

Dear Manager,

Congratulations! The candidate has accepted the position and it is time for you to prepare yourself to onboard them. An employee's first weeks and months on the job are a critical time to begin building a successful working relationship. This is your opportunity to set goals and expectations, train new employees on job-specific tasks, and introduce them to others who will play a role in their professional development. In addition, everyone wants to feel like they are contributing at work; a good onboarding process can help employees feel comfortable and ready to work sooner if there is a formal or well-planned process.

This departmental onboarding guide is designed to give you structure to the process of welcoming and acculturating your new employee into PITT and their new position. It is critical to officially welcome and orient your new employee to your part of the organization. It is time for you to "immerse" the employee in your specific division. The onboarding process doesn't happen in one day. It is an ongoing process. Provide the new hire with a formal orientation to your part of the organization within his/her first week of work.


The following document is meant to be used as a general onboarding guide for managers. Your specific division or team may have additional orientation guidelines, so contact your supervisor or department administrator to confirm any practices and procedures unique to your area.

- (Optional):
  - Identify and assign buddy within your team/division.
    - Additional departmental support may be found here: [Pitt DOM Staff Buddy Groups](#)
  - Identify & prepare pertinent reading material for days when the employee has some bandwidth.
  - Create nameplate for office/desk space.
- Prepare the first four-week guide for new hire.
- Pre-arrival – Manager call new hire to answer any questions (parking, reminder of documents needed, lunch, location, etc.)

## Preparing for the New Hire's Arrival

**\*NOTE: Upon approval of position posting, ensure position has a clean and tidy dedicated workspace and necessary computer hardware as this can take weeks to order and receive.**

### 1-2 WEEKS BEFORE THE FIRST DAY

- Shortly after your candidate officially accepts the offer, you will receive an email from the Department of Medicine Faculty and Employee Administrative Operations (FEAO) Office outlining the details of the position including title, pay, account number paying for the position, orientation date, and deadlines for you as their manager with documents to complete (Staff Hire Form being most timely).
- Complete the following sections of the Staff Hire Form: Division Contact, Immediate Supervisor, Division, Office Building, Room Number, Office Phone Number
- Approximately 1 week before first day:
  - Email new hire with:
    - Edited (by you) UPMC/Pitt DOM Welcome Letter ("Welcome Letter Final 5-9-2023.docx")
    - Staff Hire Form - request that they complete the blank sections as appropriate and return Staff Hire Form to you as soon as possible.
    - Your new hire will get an email with their permanent Pitt username and activation key. Remind them to follow the links and directions noted to activate their account prior to day 1, and share [this resource](#) with them.
-  Set up new hire's computer with email and software privileges:
  - Submit a ticket through DOM IT ([mts@pitt.edu](mailto:mts@pitt.edu)) and request their computer be re-imaged (if previously used) or set up (new computer). Also request access and mapping to any network drives needed (IT can help you figure out the mapping path).
- Make sure new employee is added to appropriate email distribution lists.
- Prepare and clean employee's workspace, providing all needed equipment and supplies. (Recommended: creating a welcome sign for their desk).

- Share information on parking: [Home | Parking, Transportation & Services | University of Pittsburgh](#)
- Check that employee completed I-9 process [I-9 Verification & Scheduling](#)
- Pitt employee who needs UPMC IMS access: sign up as a “nonemployee” unless they need KRONOS then set up as “Contingent Worker”. Request (do this before they start as it can take some time for approval. Use the new employees' personal email when completing this access), **see Addendum B for more information** ([Add Non Employee to IMS.pdf \(sharepoint.com\)](#))

## THE FIRST DAY!

- PITT hires attend virtual orientation, scheduled by HR. *(For information they receive at PITT Orientation, see Addendum A.)*
- Tour of Office Space & Introductions
- Schedule in person I-9 process. <https://pitthrss.as.me/schedule.php> (complete within 3 days of start)
- Ask your new hire if they are okay with sending you a picture for their email introduction
- Send an email to your division/team announcing the new hire and their background (include their headshot if approved).
- Complete New Hire Form (as received from FEAO office) and submit
- Complete First Provisional Period Form and submit to HR Representative (for further clarification ask your supervisor): [FirstProvisionalReview.pdf \(sharepoint.com\)](#)
  - Review job description, performance standards, and performance appraisal period
- Share First Four Week Guide and review
  - If relevant to position: make sure to explain nuances of Pitt/UPMC/UPP and where their position fits within (and crosses over, if necessary) the Department of Medicine and organizational structures.
    - If you have questions about this or for further explanation, reach out to your administrative managers.
- Discuss and plan for weekly/regular check-ins and PITT midpoint (~90 day), end of provisional review (~180 day), and annual review.
- Support getting PITT Badge: [Home | Panther Central | University of Pittsburgh](#)
- Support start of benefit enrollment [PittWorx login](#) [Benefits Guide](#) [Benefits Office contact info](#) Pitt Worx how to guide: <https://pitt.sharepoint.com/sites/human-resources/Pitt-Worx/SitePages/Home.aspx>
- Walk through My Pitt website:
- Check email and change password (if they have not done prior to day 1)
- Personalize Email/Phone/Desktop Applications
- To get UPMC Badge: Pitt employee will first need PITT badge and IMS approval as a Nonemployee or Contingent Worker (see Addendum B). UPMC ID badge office is open Tue-Friday 6am-2pm in BST Eye and Ear Lobby.

