gather the name, address and phone number of two individuals who should be reached in the event of an emergency.
  - If applicable, proof you paid either the Local Services Tax or the Occupational Privilege Tax for the current tax year.
  - If applicable, proof of any prior military service (DD-214).
  - If applicable, proof of any prior state service and/or Pennsylvania public school service.

✓ **Timeline Reminders**

- Before your start date (Day 1): Complete the required forms in the online orientation, Tour 1 – Completing the Hiring Process > Before You Begin folder.
- Day 3: Deadline to complete the required policy acknowledgements in the online orientation, Tour 1 – Completing the Hiring Process > Workplace Rules folder.
- Day 14: Deadline to complete the required second tour of the online orientation, Tour 2 – Your Job with the Commonwealth.

✓ **Additional Responsibilities**

- Your hiring manager should contact you to discuss your first day on the job. Feel free to contact him or her (or your agency HR office) with any questions before you arrive to work on your employment start date.
- Contact the HR Service Center if you need help with the online orientation or have questions about commonwealth benefits.
- Soon after you begin your job, you'll receive mandatory training enrollment notifications; please complete these requirements by the established deadlines.
- You should also complete the new employee online surveys sent via email at 30 days and 6 months. This will allow us to continue improving the orientation process for future new employees.