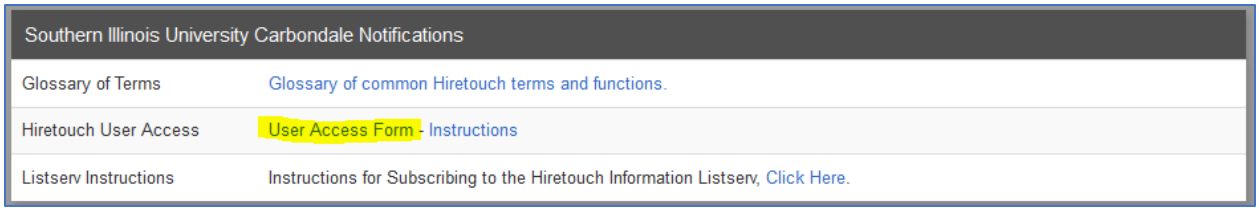
Index

User Access

All staff participating in the hiring process must have HireTouch access in order to use the system. Please use the instructions below to request access.

Use the following link to log in to HireTouch. (https://jobs.siu.edu/admin)

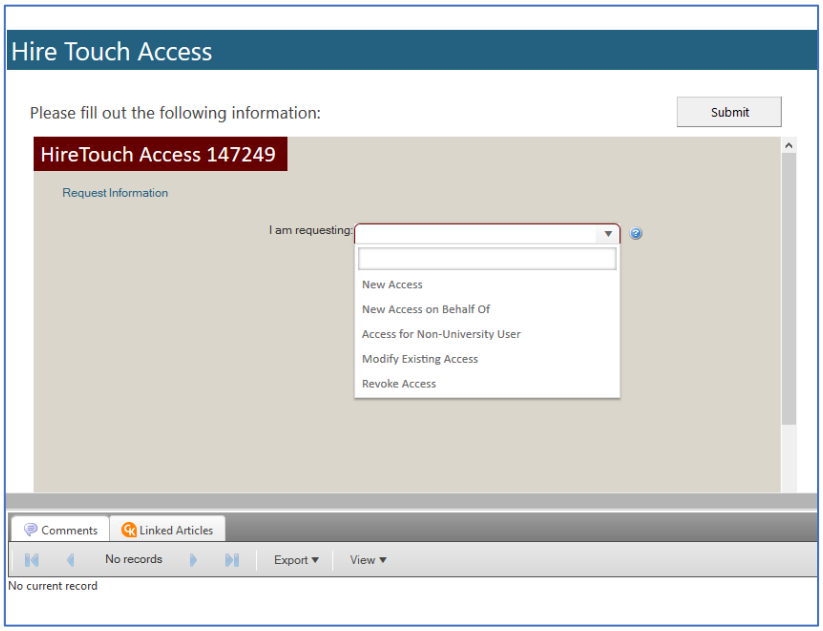
From **My Dashboard**, click the **User Access Form** link found in the **Southern Illinois University Carbondale Notifications** group.



You will be redirected to the Cherwell Portal to request access. If you are prompted to provide a username and password, use your network ID/Password combination.

Select the appropriate access request from the **I am requesting** drop-down menu. Your menu options will differ based on the type of access requested.

The "New Access on Behalf Of" option should be used to request access for someone other than yourself (i.e. Dean, Director, etc.)



Use the appropriate drop-down menus to select the role(s) and department(s) required. You may select more than one role and department. If you need more information regarding Roles or Departments click the blue icon  next to the appropriate drop-down menu.

Roles

***All SIU Staff Employees have Interview Committee access within HireTouch. This means if you only participate on an interview committee for a new hire, you do not have to request access. ***

Interview Committee: For Graduate Assistants, Student Workers, and Non-University users. All other SIU Staff employees automatically receive this access by default. This is for users that only participate in the review process of applicants. Users will have read-only access to application materials for applicants. This access will be restricted to jobs that the user has been designated as an interview committee member for. Interview Committee access will not allow the user to update any process statuses or initiate or edit any forms associated with the jobs they have been assigned to.

Department Initiator: Responsible for initiating position requests and requests to advertise jobs. Access will be restricted to the user's department. Initiators will not have access to update any process statuses or edit any forms after the approval process has begun.

Department Approver: Users will have access to review and edit documents that they have been assigned to as an approver. This may include Position Requests and associated documents, requests to advertise, interview requests, hiring proposals, or any other documents requiring approval. These users will not have access to any data or documents within the system other than those they are selected to approve.

Department Manager/Chair: Users will have access to initiate forms and update statuses of various processes throughout the hiring workflow of jobs that have been assigned as the Hiring Manager/Chair or Department Administrator. These users will not have access to any other jobs/positions within their department. If choosing this role, you will have access to initiate and approve the forms and documents. There is no need to request Department Initiator, or Department Approver access.

Department Super User for Student Employment: Users will have access to initiate forms, update statuses of various processes throughout the hiring workflow, and edit documents created by others within their department for Student Employment positions only. Access will be restricted by the user's department. If choosing this role, you will have access to initiate and approve the forms and documents. There is no need to request Department Initiator, Department Approver or Department Manager/Chair access.

Department Super User for Civil Service, Faculty, and AP: Users will have access to initiate forms, update statuses of various processes throughout the hiring workflow, and edit documents created by others within their department for Civil Service, Faculty, and AP positions only. Access will be restricted by the user's department. If choosing this role, you will have access to initiate and approve the forms and documents. There is no need to request Department Initiator, Department Approver or Department Manager/Chair access.

Roles (Cont.)

Website Administrator: For University Communications staff only. Responsible for updating website.

Affirmative Action: For Affirmative Action staff only. User will have access to special applicant views that identify sensitive Equal Employment Opportunity information.

Human Resources Read-Only: For Human Resources staff only. This access provides read only information for all job types in all departments. Only applicants that have a "Hired" status are visible. This access provides no edit or update capabilities.

Human Resources – Onboarding: For Human Resources staff only. Provides access to review data for the onboarding process for hired applicants. This access provides read only information for all job types in all departments. Only applicants that have a "Hired" status are visible. Users access with this role will provide edit capabilities for certain applicant forms and allows the users to update overall process statuses to indicated they have completed the onboarding process for an applicant.

Hiring Unit for Civil Service: For Human Resource staff only. User will have access to all civil service employment positions regardless of department. User will have access to initiate and edit all forms and related documents for civil service employment.

Hiring Unit for Faculty/AP: For Provost and Vice Chancellor staff only. User will have access to all Faculty and AP positions within their respective departments. User will have access to initiate and edit all forms and related documents for Faculty/AP employment.

System Administrator: For IT staff only. Users will have access to system configurations.

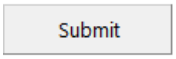
For Internal Audit office only: This access provides no edit or update capabilities.

If requesting or modifying user access, use the last drop-down to indicate your need to be a part of the HireTouch approval process.

Complete the **Additional Comments** box if needed.

Click the **Confidentiality Agreement** button, read the statement and check the box confirming you have done so.

Complete the **Enter Immediate Supervisor Information** section.

Finally click the **Submit** button 

to complete your request.

By entering your supervisor's name, an email will be sent to the supervisor allowing he/she to approve or decline this request.

Once the supervisor has approved access, HR will then review the request.

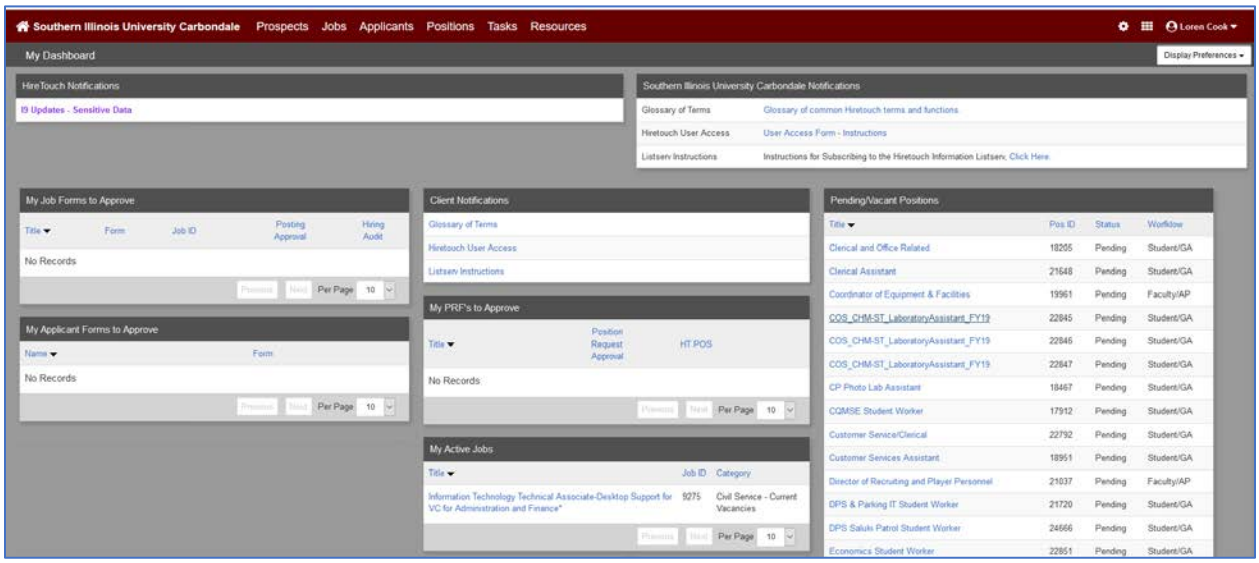
After HR approves the request, the I.T. department will create the account and send an email to the requestor letting the user know access has been granted.

Overview and Navigation

Home Tab

When you log into HireTouch, your **Home** page is entitled '**My Dashboard**' and much of this page can be personalized to your business needs. To return to the **Home Tab** click on the 

icon in the maroon bar at the top of the page.



Top of the Page: The area entitled **HireTouch Notifications** is used by Image Trend to notify us of release updates and other issues. This information is primarily of interest to the system administrator in Human Resources. The area entitled **Southern Illinois University Carbondale Notifications** will be used by Human Resources to notify our users (that's you!) of any changes or issues that are important for you to note. Please read any releases published in this section.

Body of the Page: Here you will find a variety of items called 'Widgets', designed to provide you with various information at a glance. The widgets you have access to are based upon your security access; however, you may control which of these widgets you wish to display by using the '**Display Preferences**' button on the right-hand side. Your preferences may be changed at any time. You may also rearrange the order of the widgets on your page by using the 'Click and Drag' method. Simply click and hold onto the gray title bar of a widget and when you see a 4-way arrow appear, drag that widget to your desired location and 'drop' it by unclicking. When you are finished adjusting your widgets save the layout using the **'Save Layout'** box that will appear in the top right corner.

Navigation: Jobs Tab, Applicants Tab, & Positions Tab

This section covers basic navigation for the **Jobs, Applicants & Positions** tabs. The general navigation for these three tabs is the same with slight tab specific variations.

Jobs Tab: The Jobs Tab provides a live record of the status of your vacancies. You will be able to determine where each vacancy is in the approval process, track its status as it is posted, applicants tested and referred (Civil Service), and a hire is made. You will be able to see certain job-related information pertaining to a specific vacancy as well as all forms associated with the vacancy. You will also have Inactive views, which will provide you with access to hires previously made. The jobs displayed are based upon your access.

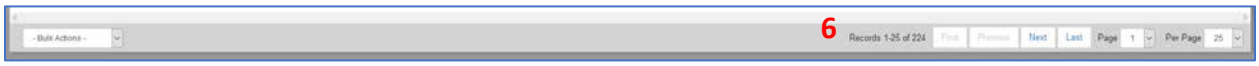
Applicants Tab: The Applicants Tab displays names, statuses, and summaries of people who have completed an application for a Job in HireTouch. Although most users will see an 'Applicants' tab, all applicant data for a job will be accessed by going through the specific job.

