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Smart Onboarding Project - 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: What type of employment actions should 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 Federal Work Study (FWS), One-Time Pays, and Courtesy appointments go through the Smart Onboarding process?

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

Q: How do I initiate Smart Onboarding?

A: Smart Onboarding requires a completed electronic OMNI job offer fully approved. 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:
  - Faculty Express to appoint OPS faculty *(appointment process)*
  - GA Express to appoint Graduate Assistants *(appointment process)*
  - OPS express for OPS hires *(advertised opening)*
  - InternFSU Express for paid Interns *(advertised opening)*
- A non-advertised job opening created for Salaried positions that are 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: My Job offer has been approved, is there anything else you need from me?

A: Yes. Once the job offer has been approved, your recruiter 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 also monitor the candidate's progress and workflow approvals via the Candidate Console page.

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: Will the department representative receive a notification as well when the candidate invitation is launched?
A: No; however, as the job offer initiator you will receive a notification when the job offer is approved and the invitation is generally launched shortly thereafter.

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 Job Offer (courtesy, volunteer, and Federal Work Study appointments, internal movement actions, One-Time Pays, additional duties, etc.) will continue to require an Unadvertised Questionnaire through the Background Check Forms Portal.

Work smarter! (video link)
Beginning November 2018, the new FSU Onboarding Portal will streamline the completion of new hire paperwork and other pre-employment requirements making it easier to get new employees up and running.

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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 interests of the University.

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: 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 and will approve or deny the action from their worklist

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: Once the OMNI job offer is approved and the Smart Onboarding invitation is launched, can I proceed with an official offer of employment?

A: 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 HR.

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 and the employee will still be required to go through New Employee Orientation. These steps must be marked completed in the Onboarding portal as well.

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Q: Why was the I-9 process not incorporated into the Department Representative step of Smart Onboarding?

A: The Smart Onboarding process must be completed prior to the candidate's first day of employment. 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: 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: 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: 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: 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: 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 this 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.

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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.

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.

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 for this transition. The training dates are listed on this site, along with key HR contacts.

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.

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. How will department representatives know when the candidate has completed the onboarding process?
A: Department representatives will receive an email notification once the employee has been processed as an active employee in the system. Other onboarding requirements may still be pending e.g. I-9 Completion, New Employee Orientation, or Leave Transfer. Both the employee's "Process Status" and "Onboarding Status" in Candidate Console will be marked as *complete* once all items in onboarding are complete.

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 shows the overall status and progress of a candidate and will become a roll of all individuals hired (or not) for your department through Smart Onboarding.