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 UPMC 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: When final candidate accepts and start date is determined, request to obtain necessary computer hardware as this can take weeks to order and receive.

1-2 WEEKS BEFORE FIRST DAY

o   Within 24-48 hours of position being accepted, obtain and personalize the UPMC/Pitt DOM Welcome Letter for Remote Workers and send via email to the new hire.

o   Manager will receive email from HR with new employee network ID/temporary password (reminder please forward to the employees' personal email before day 1). Can begin requesting application access through IMS (Internal Management Systems) IMS (Identity Management System) (sharepoint.com).

o   Send an email to team announcing new hire and their background.

o   HR will set up an orientation called On Demand Beginnings in new hire's Onboarding Portal (new hire will receive email about their Portal).

- Helpful orientation checklist: UPMC Beginnings Manager Checklist

o   Create a list of the necessary equipment, hardware, software, and office supplies that will be essential to your employee's success.

💻 Order computer with email and software privileges and other supplies

- Submit a ticket through IMS (Under "request," select "computer hardware request"
- Arrange for worker to pick up their computer and other equipment (screen, keyboard, mouse, camera) in person.
    - o   If local pick-up is not possible: arrange for IT to send the computer and other equipment (screen, keyboard, mouse, camera) to their home address.

o   Order business cards (as needed) Ordering Business Cards and Stationery (sharepoint.com)

o   Check that employee completed Section 1 of I-9 Document (Accessible via Onboarding Portal). Resources on how to complete: Form I-9: Employment Eligibility Verification (sharepoint.com)

- Manager is to ensure Section 2 of I-9 is completed on new hire's first day. Resources on how to do so here: Equifax: For Managers (sharepoint.com)

o   Prepare the first four-week guide for new hire.

o   Pre-start date – call or email to check in and answer any questions

o   Optional

- Identify and assign a remote buddy within your team/division.
- Identify & prepare pertinent reading material for early days when the employee may have some bandwidth.

THE FIRST DAY!

- Ensure your new hire has access to On Demand Beginnings via the Onboarding Portal
- If on-site: Tour of Office Space & Introductions – If fully remote: Schedule introductory meetings
- Encourage new hire to use UPMC badge photo as headshot for email and MS Teams Profile
- 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 UPMC Remote Worker Agreement on HR Direct
- Encourage employee to refer to the resources below
- 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. For further explanation, reach out to your administrative managers.)
- Have new hire obtain UPMC ID Badge
  - o Manager will receive email if photo new hire uploaded does not meet UPMC requirements
- Set Up Viva Engage to stay connected to UPMC community and announcements.
- Activities for new employee to complete on first day
  - o Support start of benefits enrollment via Oracle Fusion Cloud Applications (oraclecould.com)
    - ▪ Enter W-4 Tax Form: Tax Withholdings: W2 and W4 (sharepoint.com)
    - ▪ Enter direct deposit information: Direct Deposit (sharepoint.com)
  - o Explore Infonet (Manager to give brief walk-through)
  - o Personalize Email/Phone/Applications: SYS501185_Email_sig_update (sharepoint.com) Email_Signature.docx (sharepoint.com)
  - o Complete self-paced HR Direct Learning courses (bundled in with On Demand Beginnings)

Resources/Video Tools for UPMC Managers:
- UPMC Beginnings Manager Checklist
- Preparing for Your New Employee - Hiring Manager Checklist
- UPMC Badge Photo Criteria
- Preparing for Your Internal Transfer- Hiring Manager Checklist
- Department Orientation Checklist
- Benefits Checklist
- Managing Remote Employees Course
- UPMC FFWD: Foundations for Flexible Workspace Decisions
- What New Hires Need to Know About Infonet
- New Hire To-Do List
- "How to Onboard an Employee": Watch 'HR Foundations for Leaders - How to Onboard a New Employee' | Microsoft Stream (Classic)

- "Preparing for new employee or internal transfer": Watch 'Onboarding New Team Members' | Microsoft Stream (Classic)

💻 Headshot Information: Email StudioPortraitAppt@UPMC.EDU to set up appointment
- Address: 230 McKee Place-1st Fl. Rm. 120 Pittsburgh, PA 15213

Resources Specific to Remote Employees:
- Setting Up Multifactor Authentication
- UPMC Working from Home: Technical Needs
- UPMC Work from Home Technology Frequently Asked Questions
- One-Minute Habits for Hybrid and Remote Working Success (LinkedIn Learning course)
- UPMC Systemwide Policies

Addendum A

Beginnings: UPMC Orientation (on-demand)

New hire was sent an email for online orientation before their start date.
Not the responsibility of manager to enroll hew hire in these courses.
Enter through INFONET>HR Direct>Learning Portal with self-paced modules: *UPMC Beginnings On Demand Orientation (formerly called UPMC Beginnings: On Demand Part 1 and 2).*

- If not completed their first week, the supervisor receives daily email reminders, not the new hire.

UPMC Beginnings Part 1 covered the following topics.

- Policies and Resources (INFONET and HR Direct)
  - This module touched on EOE, Smoke-Free, Corrective Action, HR policies, INFONET, HR direct, disability resources, Total Reward Video, ERGs, My UPMC, Perk Program, Leave, MyHealth@Work.
- Blood Borne Pathogens (TEST)
- Environment of Care (TEST)
  - Safety, body mechanics, ergonomics, hazardous materials, fire, drugs, OSHA, Equipment.
- Who We Are
  - Video of patient experience, history, sites, divisions, strategic framework.
- What We Do
  - Platinum rule, AIDEP Plus, HEARD Model
- How We Work
  - Emotional intelligence

UPMC Beginnings Part 2 covered the following topics.

- Compliance and Ethics (TEST)
- Equity In the Workplace (TEST)
- Emergency Preparedness (TEST)
- EMTALA (TEST)
  - Emergency Medical Treatment and Active Labor Act
- FLSA (TEST)
  - Fair labor standard acts
- Harassment-Free Workplace (TEST)
- Infection Prevention (TEST)
- Patient Safety (TEST)
- Privacy Awareness (TEST)
- Information Security Policies (TEST)
- Workplace Violence (TEST)

*Disclaimer: This guide may not be as specific as you need it to be depending on the position you are onboarding. The goal of this document is to give a general overview. More on specific positions can be found within the roadmap found here: [link to DOM Job Specific Roadmap]