Positions Tab: The Positions Tab displays a list of "Position Requests" from which a Job can be created. Includes fundamentals of the position (salary, title, reporting line), funding approval, and ad language approval. Search Waivers are also initiated with this form.

Top Page Navigation

1. Clicking on the tab's name will open the tab specific dashboard displaying information associated with that tab.
2. If you have been granted access to more than one view, you may use the drop-down menu to select the job or applicant view you wish to access.
3. By clicking on any of the column headers, you can reorder the listing. The column headers will differ depending upon the tab you have selected.
4. The row of alphabet letters along with the search boxes below allows you to narrow your search for a specific job, applicant or position.
5. This search box allows you to search for specific jobs, applicants, or positions depending on the tab selected.

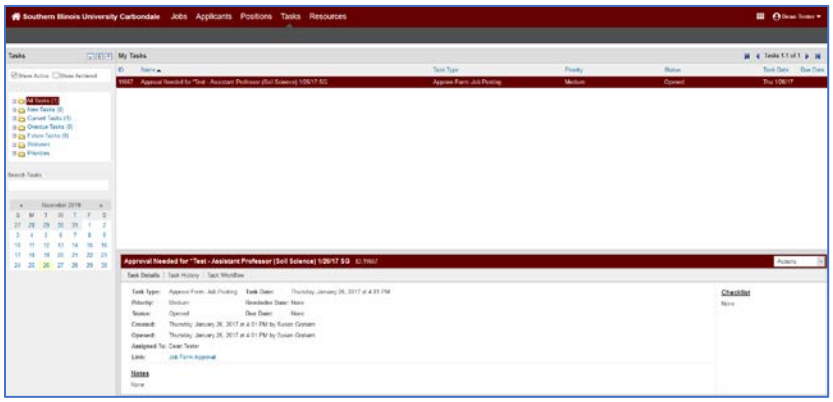
Bottom Page Navigation



6. In the bottom gray bar, you will find the number of records along with navigation buttons and drop-down menus.

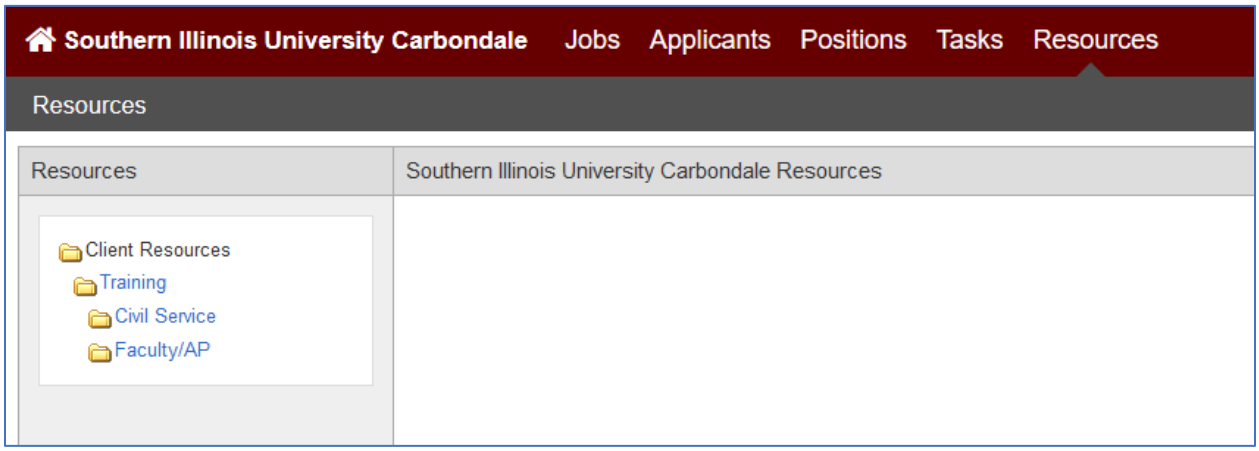
Tasks Tab

For users who are also approvers, the 'Tasks' tab is a quick link to identify forms awaiting approval. Use the 'Tasks' area to retrieve and review job forms. Approving the vacancy, will remove it from your 'My Tasks' list.



Resources Tab

This area contains training material for various aspects of HireTouch. These are living documents that will change over time. Please download a fresh copy before beginning the hiring process.



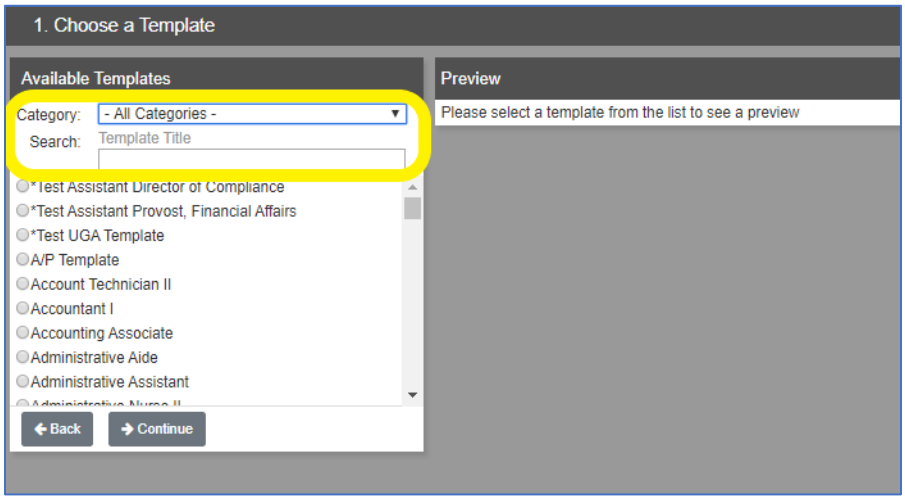
Requesting a New Position

***To save time complete, sign and save a PDF copy of the **Position Description** and the **Essential Physical Requirements** forms. Both forms will be uploaded during the Position Request Form creation process.*

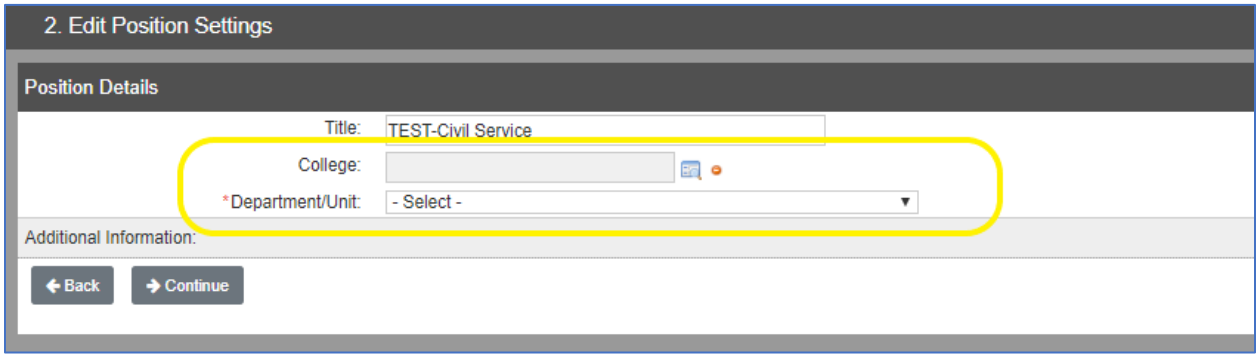
Selecting a Position

Once you log into your HireTouch account (by going to jobs.siu.edu/admin) click on the **Positions** tab and then the **'+ Add a Position'** button. If this option is not available, you do not have the required user access to carry out this function. See the **User Access** section of this document to request the required access.

Select a category and use the search field to narrow down options. If you are not able to find the needed classification, call the office of Human Resources for assistance. Once you have selected the correct classification press the **Continue** button.

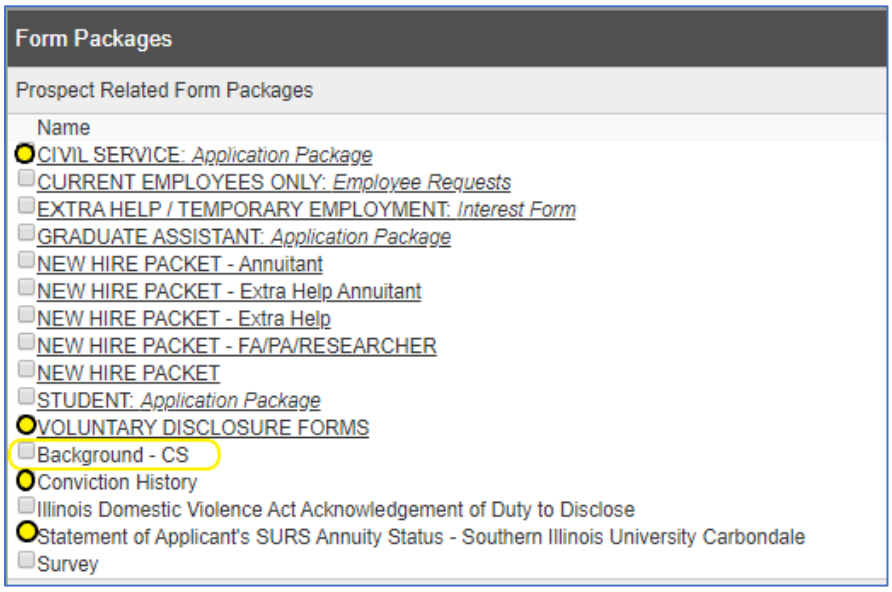


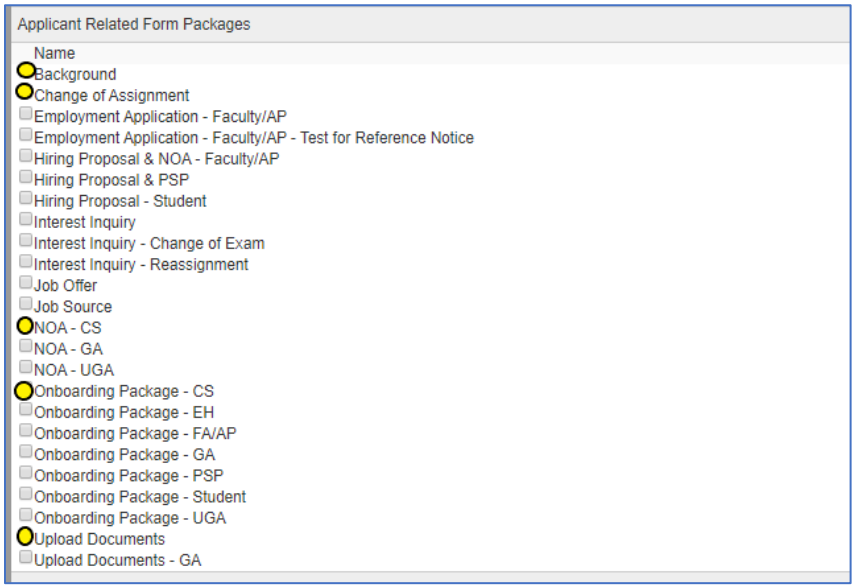
Use the search icon to enter the appropriate **College**. Select the appropriate **Department/Unit** from the dropdown and click the **Continue** button.

