Smart Onboarding – FAQs

Q: What roles do I need for Smart Onboarding?
A: To gain full access and functionality within the Onboarding Portal, department representatives will need two roles: FSU_SM_DEPT_ADMIN and FSU_ZSM_DEPT_XXXXXX (the XXXXXX should be the actual department number you are responsible for). If you cover multiple departments, you will need to select all applicable ZSM roles when submitting the Electronic Online Role Request (e-ORR).

Q: How can a Department Head or department staff have access to the Smart Onboarding portal to check progress?
A: To give necessary department staff ability to track a candidate’s progress only, they can request the FSU_SM_DEPT_VIEWONLY role with the appropriate FSU_ZSMDEPT roles for your department(s). This is a view only role and does not allow individuals to take action in the portal.

Q: What type of employment actions is Smart Onboarding used for?
A: Smart Onboarding is used for new hires, rehires, additional appointments, and internal movement (e.g., promotions, laterals, etc.).

Q: Will Courtesy appointments, Federal Work Study (FWS), and One-Time Pays go through the Smart Onboarding process?
A: Courtesy appointments will go through the Smart Onboarding process. At this time, Federal Work Study (FWS) and One-Time Pays will not go through the Smart Onboarding process. The processes for appointing One-Time Pay and FWS will remain the same.

Q: How do I initiate Smart Onboarding?
A: Smart Onboarding requires a fully approved electronic OMNI job offer. Accordingly, your candidate can be hired through one of the following electronic methods:
   - A regular advertised opening (Faculty, Staff, or OPS recruitment)
   - An Express pool appointment process:
     - Faculty Express to appoint OPS Faculty
     - GA Express to appoint Graduate Assistants
     - OPS Express for OPS hires
     - Courtesy Express for Courtesy appointments
     - InternFSU Express for paid Interns
   - A non-advertised job opening created for a Salaried position exempt from advertisement, to include:
     - Visiting status
     - Named in a contract/grant
     - Emergency/Temporary/Acting status
     - 0.5 FTE or less
     - Provost Minority Recruitment
     - Reassignment
     - Demotion
     - An approved Waiver of Advertisement

Job Aids detailing these electronic methods are available on the HR website.
Q: Will I be notified once an invitation is launched to a candidate?
A: Yes, the department representative and the job offer initiator will both receive an email once an invitation has been launched to a candidate. The email will contain the candidate’s name, email address the invitation was launched to, which package the candidate was sent, and tips about the onboarding process.

Q: My job offer has been approved, is there anything else you need from me?
A: Yes. Once the job offer has been approved, Human Resources will launch the Smart Onboarding invitation for your candidate. The department representative should visit “My Tasks” in the onboarding portal to complete the Supplemental Documents step and review any actions submitted for approval such as, Leave Transfer, Dual Compensation, Outside Employment, and Employment of Relatives. The I-9 will also need to be completed. The department representative should monitor the candidate’s progress and workflow approvals via Candidate Console > View Process.

Q: Besides the department representative steps in Smart Onboarding, what else am I responsible for?
A: In addition to monitoring My Tasks for pending action items, the department representative should be consistently monitoring the Smart Onboarding Candidate Console to see if the process is paused at a particular step. For example, if it is paused at the background check level, then the department representative may need to follow up with the candidate to verify whether they responded to the Accurate Background, Inc. email. Another example may be a workflow item such as Dual Compensation sitting in an approver’s queue. As the department representative you may need to gently remind the approver to review their worklist for pending actions.

Q: How long does onboarding take?
A: Starts dates should be 2 – 3 weeks out from the date the job offer is entered to allow time for the job offer to be approved and the onboarding steps and approvals completed. The appropriate payroll deadline must be met to avoid delays in pay, benefits, and access.

Q: Will this process eliminate the ePAF+ process?
A: No, the e-PAF process will remain as is. Departments should continue to submit changes for active employees using ePAF+.

Q: Will this process eliminate the mass appointment process for re-appointments?
A: No, the mass appointment process for re-appointments will remain as is.

Q: When is my new hire/appointment going to be active in the system?
A: The appointment will be processed once all onboarding tasks are complete, and Human Resources has confirmed that all requirements are satisfied.

Q: What paperwork am I required to submit for a rehire?
A: Rehires will go through the Smart Onboarding process as well. Human Resources will launch the appropriate Smart Onboarding package for the rehire, depending on how long they’ve had a break in service.

Q: Do I need to do a dual compensation form for this new hire?
A: The requirements for dual compensation forms have not changed. Per policy 4-OP-C-7-D5 DUAL COMPENSATION: Employment at FSU in excess of one (1) full-time equivalent (FTE) established position; or
simultaneous payment from two (2) or more categories of state appropriations, i.e. salaries, other personal services (OPS) expenses, or employment in multiple departments requires Dual Compensation approval. This will be completed electronically through the Smart Onboarding portal.

Q: Will I still need to complete a Background Check Questionnaire?
A: Questionnaires will continue to be completed within OMNI Job Openings and Express Job Offers. Appointments that do not trigger an OMNI Opening/Job Offer [Volunteers, ePAF/pPAF actions for One-Time Pays, ePAF/pPAF actions for internal movement (e.g., job code or department), additional duties] will continue to require an Unadvertised Questionnaire through the Background Check Forms Portal.

