Smart Onboarding – FAQs

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

Q: **How do I initiate Onboarding?**
A: 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](http://www.hrwebsite.com).*
Smart Onboarding FAQs - continued

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. Additional recipients can be added to these notifications within the Offer Details Tab of the OMNI Job Offer under the Additional Dept Contact Email field.

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 Onboarding invitation for your candidate. You’ll also get a notification. 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 Invitation Console > View Process.

Q: Besides the department representative steps in 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 Invitation Console > View Process 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 FSU On-Boarding Approvals link for pending actions.

Q: What if my department is appointing a courtesy or internal candidate but no supplemental documents are required?
A: You must still click the “save and submit” button in the supplemental documents step, even if no supplemental documents are required. If the supplemental document step is not saved and submitted the smart on boarding process is stalled in the department’s queue and may cause a delay in processing.

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. You will receive a notification once the appointment has been processed.

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

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 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 changes), additional duties] will continue to require an Unadvertised Questionnaire and Request Form (if required) 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 Onboarding?
A: No. The data previously collected from the Request Form will now be collected inside the Onboarding Portal. Once the candidate completes their first set of tasks within Onboarding, the Background Check Team will immediately initiate the background check if it is needed and the department will be included on the initiation instructions email to the candidate.

Q: Once the background check has been completed, will I be notified via email if I can proceed with the hire?
A: Yes. An email will continue to be sent upon completion of the background check. Work cannot begin without receiving an email indicating that the results meet University guidelines or that a background check is not required.

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. The review and approval of exception requests will be completed electronically in the onboarding portal.

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 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 FSU On-Boarding Approvals link.

Q: Will approvers in the workflow for Dual Compensation, Outside Employment, and Employment of Relatives receive an email notifying them of the pending 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 the View FSU On-Boarding Approvals link.

Q: Where does the system pull the following from within the various 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.
Smart Onboarding FAQs - continued

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; however, they will need the FSU_SS_MANAGER role.

Q: Are there additional action steps once the employee appears in the OMNI HR and the 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. Refer to the New Employee page for more information.

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 or 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 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 OMNI.

Q: Who terminates the 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 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? Do I need to share it 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 has 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.

Q: How does a Non-Resident Alien candidate without a social security card or number complete 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 which will prompt a checkbox allowing 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. This ID can be used 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.
Smart Onboarding FAQs - continued

Q. What is the difference between My Tasks and Invitation Console?
A: My Tasks is dynamic dashboard that shows activities/items that require a department representative’s action/attention at that moment. Invitation 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 Onboarding process.

Q. I noticed the system has been recently upgraded. Where can I find more information on the upgraded features?
A: Please reference our Smart Onboarding Quick Reference Guide for Department Reps for helpful tips.

Q: Where can I learn more about Onboarding?
A: The 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.