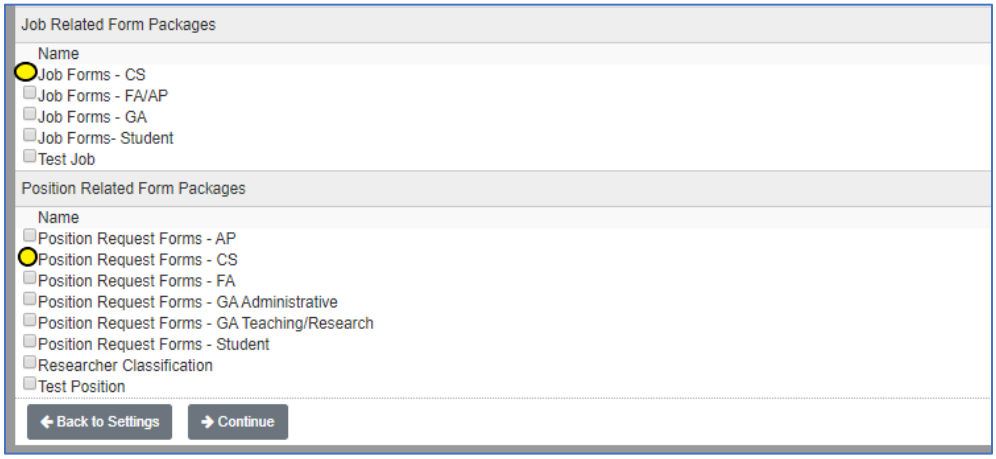


Form Packages

The following three screenshots display the default form packages. If this position is NOT security-sensitive, uncheck the Background-CS box on both the Prospect and Applicant form packages. If there are no forms pre-selected please contact Human Resources in order for these boxes to appear correctly. Press the '**Continue'** button.

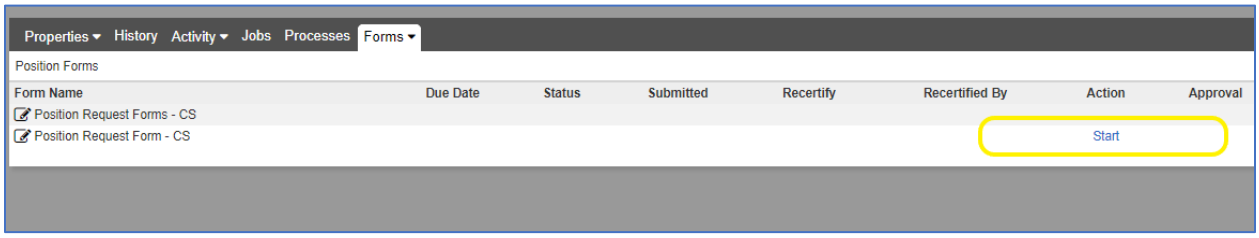






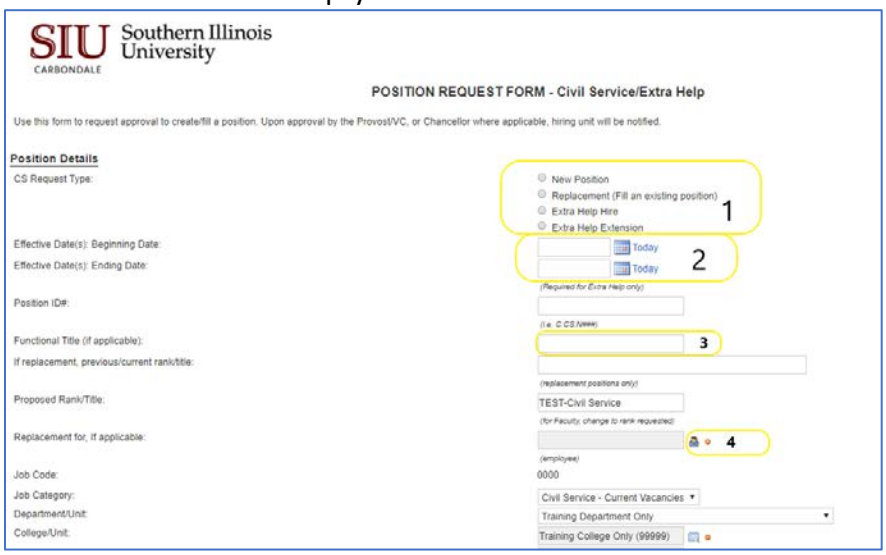
Creating a Position Request Form (PRF)

You are now ready to begin the Position Request form. Press the '**Start'** button to begin.

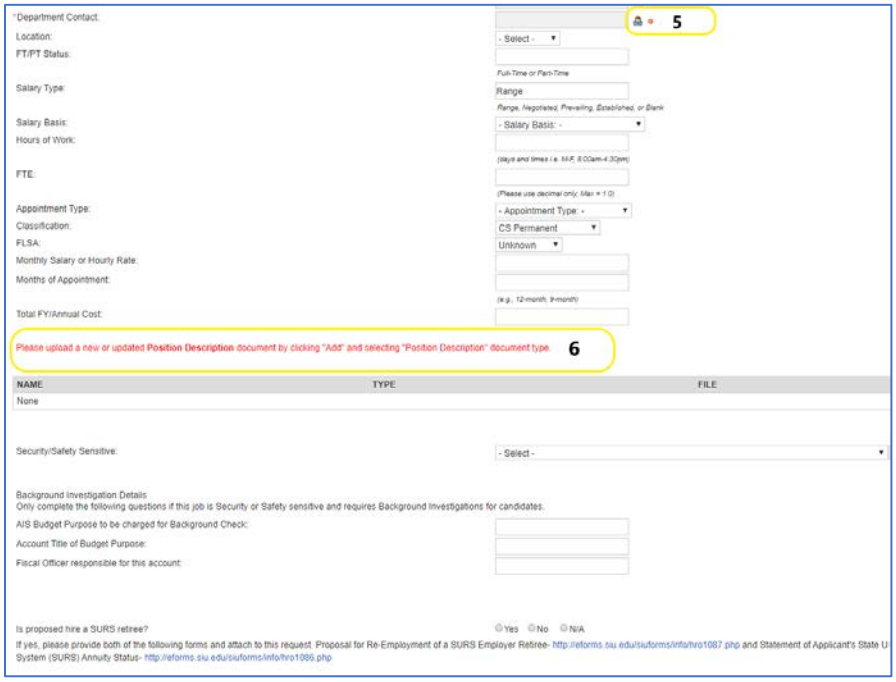


Position Details

1. Choose the **CS Request Type** from the 4 options.
2. **Effective Date(s)** Request for position start date and end date if applicable. Ending dates are typically only used for extra help rather than permanent civil service.
3. The **Functional Title** is only available for Custom Classifications. Leave blank for all other classification.
4. If applicable, use the lookup icon to select a name in the **Replacement for, if applicable** box otherwise, leave this box empty.

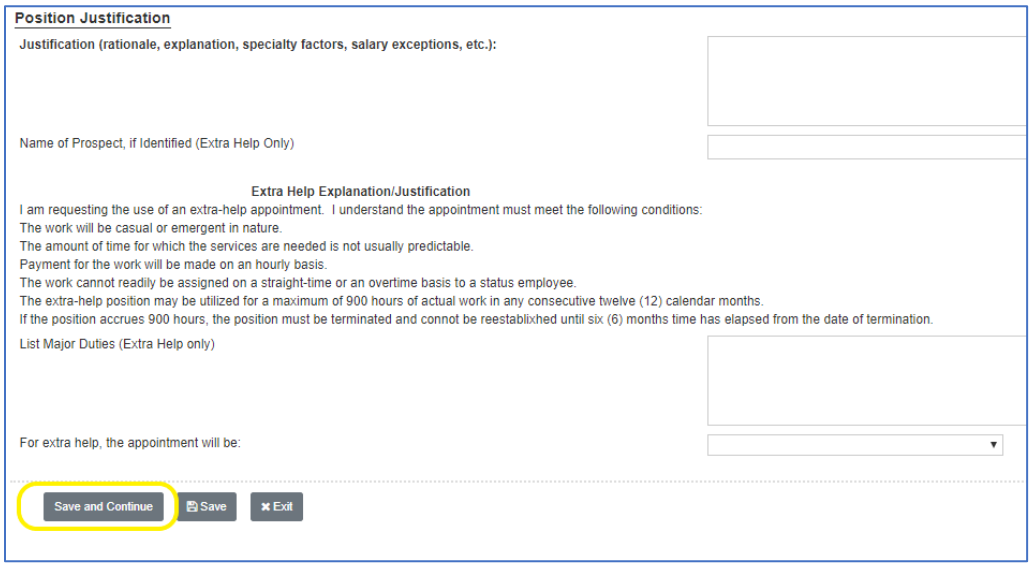


5. Use the search icon to select a **Department Contact**.
6. Upload a SIGNED Position Description form by clicking the **Add** button *(not shown on the screenshot below)*



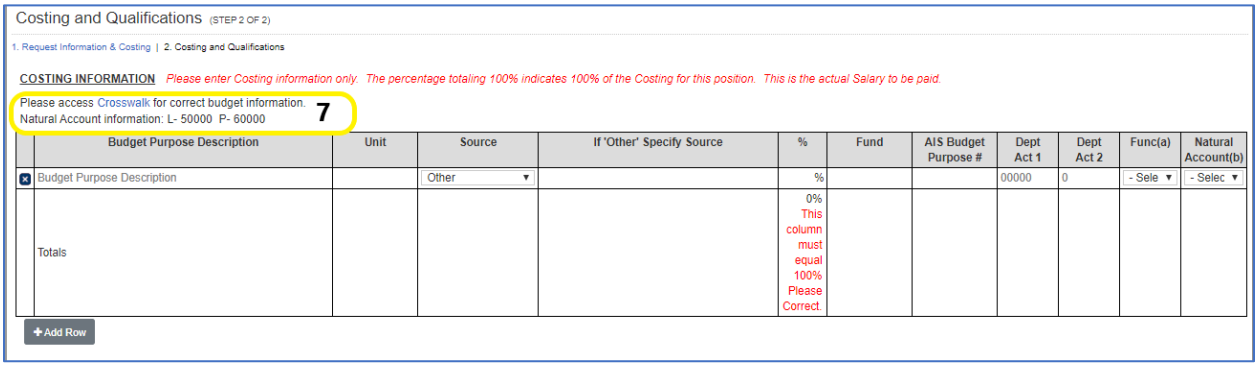
Position Justification

Complete the required information and click the '**Save and Continue**' button.



Costing

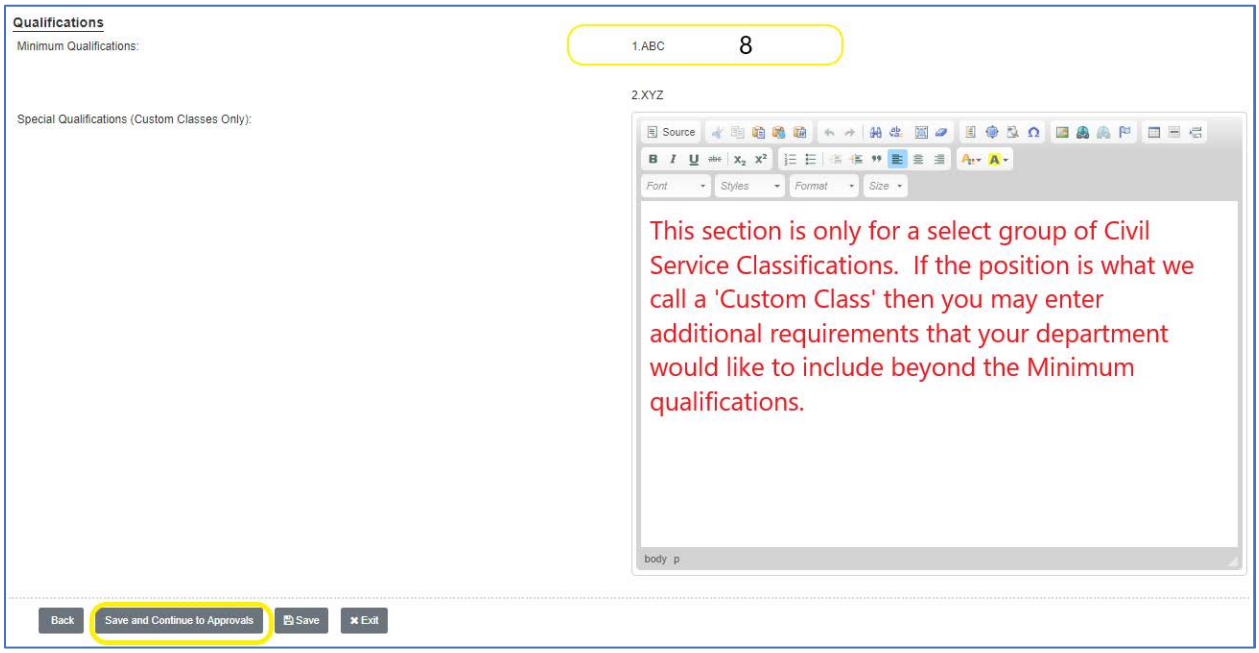
7. Complete the costing information. If you are unsure of your account information, click the blue **Crosswalk** button to access the Budget Office crosswalk website.



