Onboarding Process Enhancements
Agenda Items

- Personal Email Address
- Enhanced Onboarding Checklists
- Onboarding Information for Departments
- Form I-9 Requirements
- Returning Faculty and Staff
- Employment Prior to Receiving a Social Security Number
- Information on New Hire Email Account Setup
- Information on Act 153
- Top Five Tips for Departments to Help Hires
A valid personal email address in Workday is required for Hires and Contingents

- **Hires:**
  - Workday automatically sends the onboarding checklist using the personal email
  - Workday also sends temporary username and password to the personal email (Exceptions: Students and Active Contingent Workers to Employees)

- **Contingent Workers:**
  - In order to complete Prior Affiliation Questionnaire, a personal email is needed

- Onboarding processes are disrupted without personal email addresses
- Departments must contact the CMUWorks Service Center if the individual does not have a personal email
Enhanced Onboarding Checklists

- Based on feedback, we have updated our onboarding checklists.
- The checklists will continue to be automatically emailed from Workday once the hire process is completed in Workday.
- Copies of the checklists are available on the Service Center website (CMU Login Required) for departments’ reference:
  - Faculty and Staff Working in the U.S.
  - Students Working in the U.S.
  - International Faculty, Staff, Students.
- The checklists provided are for departments' reference. It is not encouraged to provide the checklist early, as it may cause confusion if the hire does not yet have access to Workday.
Hiring departments play an essential role in an efficient onboarding process for our new hires and re-joiners.

- New ‘Onboarding Information for Departments’ webpage containing important information regarding hiring and onboarding.
- Content was developed based on inquiries received and handled by the Service Center.
The Form I-9 is federally required to verify the identity and employment authorization for all employees working in the U.S.

The Form I-9 has 2 sections to be completed within 3 days of an employee’s start date:

• Employee must complete Section 1 by the start date
• The Service Center or Local HR must be presented with the original versions of unexpired employment eligibility documentation within 3 days of start date to complete Section 2
  • The type of documentation required depends on the employee’s citizenship or immigration status
  • Failure to produce required documentation within 3 days of the start date could result in the termination of the employee.
• Due to new federal regulations, all rehires (individuals restarting a paid position) must either complete a new Form I-9 or have completed a Form I-9 with CMU within 3 years of their return to work date

Failing to comply with Form I-9 requirements can result in fines and debarment from government contracts
Returning To A Paid Position at CMU

• **Form I-9:** Due to new federal regulations, all employees that are starting/restarting a paid position (after a period time not in a paid position at CMU) in the U.S. must either:
  • Complete a new Form I-9 -OR-
  • Ask the Service Center to review the Form I-9 that was completed within 3 years of the return to work date
    • For questions regarding the Form I-9 regulations, contact the Service Center

• **Direct Deposit/Withholdings:** Returning individuals who previously completed direct deposit elections or withholding elections at CMU, must reelect these items, for their own protection

• **Andrew ID:** Completion of the Prior Affiliation Questionnaire will help identify a previous Andrew ID. The ultimate decision to reactivate and distribute prior Andrew IDs is made by the Computing Services Identity Management Team
A new Foreign National Faculty/Staff/Student may not have an SSN

- Individuals working in the U.S. should apply for a SSN
- Certain individuals may need the department to complete the Office of International Education’s SSN Form (http://www.cmu.edu/oie/SSNForm.pdf) in order to apply

If a hire has completed the I-9 Form, but has not yet provided a SSN:

- Hire will receive pay via a paper check until SSN is provided
  - Hire must visit the Service Center to pick up pay checks (exceptions: Los Angeles and Silicon Valley). In order to receive the check, hire must:
    - Show Photo ID (to verify identity)
    - Provide SSN or proof of application for a SSN (if a SSN has not yet been issued)
  - Direct Deposit can only be set up and approved in Workday once the SSN is provided
- Hourly employees can enter and submit time in Workday while waiting for SSN
- Withholding Elections cannot be made Workday until SSN is provided; In the meantime:
  - Must either complete paper forms -OR- be taxed at a default rate as required by IRS Procedures (withhold at the highest rate available)
Information on New Hire Email Account Setup

• DPS customers must request an Exchange email account to be set up:
  • Email it-help@cmu.edu with the subject “Exchange Email Request” and provide the new hire’s Andrew ID
  • Direct questions to the Computing Services Help Center (412-268-HELP or it-help@cmu.edu)
  • The Service Center is working with Computing Services to improve this process in the future
Information on PA Act 153

- Act 153 Background Checks are handled by central Human Resources
- Central HR will work with the department directly regarding any requirements
- The Service Center does not administer/have information on whether or not the hire must complete background check or the current status of the background check
Top Five Things To Help Your Hires

1. Hire the individual in Workday prior to start date
2. Include their Personal Email Address in Workday
3. Encourage hire to complete the Prior Affiliation Questionnaire as soon as possible
4. Reinforce that hire must present employment authorization documents to the Service Center within 3 days of their start date to complete Form I-9, as required by law
5. If hire is a Foreign National and does not already have a SSN, encourage hire to apply for SSN as soon as possible

Please contact the Service Center for any questions regarding onboarding

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