

New Employee Online Orientation

Campus Staff

Updated April 2008

Frequently Asked Questions for Hiring Managers/Departments

1. What is the benefit of online orientation?

New employees can complete orientation at their own pace, according to their own schedule. They can also access orientation information any time after completing the online modules.

2. Where do employees take online orientation?

They can use any campus computer. If your employees do not have their own workstations, you should make arrangements for them to use another computer in the department. You should also make sure that they take orientation during work time, not personal time.

3. What will be included in the online orientation?

Topics discussed include: Anti-Discrimination and Sexual Harassment, Safety, HIPAA, Information Security, Benefits, Ethics, and New Hire Resources.

4. What if my employee has never logged into the Campus Information System (CIS) before?

If your employee has never logged into CIS before, have them go to the CIS homepage at https://gate.acs.utah.edu/psp/plpr/EMPLOYEE/EMPL/h/?tab=PAPP_GUEST . On the left side click on the link that says, **What is my uNID and Password?** and follow the instructions.

5. How do I know which version of the Benefits module the new employee should take?

You will not need to instruct employees about this. Benefits modules are assigned automatically based on the employee's job code in the PeopleSoft system. The new employee will see a list of his/her assigned modules after logging in. If you suspect that an employee has been assigned the wrong modules, please contact your HR Service Team.

6. How much time will online orientation take?

This will depend. Based on the testing we conducted, the Anti-Discrimination/Sexual Harassment module takes an average of 20 minutes; the Safety module takes an average of 25 minutes. The HIPAA and Information Security will take about 30 minutes. Benefits module is the largest and most detailed. It will take approximately 60-90 minutes, not including time spent printing and filling out enrollment forms. The New Hire Resources module will take 5-10 minutes.

7. Do employees have to complete the orientation in a single setting?

No. They can work through the modules however they wish. There is no limit to the number of times they may log in. The modules are subdivided into several different

lessons, so employees can easily finish a lesson, log out, and return later to finish other lessons in the module.

8. Will there be a live presentation for Benefits?

Employees will now access all Benefits information through the online module, so there will no longer be in-person sessions. As always, employees may call or visit the Benefits Department for assistance during regular office hours. Contact Benefits at 581-7447, Monday-Friday, 7:30 a.m-5:30 p.m.

9. What happens if the new employee does not complete the Benefits module?

All of the necessary benefits enrollment forms are now accessible through the online module. Employees must complete the Benefits module and return the required forms to the Benefits Department within the specified 3-month initial enrollment period. Otherwise, they will be ineligible to register for benefits until the next Open Enrollment period. Any questions about benefits should be directed to the Benefits Department office at 581-7447.

10. How will employees log in to the system?

Once you have given the employee his or her ID number he or she can log in using the uNID and Campus Information System password. Employees should go to <http://www.hr.utah.edu/training/orientation/> to log in to orientation.

11. How will orientation be tracked?

Departments that would like to track orientation can have a payroll reporter or manager get access to the EduCAT system to run reports for their department. Contact your HR Service team for more information.

12. Will employees have to pass a test to complete orientation?

Yes, there are tests with the modules. You must pass the tests with 80% or better to complete your online orientation. The Benefits module does not have a test.

13. How will new employees get ID Cards from now on?

HR will no longer issue authorization cards. Departments will send employees to the U Card office; as long as the employee has been entered into the PeopleSoft system, he or she can get an ID Card. For more information, see <http://www.ucard.utah.edu>

14. Whom should I contact if the new employee has trouble signing on or completing the modules?

Contact your Human Resources Service Team.

15. Where do I find instructions for completing the online modules?

The HR website contains a set of basic instructions that you can download and print. You will find this document at <http://www.hr.utah.edu/training/orientation/>.

16. What should I do if a new employee claims he or she cannot use the online orientation system due to a disability?

Accommodations can be made for new employees. Please refer the employee to the Office of Equal Opportunity and Affirmative Action (OEO/AA) to request an

accommodation at 581-8365. You may also contact your HR Service Team to discuss options.

17. What should I do if a new employee cannot use the online orientation due to issues with computer access, computer literacy, or English reading comprehension?

You have several options:

- Provide a computer in your department that the employee can use for online orientation. This computer should have a printer attached so the employee can print his/her Benefits enrollment forms.
- Let the employee watch the orientation DVDs that HR will provide for you upon request. We have an English version and a Spanish version.
 - Print the Benefits enrollment forms from the HR website.
<http://www.hr.utah.edu/ben/forms/>
 - Request the enrollment forms from the Benefits office.
 - If necessary, assist the employee in completing the forms or make an appointment for the employee to speak with a Benefits representative.
 - Arrange an appointment for the employee to speak with a Benefits representative, get the necessary forms, and get assistance in completing them.