Qualifications

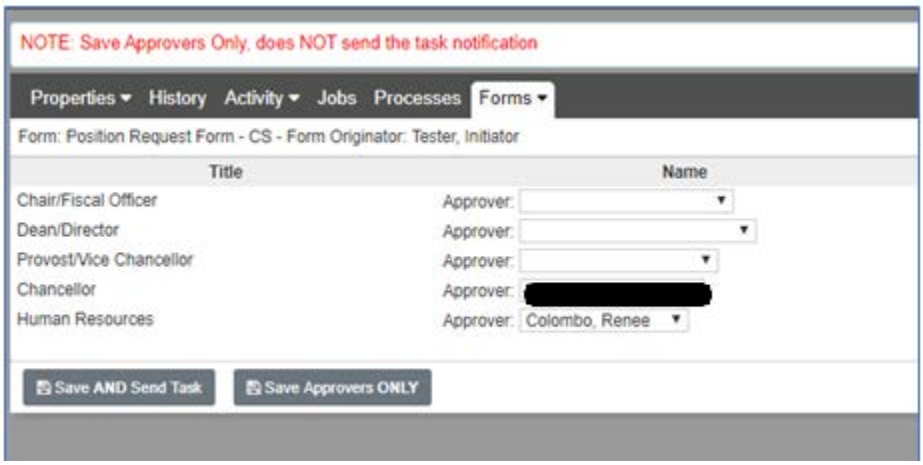
8. The Minimum Qualifications will be displayed based on the classfication chosen. The **Special Qualifications** box is only used for a select group of civil service classifications known as 'Custom Classes'. If your classification falls into a custom class, you may enter additional requirements.

Click the **'Save and Continue to Approvers'** button



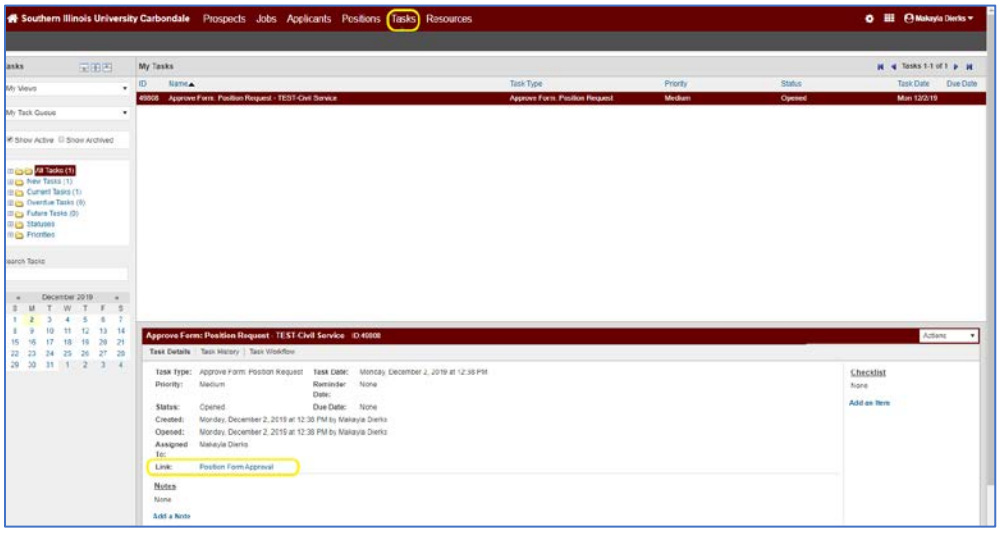
Approvals

If your access allows you to change the approval process, you will see a button labeled **'Edit Approvers'**. Click this button and use the box provided to add, remove, or reorder the approvers. Default approvals have been preselected but may be changed based on your Vice Chancellor's business processes. If you are unsure of the chain of approvals, contact your Vice Chancellor's office for clarification. Always leave Human Resources as the last approver. Once the approval chain is complete, click the **'Save AND send Task'** button. This will send the PRF to the first level approver to view and approve. NOTE: If you select 'Save Approvers ONLY' the PRF will not be sent to the first approver in the chain.

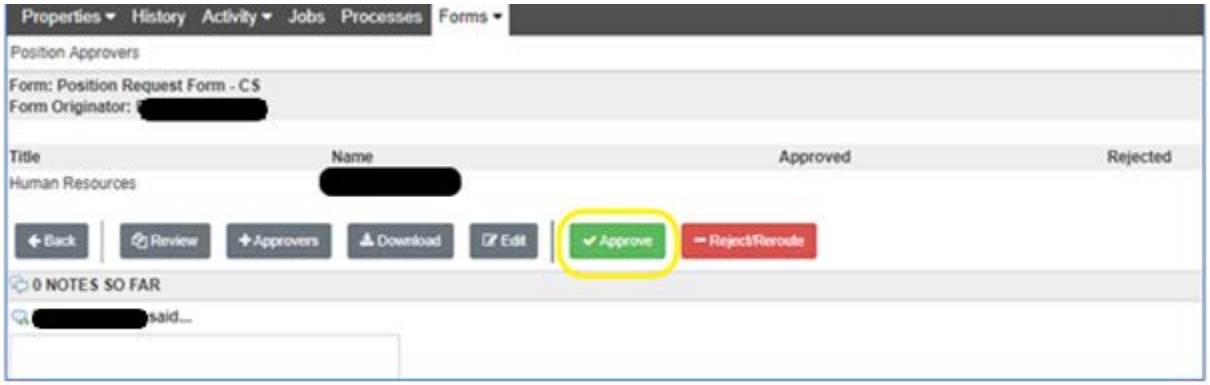


Approver's View

The approver will receive an email notification with instructions to view and approve the PRF. By clicking the **Tasks** tab, the approver can view forms needing approval. Click the **'Position Form Approval'** link to view and approve a form.



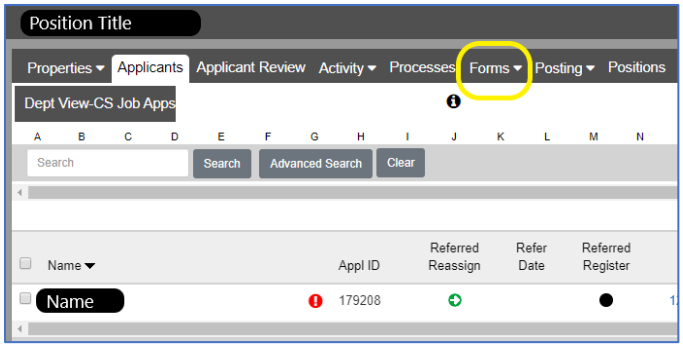
Review the form and select the green **Approve** button or the red **Reject/Reroute** button. Once approved by Human Resources, the job will be created in HireTouch and the Chair/Hiring Manager will be contacted for the next step of the posting process.



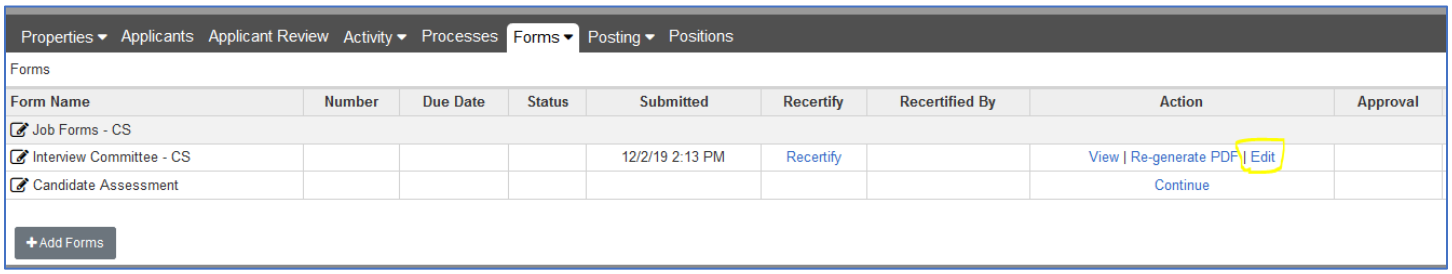
Posting and Interview Stage

Interview Committee

To select or update the **Interview Committee**, select the **Jobs** tab then the job's title. Hover over the **Forms** dropdown and select **Job Forms** from the menu.



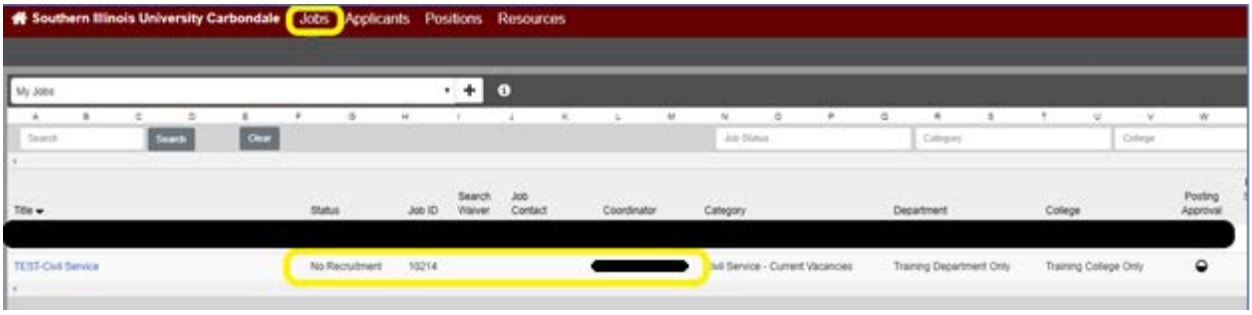
Select **'Edit'** in the **Action** column for the **Interview Committee** row. Some options may not be available depending on your user access. If you do not have access you will only see **View** and **Re-generate PDF**.



Complete the required position detail information and click the **Save** button.

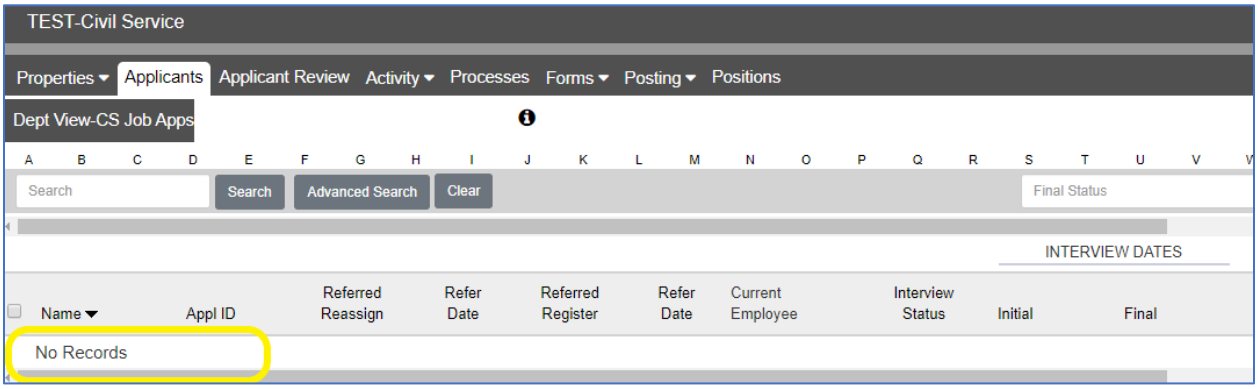
Interview Process

Select the **Jobs** tab to see the status of the position, the HireTouch Job ID, and the HR Coordinator handling the position.