Q: Will I still need to submit Background Check Request Forms via the Background Check Forms Portal to initiate background checks for hires going through Smart Onboarding?
A: No. The data previously collected from the Request Form will now be collected inside the Smart Onboarding Portal. Once the candidate completes their first set of tasks within Smart Onboarding the Background Check Team will immediately initiate the background check if it is needed.

Q: Once the background check has been completed, will I still be notified via email if I can proceed with the hire?
A: Yes. An email will continue to be sent upon receiving favorable results from the background check. Work cannot begin without receiving this email.

Q: Who needs to approve an exception to the nepotism policy?
A: Per policy 4-OP-C-7-L Employment of Relatives (Nepotism): Exceptions must be approved by the Vice President for Finance and Administration (staff) or the Provost (faculty), and endorsed by the Chief Human Resources Officer as being clearly in the best interest of the University.

Q: How will I get Dean, Director, or Department Head approval on Dual Compensation, Outside Employment, and Nepotism exception forms?
A: This information is solicited within the Smart Onboarding portal. If a Dual Compensation, Outside Employment, and/or Nepotism Exception needs review, workflow approval will be generated within the system. Approvers will be alerted via the flag at the top right-hand corner of OMNI HR and will approve or deny the action from their worklist.

Q: Will approvers in the workflow for Dual Compensation, Outside Employment, and Employment of Relatives receive an email notifying them of the pending worklist item?
A: The approvers in the workflow will receive an email notification that an item is pending their approval. As a department representative, you will not receive the notification, so it is important that you monitor the actions via My Tasks and Candidate Console.

Q: Where does the system pull the following from within the various Smart Onboarding steps: department representative, department manager, supervisor, and Dean/Director/Department Heads (DDDH)?
A: The department representative and department manager are pulled in from the OMNI-HR Department Table; the supervisor is pulled in from the job offer; and the primary DDDH from the OMNI-HR Department Rep Table.
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Q: Will the approvers and managers need to submit any role requests?
A: Department managers and VP approvers will not need to request any specific onboarding roles.

Q: Are there additional action steps once the employee appears in the OMNI HR and the Smart Onboarding process has been completed?
A: Yes, the I-9 process needs to be completed on time and the employee will still be required to go through New Employee Orientation.

Q: Do new hire and rehire candidates still need to complete their I-9 form in Guardian?
A: The federal requirements for the Form I-9 have not changed. Section 1 of the Form I-9 must be completed in Guardian on or before the first day of work for pay and section 2 must be completed by the third day.

Q: Will I still be required to contact Attendance & Leave regarding a new hire's leave transfer?
A: Potential salaried new hires can request their leave transfer within the Smart Onboarding system. The department representative will be required to review the request and approve, deny, or alter the amounts being requested for transfer based on department guidelines. Once the department representative completes their step it will go to Attendance & Leave for final review, verification, and approval after the hire has been processed in the OMNI system.

Q: Who terminates the Smart Onboarding process if the candidate does not pass the background check?
A: If the candidate did not pass the background check for a position, the Human Resources Background Check Unit will terminate the onboarding process upon complying with the Fair Credit Reporting Act notification process and will notify the department and candidate as soon as possible.

Q: Once the OMNI job offer is approved and the Smart Onboarding invitation is launched, can I proceed with an official offer of employment?
A: No. The initial discussion with a top candidate will now include an anticipated start date, job details, and next steps. Next steps include the background check and the University's onboarding process. The start date can be confirmed, and an offer letter presented once the background check has been processed and the department has received a clear to proceed notification from Human Resources.

Q: Will I get a notification when the employee is appointed in OMNI, and will I need to share this with the employee?
A: An email notification is sent to the department representative when the appointment is processed in OMNI HR. Department representatives should share this with the employee so that the FSU ID can be activated as soon as possible.

Q: What happens in the onboarding process if someone loses their Social Security card?
A: The requirements for this documentation have not changed. The candidate should provide their social security number in the Onboarding Portal and will need to provide the receipt that they’ve ordered a replacement card. This can be uploaded at the Supplemental Documents step by the employee or department representative.
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**Q. How does a Non-Resident Alien candidate without a social security card or number complete Smart Onboarding process?**

**A:** Non-Resident Aliens without a social security card or number will need to apply for a social security card through the Social Security Administration office. As they begin completing the Employee Information section of the portal, they must indicate that they are a Non-Resident Alien. This will prompt a checkbox that allows them to acknowledge the need to apply for a social security card and continue the process. Employee Data Management will issue a temporary ID directly to the candidate’s home email address once they are completely processed. They can use the ID to activate their FSUID until a social security card has been appropriately provide to their department representative and Human Resources.

Refer to the Center for Global Engagement’s [brochure](#) for information on obtaining a social security card.

**Q. What is the difference between My Tasks and Candidate Console?**

**A:** My Tasks is dynamic dashboard that shows activities/items that require a department representative’s action/attention at that moment. Candidate Console > View Process shows the overall status and progress of a candidate.

**Q. Who does the candidate contact for questions?**

**A:** Candidates should contact their department representative for assistance or questions while completing the Smart Onboarding process.

**Q:** Where can I learn more about Smart Onboarding?

**A:** [The Smart Onboarding Website](#) provides a one stop shop for all the information, resources and training materials you will need. The training dates are listed on this site, along with key HR contacts.