

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 remote 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 of remote employees. 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.

Preparing for the New Hire's Start

***NOTE: Upon approval of position posting, ensure employee in this position has 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 (put in the division office address or N/A).
- Obtain their home address for delivery of equipment.
- Approximately 1 week before first day:
 - Email new hire with:
 - Edited (by you): "[Welcome Letter – Remote Workers](#)"
 - This doc can be found here: <https://peoplefirst.pitt.edu/onboarding/documents/> under "Pre-Employment for On-site and Remote Workers"
 - 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 before day 1, and share [this resource](#) with them.
- Create a list of the necessary equipment, hardware, software, and office supplies essential to your employee's success.
-  Order computer with email and software privileges and other supplies
 - Submit a ticket through Health Sciences IT via their website ([Health Sciences Information Technology | \(pitt.edu\)](#)) or email at help@hs.pitt.edu. 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).
 - Arrange for worker to pick up their computer and other equipment (screen, keyboard, mouse, camera) in person.
 - If local pick-up is **not** possible: arrange for Health Sciences IT to send the computer and other equipment (screen, keyboard, mouse, camera) to their home address.
- Make sure new employee is added to appropriate email distribution lists.
- Prepare the first four-week guide for new hire.
- Pre-start date: Manager call or email new hire to check in and answer any questions

- Check that employee completed “[I-9 Anywhere](#)” process.
- 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**
- Optional:
 - Identify and assign a remote buddy within your team/division.
 - [Link for employee to sign up for Buddy Group](#)
 - Identify & prepare pertinent reading material for days when the employee has some bandwidth.

THE FIRST DAY!

- PITT hires attend virtual orientation, scheduled by HR. *(For information they receive at PITT Orientation, see Addendum A.)*
- If on-site: Tour of Office Space & Introductions – If fully remote: Schedule introductory meetings
- Support them to complete I-9 process (see above) (complete within 3 days of start): Reminder – completing I-9 remote will cost the division \$74.20.
- Ask your new hire if they are okay with sending you a picture for their email introduction
- Ask your new hire to provide some information about who they are, their interests, pets, families, hobbies, etc. Write up an intro to be sent via email using this information. Make it fun!
- Send an email to your division/team announcing the new hire and their background (include their headshot if approved).
- Have new hire complete the blank sections of the aforementioned Staff Hire Form as appropriate and return it to you as soon as possible.
- Complete [Flexible Work Application](#) (more info on [Pitt’s SharePoint](#)). Include the following information:
 - RC Head: Vicki Cabe (previously Gamble)
 - Email: gamblev@pitt.edu
 - Department Name: Medicine - [Your Division]
 - Responsibility Center: 35 – School of Medicine
 - Description section of Type of Work Agreement
 - Be as specific as possible about the working arrangements
- Encourage employee to refer to the resources below
- 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: 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 need further explanation, contact 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 ID Badge: [Home | Panther Central | University of Pittsburgh](#).
 - [Employee submits photo to Panther Central \(more info here\)](#).
- Support start of benefits enrollment
 - [Pitt Worx SharePoint Hub \(how-to guide\)](#)
 - [Benefits Guide](#)
 - [Contact HR Form](#) if questions
- Walk through My Pitt website: <https://my.pitt.edu/>
- Check email and change password (if they have not done so before day 1)
- Personalize Email/Phone/Desktop Applications

Resources for PITT Managers

- Managing New Hires Remotely: [Onboarding and Managing New Hires Remotely | Human Resources | University of Pittsburgh](#)
- IT Resources for Working Digitally:
 - [COVID-19 Remote IT Resources | Information Technology | University of Pittsburgh](#)
 - <https://www.sustainable.pitt.edu/green-guides/working-remotely/>
- 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 \(sharepoint.com\)](#)

Employee Specific Resources:

- 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 IT Orientation Presentation Slides: [PittITOrientationPresentation.pdf](#) (*this lists instructions on managing your online account at 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.