Click on the position name to view all applicants referred by HR.

HR will not refer candidates until all reviewing, qualifying, and grading has taken place and HR has determined who will receive an interview letter. Before interview letters are sent, the Chair/Hiring Manager will be contacted by HR via email or phone for approval.

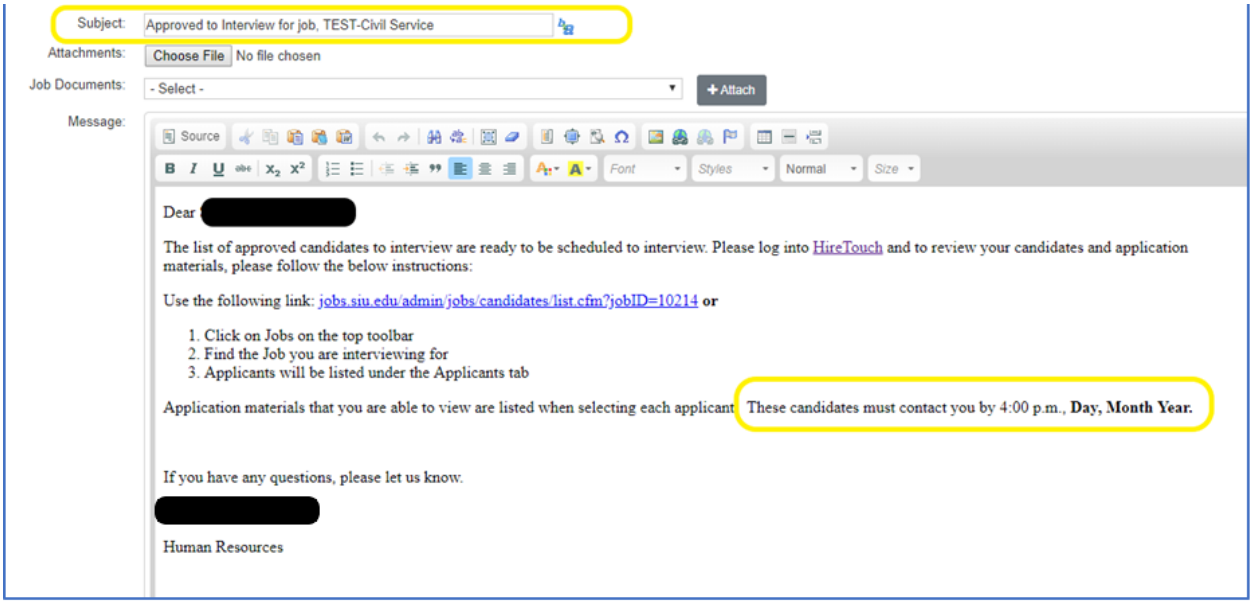


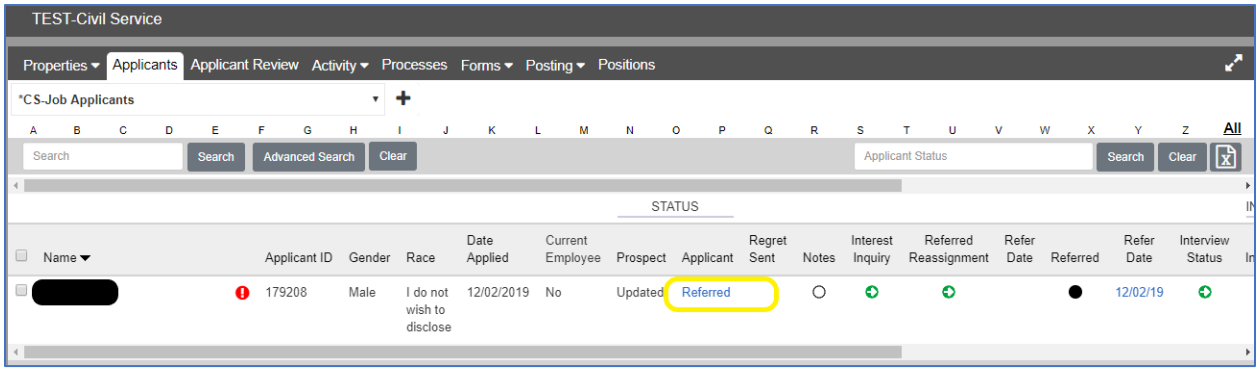
Viewing Applicants

Once interview letters are sent, the Chair/Hiring Manager will receive an email with instructions to view applicants.

> *The Candidate Assessment will be completed online after your interview process, however, a PDF form is available at this link https://eforms.siu.edu/siuforms/info/hro5017.php. This PDF also provides a list of questions you may or may not ask during the interview process.*

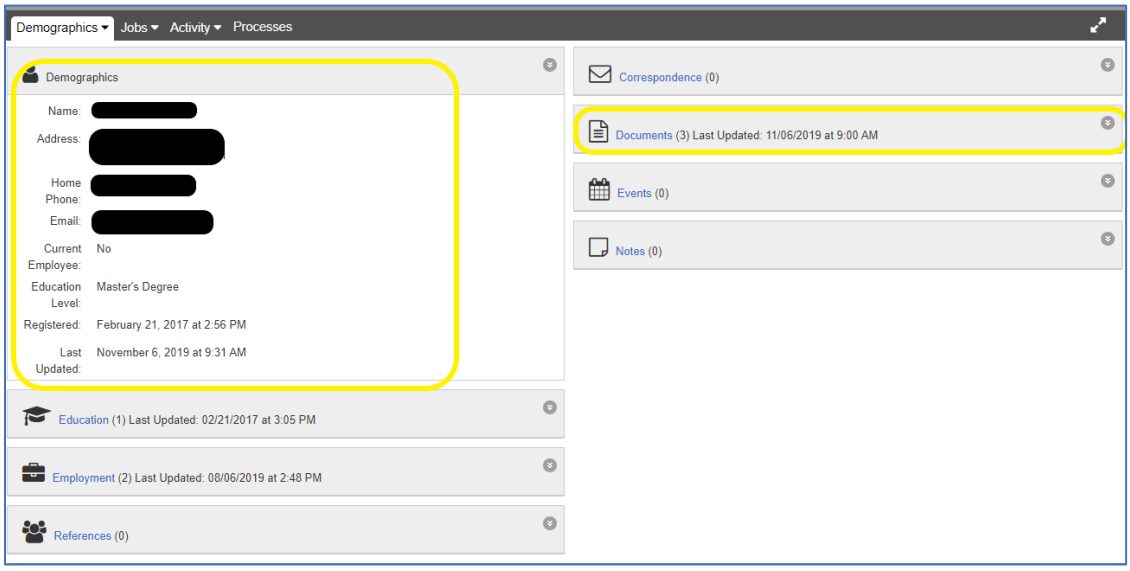
After interview letters are sent, the Chair/Hiring Manager will receive the email below. At which time you can select the **Applicants** tab to see the referred candidates eligible for interview.

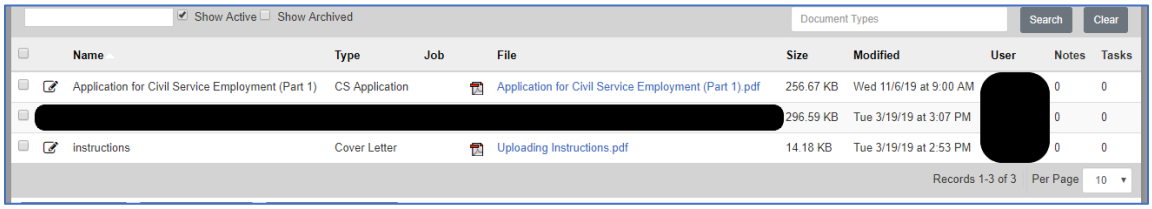




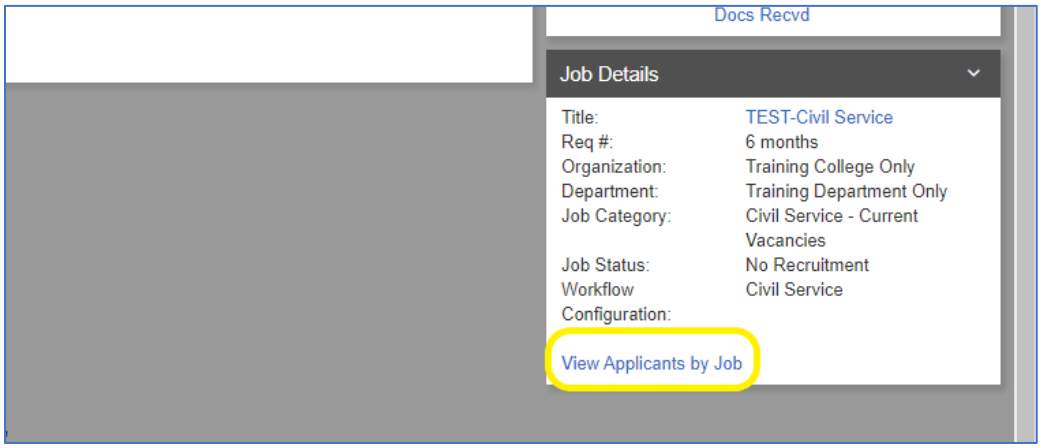
Applicant's Demographics

To view detailed information about a candidate, select the candidate's name. The **Demographics** tab will display contact information to be used when scheduling an interview. On the right side of the screen the **Documents** tab should be selected to view all documents uploaded by the applicant.