## Resources for PITT Managers:

Resources for Managers: [Office of Human Resources - Resources for Managers \(sharepoint.com\)](#)

New Manager Essentials: [Office of Human Resources - New Manager Essentials \(sharepoint.com\)](#)

Guides and Forms for Managers: [Office of Human Resources - Guides & Forms for Managers \(sharepoint.com\)](#)

New Employees: [New Employees | Human Resources | University of Pittsburgh](#)

Staff Handbook: [Staff Handbook | Human Resources | University of Pittsburgh](#)

Orientation for New Staff: [Orientation for New Staff Employees | Human Resources | University of Pittsburgh](#)

Staff Post-Orientation: [Staff Post-Orientation | Human Resources | University of Pittsburgh](#)

New to Pittsburgh/Pitt: [New to Pitt? | Human Resources | University of Pittsburgh](#)

Pitt Orientation Presentation Slides: [PittOrientationPresentation.pdf](#) *(this lists instructions on managing your online account at [my.pitt.edu](https://my.pitt.edu), email, software, etc.)*

 Additional Information/resources can be found on subsequent pages

Addendum A:

**PITT Orientation**

Virtual zoom-based orientation presented live by members of PITT Community. The new hire receives an invitation with date (**occurs only on Mondays, from 8:30am-12:30pm**).

1. Preview of the day by HR Staff
  - Welcome Video and overview leadership structure
  - HR Resources available
  - Provisional periods
  - COVID 19 guidance
  - Personal use of PITT Resources
  - Required training and how to access them (Sexual Violence, Security Awareness, Discrimination)
  - Overview: PITT Portal, Pitt WORX
  - Exempt vs: Non-Exempt
  - Taxes, W2, Direct Deposit, Paid Holiday, Leave, PTO, Sick Time
  - Helpdesk
  - Panther card and how to get your ID (including I-9)
2. Diversity & Inclusion
  - Review trainings, certifications, affinity groups, civil rights Title IX, gender transition, restrooms.
3. Career Transition Project
  - Dedicated support and outreach to veterans and persons with disabilities to be employed at PITT.
4. Environmental Health and Safety
  - Fire, hazardous materials, safety, accidents
  - Video: Pitt Sustainability
  - Pitt Safety Department: How to be safe on campus
5. Benefits
  - Educational Benefits
  - Health Benefits: How to enroll, consider personal needs, open enrollment, rx plans, MyHealth@Work
  - Dental and Vision Benefits
  - Spending Accounts
  - Voluntary Benefits
  - Leave (FMLA, Short Term, Long Term, etc.)
  - Retirement and Savings Plans
6. PITT IT and Technology
  - Email, Password, Wi-Fi, App Center, Pulse Secure, Telephone, Tech Workshops, Helpdesk
7. Wrap Up
  - Orientation Checklist
  - Review: I-9, direct deposit, benefit enrollment, online trainings

## Addendum B:

### Detail Information Contingent Worker v. Non-Employee

#### [Non-employee set up](#)

Here is a quick outline of the differences between a **Contingent Worker** and an **IMS Non-Employee**:

#### Contingent Workers

##### ∅ **Who?**

People who are not employees of UPMC **and** need to be added to the UPMC employee database (*HR Direct*)

##### ∅ **Why?**

Because they **need to access a specific employee-based system** (*either PSFT HCM and/or functionality in HR Direct*):

§ They supervise UPMC employees and are required to complete the employees' annual performance review document.

(*Non-employee supervisor of UPMC employees*)

§ They need access to ePro, eVoucher or expenses (*eProcurement Only*)

§ They need access to OSPARS

§ They need access to FileNet

Please note the following items are required for Contingent Worker setup

- SSN
- DOB
- valid UPMC HR Dept ID (*5-digit dept ID affiliated with positions*)
- valid Reports to person: must be either an active UPMC employee *or* an active Contingent Worker
- Current Home Address
- Reason (*please choose one of the provided reasons*)

#### IMS Non-Employees

##### ∅ **Who?**

People who are not employees of UPMC and do not need to be in the PSFT HCM system

(*these are neither Employees nor Contingent Workers and could include non-UPMC physicians and Pitt employees*)

##### ∅ **Why?**

Because they **need access to some other UPMC system(s) and do not need access to the employee-based systems** (Cerner, EPIC, Imagecast, Network access, email, FileNet, etc.)