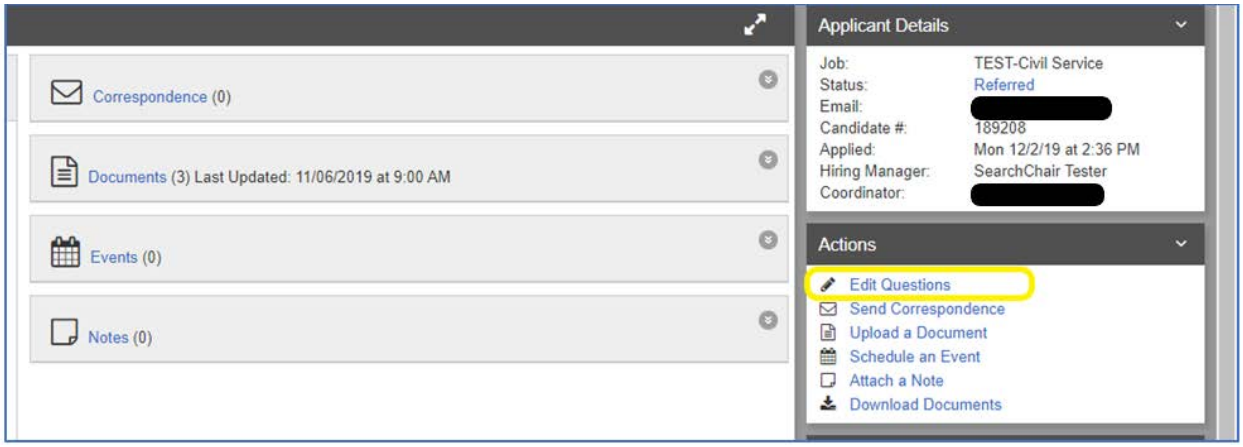


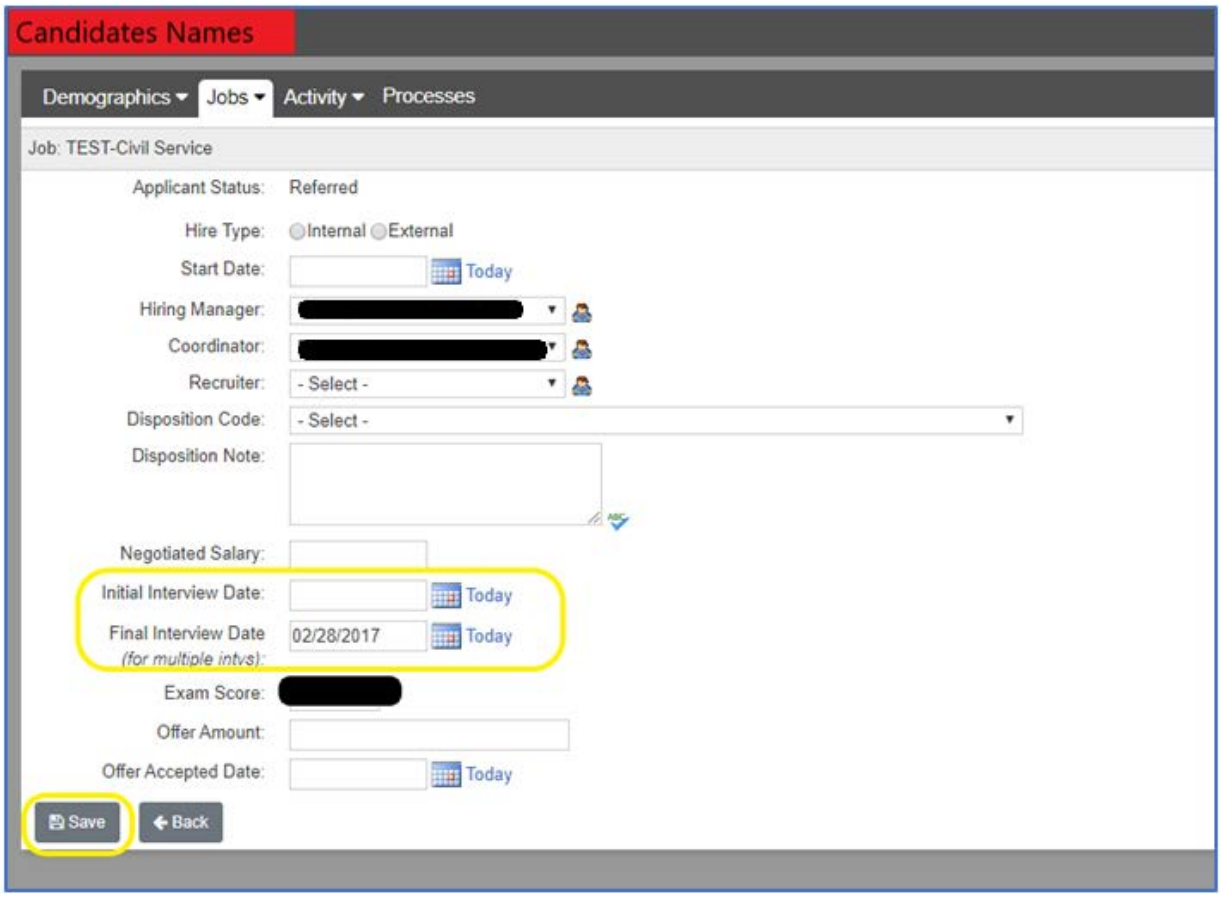
To return to the applicant list for the specific job, click '**View Applicants by Job**' under the **Job Details** sidebar.



Interview Dates

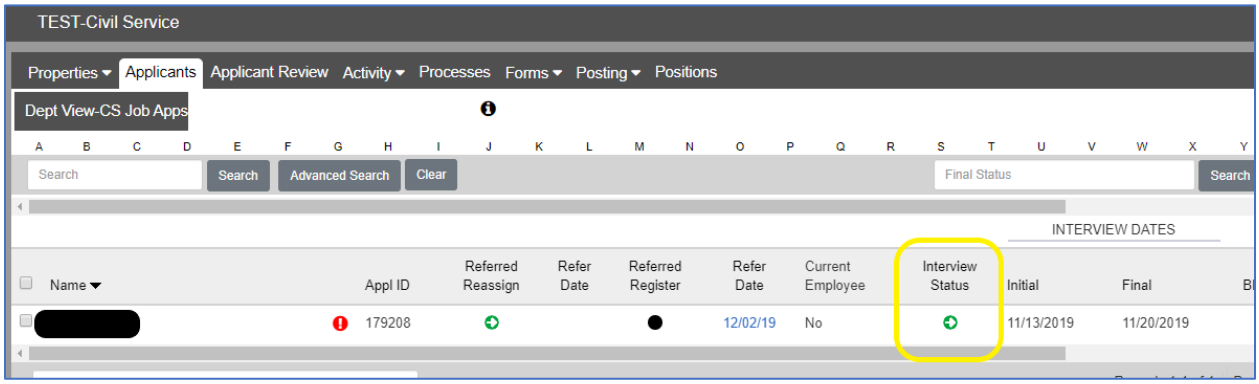
Interview dates for each applicant should be entered by selecting the job then clicking the applicants name. Under the **Actions** column select '**Edit Questions**' and enter the appropriate dates. If there are two interviews conducted, fill out the dates accordingly. Click the '**Save'** button.





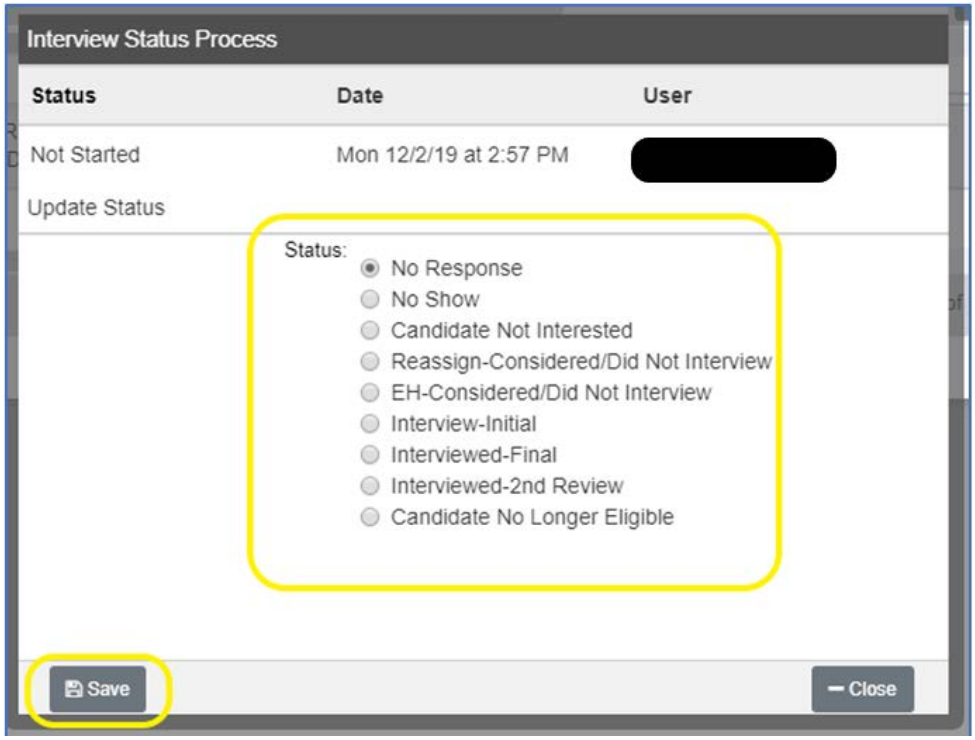
Interview Status Update

Once you have interviewed the candidates, update each candidate's **Interview Status** by selecting the green arrow in the **Interview Status** column.



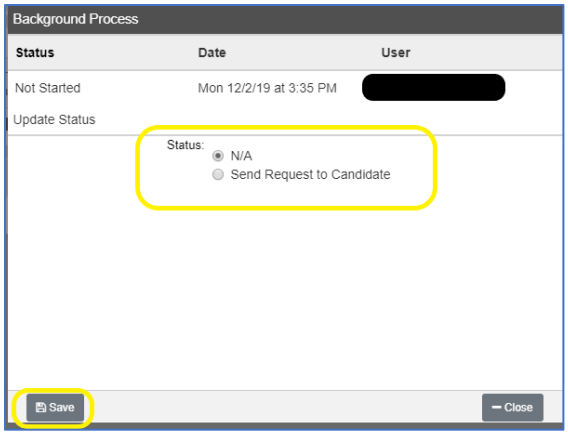
Select one of the options listed and click the **Save** button.

> ***Interview-Initial*** *is used when you have interviewed a candidate, but that candidate is not selected for the position.*
>
> ***Interviewed-Final*** *is selected when you have decided to hire a candidate.*

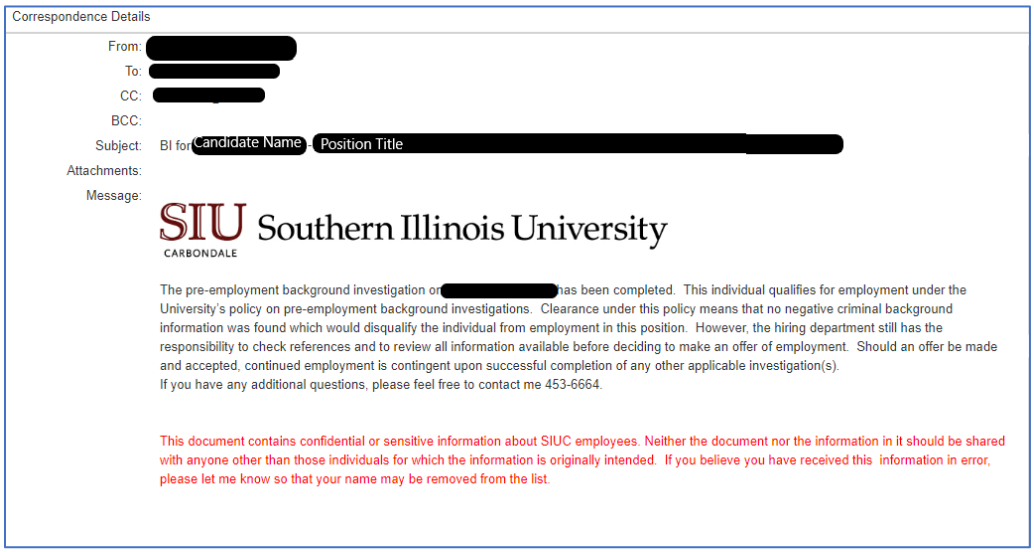


Making an Offer

Once you have selected a candidate and are ready to make an offer, click on the **Jobs** tab then select the Job Title. On the chosen applicant's row, click the green arrow under the '**BI'** column. If this is not a security sensitive position leave '**N/A**' selected and click the **Save** button. If the position is security sensitive, you must select **'Send Request to Candidate'** then select the **Save** button. Once the candidate has completed the form, HR will be notified, and a background check ordered if necessary. If you are not sure if the position is security-sensitive, contact your HR Coordinator.



After the background check is complete the Hiring/Chair Manger will receive an email notification.

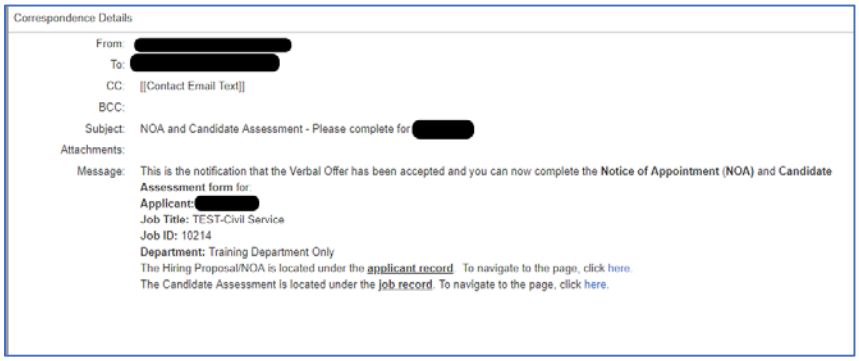


Salary Calculation and Notice of Appointment Initiation

Before moving forward, you must email the HR Coordinator and request a salary calculation for the candidate. HR will provide the salary that can be offered.

If/when the candidate accepts the offer, notify the HR Coordinator so they can initiate the **Notice of Appointment** document.

You will receive an email notification when the **Notice of Appoinment** is available for completion.

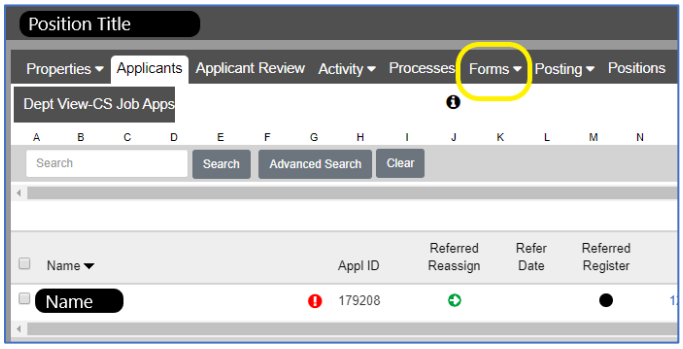


Correspondence Details

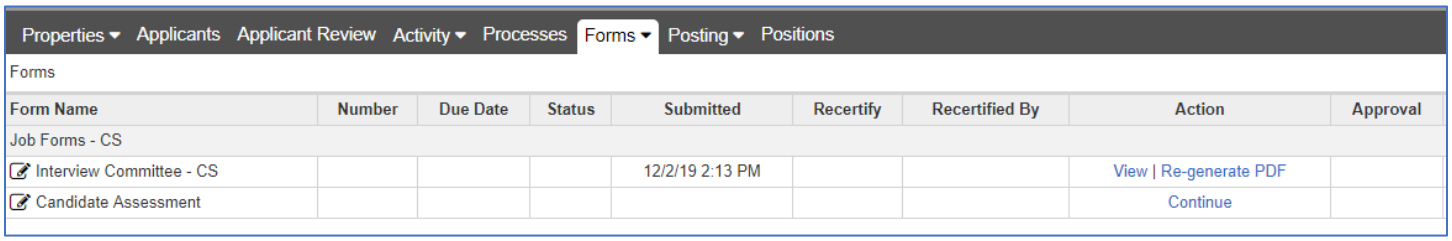
From: [redacted]
To: [redacted]
CC: [[Contact Email Text]]
BCC:
Subject: NOA and Candidate Assessment - Please complete for [redacted]
Attachments:
Message: This is the notification that the Verbal Offer has been accepted and you can now complete the **Notice of Appointment (NOA)** and **Candidate Assessment form** for
Applicant: [redacted]
Job Title: TEST-Civil Service
Job ID: 10214
Department: Training Department Only
The Hiring Proposal/NOA is located under the **applicant record**. To navigate to the page, click here.
The Candidate Assessment is located under the **job record**. To navigate to the page, click here.

Candidate Assessment

To complete the **Candidate Assessment**, select the Jobs tab then the job title. Hover over the **Forms** dropdown and select **Job Forms** from the menu.



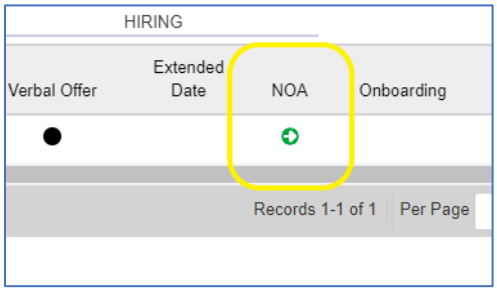
Select '**Start'** or '**Continue'** in the **Action** column on the **Candidate Assessment** row. Some options may not be available depending on your user access.



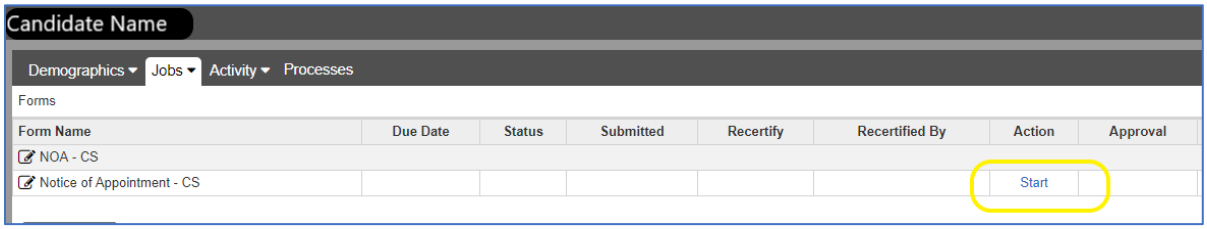
Provide the requested information. Use the **+Add Row** button to make space for additional candidates. While completing the assessment the **Submit**, **Save**, and **Exit** buttons disappear from the bottom of the page. Click outside the **Assessment Form** grid and they will reappear. Once you have completed all assessments, click the **Submit** button.

Notice of Appointment Completion

To begin the Notice of Appointment, retrieve the job and select the green arrow under the NOA column. There should only be one green arrow available for the candidate you are hiring.



Select **'Start'** or **'Continue'** in the **Action** column in the **Notice of Appointment** row.



Use the screenshots below to complete the Notice of Appointment.

Please note the yellow boxes indicate areas completed by the HR department. If information in these sections are not complete contact the HR Coordinator for the position. The red boxes should be left blank.

Once all information is entered, click '**Submit and Continue to Approvals**' button.

Notice of Appointment - CS

Notice (STEP 1 OF 1)

Appointment Details

Proposed Hire: John Doe

Employment Category: Civil Service - Current Vacancies
Rank or Title (Job): TEST-Civil Service
Department (Organization): Training Department Only
Appointment Type: Permanent (CS recurring)

Hire Type — **HR will enter data** — External / Internal / Change of Assignment / 2nd Assignment

Type of Hire — New Hire / Rehire / Payroll Change / No Payroll Change

If Other, please specify

Beginning Date: Today

Ending Date (if applicable): Today

Is the appointee receiving retirement benefits from any State of IL Retirement System? Yes / No

AIS/Emp # (for reappointment): **HR will enter data**

Do not enter information in these boxes

AIS Assignment ID affected (for internal hire):

AIS Prev Assignment Status(for Internal Hire): - Select -

(To be completed by Data Control)

Position ID: C.CS.1234.XXX

AIS Job ID: C.CS.CS Classification.Class Code

HR will enter data

(To be Completed by HR)

Campus Phone

(xxx-xxx-xxxx)

Building: - Select -

Room

Mailcode (campus correspondence will be mailed to this address)

Appointment Type — **HR will enter data** — Permanent / Contractual / Intern / Extra Help / Extra Help Extension

If other, please specify

For extra help, the appointment will be:

Name of Supervisor

Supervisor AIS #:

Union Name, Local No. and Bargaining Unit: - Select -

Salary Basis: **HR will typically enter this data. If it is not completed contact the HR Coordinator** — SM,CS Monthly Nonexempt,4

CS Fiscal Standard Rate = 37.5 hrs/wk, CS Fiscal Forty Rate = 40 hrs/wk, CS 8 Month Flex = (8/16-12/15 and 1/16-

Percentage of Time (FTE): 1.0

(Please use decimal only, Max = 1.0)

Full-time Equivalent Monthly Salary or Hourly rate: 1234

(Numbers only, no $ symbol or other characters.)

Monthly or Hourly — **HR will enter data** — Monthly / Hourly

COSTING INFORMATION *Please enter Costing information only. The percentage totaling 100% indicates 100% of the Costing for this position. This is the actual Salary to be paid.*

Please access Crosswalk for correct budget information.

L- 50000

P- 60000

	Budget Purpose Description	Unit	Source	If 'Other' Specify Source	%	Fund	AIS Budget Purpose #	Dept Act 1	Dept Act 2	Func(a)	Natural Account(b
			- Select -		%			00000	0	- Select	- Selec
	Totals										

+ Add Row

Fair Labor Standards Act

HR will typically enter this data. If it is not completed contact the HR Coordinator

FLSA: In accordance with the Fair Labor Standards Act, this position is:

Non-exempt-Time worked must be reported and overtime is compensated Exempt-Time worked is not reported for payroll purposes and overtime is not compensated

Probationary Period

Probationary Period: The individual in this position will be required to serve a probationary period of

Six Months Twelve Months

HR will enter data

NPRE

This position is: Range Prevailing Negotiated Established Extra Help

Other terms and conditions of employment

Does rate includes uniform allowance? Yes No

Uniform allowance

Is residency required for the convenience of the University? Yes No

Does rate includes shift differential? Yes No

Shift differential

Amount or %

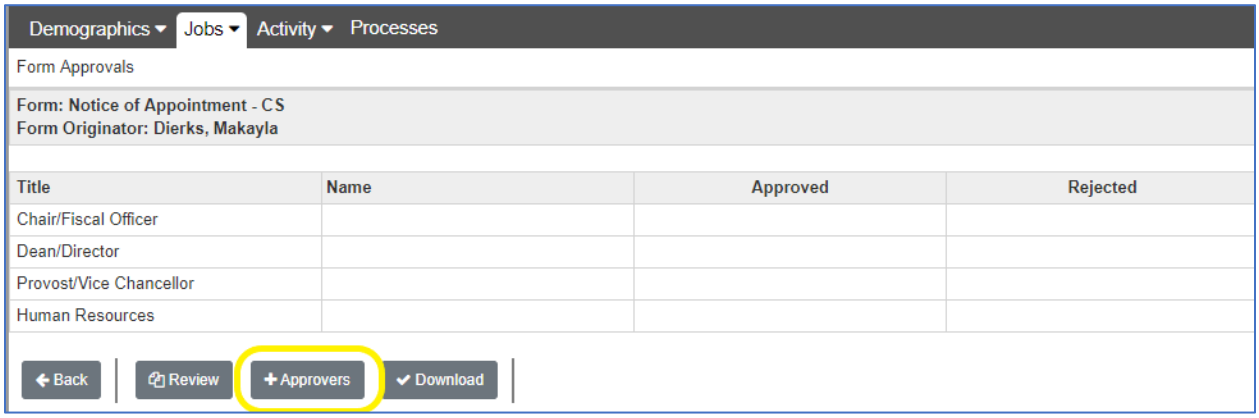
Other Yes No

If other, please specify

Submit and Continue to Approvals Save Exit

Notice of Appointment Approvals

Click the **Edit Approvers** button. Like the PRF approvals, you may add, remove, and reorder the approvers. Depending on your user access, you may not be able to make these changes. If you do adjust the approval list delete all unused approval lines. The Human Resources approval line should reflect the HR Coordinator assigned to this job. When you are finished click the **Save and Send Tasks** button.



Notice of Appointment Email Notifications

The approver will receive the email notification below with instructions to view and approve the NOA.

Dear [redacted],

You have been selected to approve the Notice of Appointment form for [redacted] on the [redacted] Job.

From a **mobile** device: Mobile Site

1. Expand the menu button in the upper left and select '**Home**' then '**Applicant**' to select the type of form to approve.
2. Scroll through the list of available forms to locate [redacted]
3. Select to the right of the form name to view and review the Notice of Appointment form.
4. Use the Blue arrow button to continue to additional pages of the form, the Green check button to **approve**, or the Red x button to **Reject/Re-route**.

***Note: With the appropriate permissions, Edit Approvers functions can be accessed using the button within a form, and the Approval Order can be edited using the button once in the edit screen.**

From your **desktop** (full version):

1. Please login to HireTouch by going to https://jobs.siu.edu/admin then select the '**Tasks**' tab
2. Locate [redacted] and click on '**Applicant Form Approval**' link
3. Select '**View**' to review the Notice of Appointment form
4. Next select '**Approvals**' for the form
5. You may now select '**Approve** or **Reject**'
6. If you approved the position, you will see a green check mark in the box by your name
7. If you select '**Reject**', you will then be taken to a second screen where you have the option to '**Re-route**' or '**Reject Form**'.

***Note: 'Reroute Form' form will bring the approval process back to the approver indicated to allow the approval process to continue with edits. Do not use 'Reject Form' unless the position requisition is being ended as this will END the approval process completely.**

Thank You,
[redacted]

The Chair/Hiring Manager will receive the email notification below when the Notice of Appointment has been approved by all levels.

Please note the Notice of Appointment or Partial Semester Payment Request has been approved for:

Job Title: TEST-Civil Service

Applicant: [redacted]

When Department is ready for applicant to have access to the new hire documents they must initiate the onboarding process. Please see steps below:

1. Click on the Job

2. Select Applicants Tab

3. On Applicant being hired click the Green Arrow Circle under Onboarding

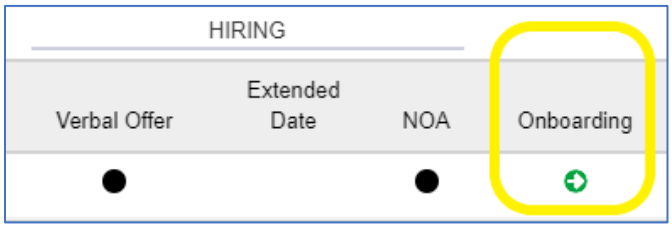
4. Select Initiated

5. Click Save

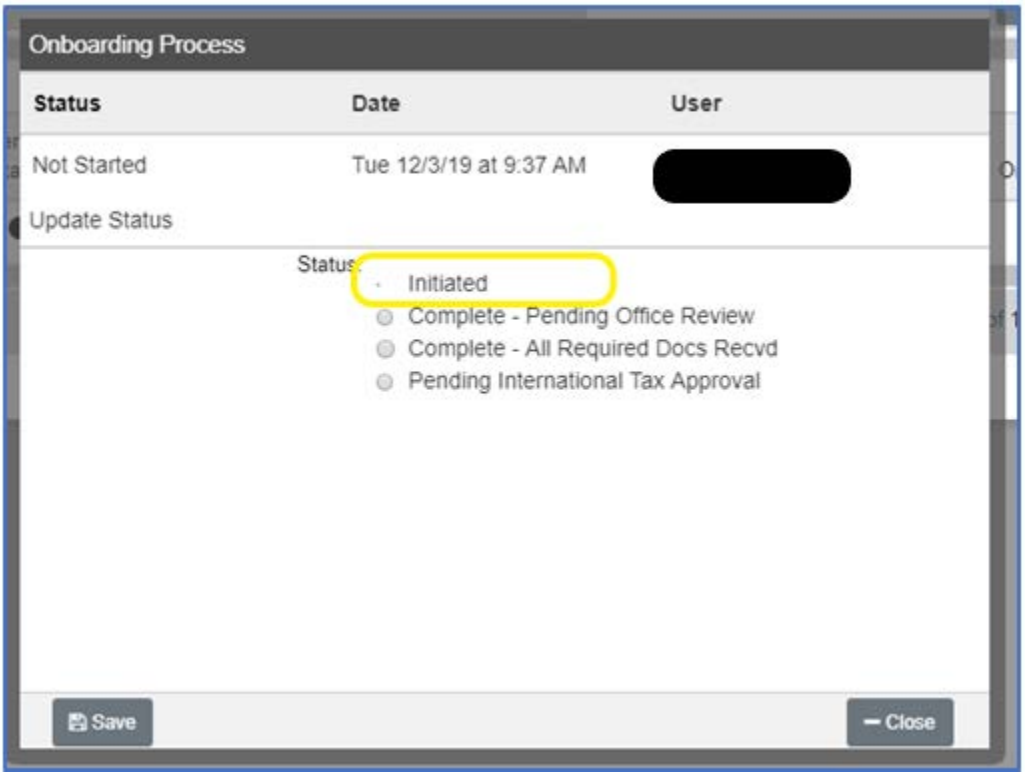
The applicant will now have access to the New Hire documents for this position.

Onboarding

To begin the Onboarding process, retrieve the the job and select the green arrow under the **Onboarding** column. You must have **Department Administrator** access to initiate Onboarding.



The status of '**Initiated'** is selected by default and will send a notification via email to the candidate. Click the **Save** button to continue.



Applicant Onboarding Email Notification

The email below, requesting completion of the onboarding documents, is sent to applicant. At this time all onboarding documents must be completed for both current employees and new employees.

To: New Employee
CC:
BCC:
Subject: Position Title New Hire Material
Attachments:
Message: SIU Southern Illinois University

Dear [redacted]
We are excited that you have decided to join Southern Illinois University Carbondale. As part of the hiring process, please navigate to the "Civil Service Application" page once logged into your account profile by clicking here or https://jobs.siu.edu/applicant-login.
Please complete the New Hire package forms located under the Position Title
If you have any additional questions, please contact the Office of Human Resources.
Sincerely,
[redacted]

Chair/Hiring Manager Onboarding Email Notification

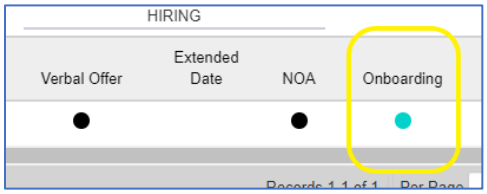
The email below is sent to the Chair/Hiring Manager once the candidate has completed all onboarding documents. Please read the email carefully for instructions.

Correspondence Details

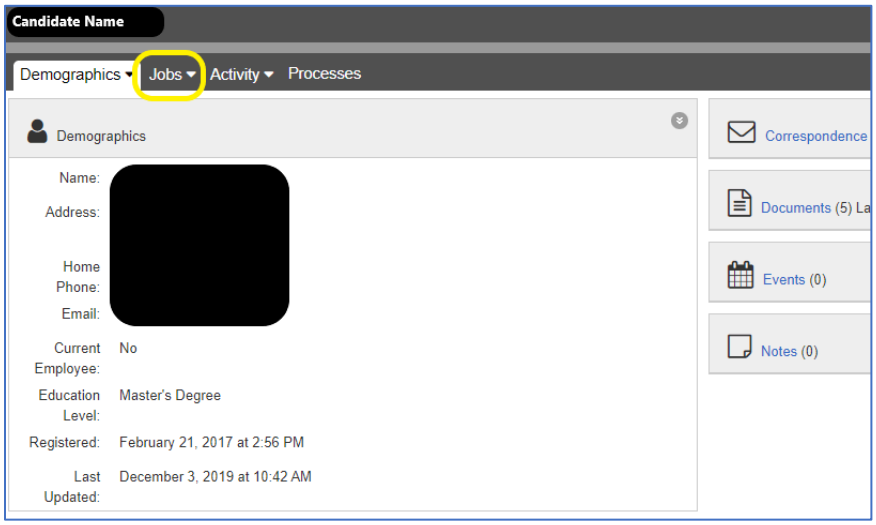
From: noreply@hiretouch.com
To: [redacted]
CC:
BCC:
Subject: Onboarding - Complete [redacted]
Attachments:
Message: Please note the following applicant has completed their onboarding forms for [redacted]:
[redacted]
Log in to Hiretouch and review their documents for completeness and accuracy. Print the partially completed I-9 form to complete the second page with the applicant and obtain their signature. Additionally, you will need to print the W-4, Electronic Direct Deposit, signed Position Description, and Essential Physical Requirement form. Once you are confident that all documents have been completed sufficiently, change the applicant's onboarding status in Hiretouch to "Onboarding Complete – All Required Docs Recvd" and send any paper documents (including the signed copy of the I9) to Human Resources-Employment Services with a note stating 'HireTouch New Hire Paperwork'.

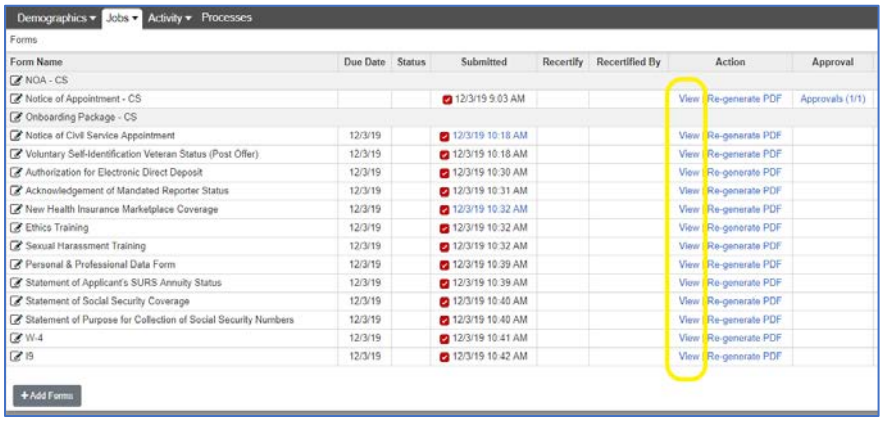
Viewing Onboarding Documents

When the applicant has completed all of the onboarding documents and they are ready for departmental review, a green circle will appear in the **Onboarding** column.



To view the onboarding documents, retrieve the job and click on the candidate's name. Hover over the '**Jobs'** dropdown and select '**Forms'** from the menu. All onboarding documents will be available for review. If the candidate is a current employee and has previously completed and/or had no change in information on the I9, W-4, and Electronic Direct Deposit then the paper forms for these documents are not required.

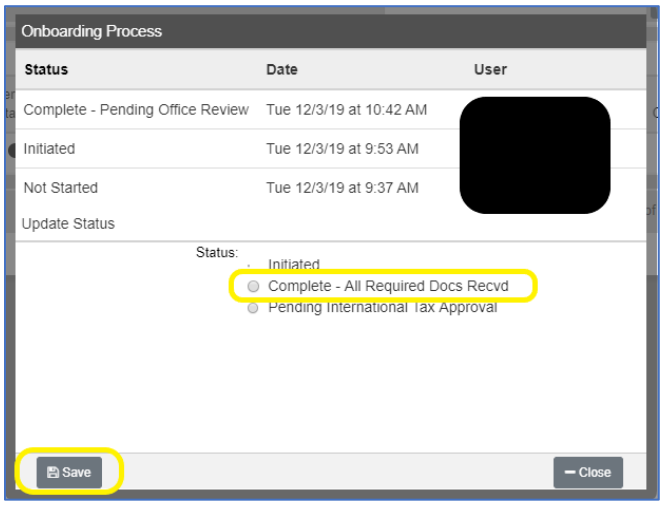




Onboarding Status Update

When you have reviewed all of the onboarding documents for completeness and accuracy you must change the onboarding status. Retrieve the job and click on the green circle in the **Onboarding** column. Change the status to **'Complete-All Required Docs Recvd'** and click the **Save** button.

Once the Onboarding status says **'Completed-HR Reviewed'** or **'Completed-Applicant entered in AIS by HRDC'** do not change/revert the status.



HR Final Check

Once all Onboarding is complete, HR will be notified and do one last paperwork check. After HR completes the review, the paperwork will be forwarded to HR Data Control for entry into the Administrative Information System (AIS).