Onboarding Features Frequently Asked Questions

Contents

USA Staffing Onboarding Features Frequently Asked Questions 1
Overview 3
System Access 4
New Hire Record 5
Forms and Documents 7
Tasks and Workflows 9
Interconnectivity 10
Training and Online Help 12
General System Questions 12
Helpful Links 13

Overview

What is Onboarding?

USA Staffing's Onboarding features help to automate agencies' entry-on-duty processes. The Onboarding features, together with the other capabilities within USA Staffing, help agencies streamline the hiring process and move toward end-to-end automated hiring. Using the Onboarding features can improve the user experience for New Hires and HR Professionals by reducing duplication in data entry, improving communications related to required tasks and tracking progress. The Onboarding features are flexible and can be used to onboard applicants selected inside or outside of USA Staffing.

Features of USA Staffing Onboarding Functionality

- ✓ Fully integrated within USA Staffing to allow seamless end-to-end hiring and onboarding
- ✓ Seamlessly integrate data flow from USAJOBS to the new hire record
- ✓ Shared Sign-on with USAJOBS for New Hires reduces login burden
- ✓ Allows creation of New Hire records recruited from outside of USA Staffing
- ✓ Enables HR Users to assign government-wide and Agency specific forms to a New Hire for completion
- ✓ Guides New Hires through simple questionnaires that automatically populate a wide array of forms
- ✓ Validates user input
- ✓ Allows New Hires and HR Users to e-sign eligible forms
- ✓ Allows New Hires and HR Users to upload documents
- ✓ Transmit documents and forms directly to eOPF
- ✓ Allows HR User role customization to allow for flexibilities in unique hiring processes
- ✓ Allows for creation of customizable tasks and workflows to support Agency's entrance-on-duty process
- ✓ Provides customizable notifications to increase and improve New Hire communication
- ✓ Permits HR Users to monitor New Hire progress
- ✓ Includes streamlined end-to-end reporting
- ✓ Includes online help and access to user support
- ✓ Included in USA Staffing license fee
- ✓ Onboarding only users do not count towards Agency USA Staffing license limit
- ✓ Complies with Enterprise Human Resource Integration (EHRI) requirements

System Access

What internet browsers are compatible with the Onboarding features?

USA Staffing requires HTML5 compatible browsers including:

- Chrome 25+ (i.e., version 25.0.1364.172)
- Firefox 19+ (i.e., 19.0.2)
- Internet Explorer (i.e., version 11)
- Edge 44+

The Onboarding interface supports the current and major releases of: Chrome, Firefox, Edge, Internet Explorer, and Safari.

Some Agency HR personnel do not need access to the Staffing features in core USA Staffing. Can they still access the Onboarding features?

Yes. The Onboarding Only User profile, on the HR User type account, can be used for individuals who will only be accessing the Onboarding features. Individuals with this access cannot be granted paid features, therefore, they will not count towards the agency's USA Staffing license count. This role can also be granted access with the Onboarding User type and applicable permission profile.

What options are available for user authentication?

HR Users access USA Staffing and authenticate using a PIV/CAC card. New Hires access the website by registering and using their USAJOBS/Login.gov login credentials. New Hires will have access only while they are active in the onboarding process.

If a New Hire is in Complete or Inactive status, how do I reactivate the record for them to log in and complete additional tasks?

New Hires can only log into Onboarding when their record is in 'Active' status. New Hire records become 'Inactive' when the new hire has not accessed their offer link within 60 days of receipt or have not logged into their onboarding account within 60 days. HR and Onboarding users may use the Status edit icon and select 'Active' to re-activate the new hire record, which allows them to login within 72 hours. New Hire records automatically 'Complete' when all Human Resources tasks are in a complete status. To reactivate a record in Complete status, simply add a new Human Resources owned task to the New Hire record. We recommend adding a task that will remain in Active status until the New Hire has completed the onboarding process. Once a new active Human Resources task is added and then saved, the record will update from 'Complete' to 'Active' and the New Hire will be able to log in.

What should I do if my New Hire is having trouble logging into the system to accept an offer, complete tasks, or submit forms?

New Hires have their own Help Center link that they can access at any time. As a first step, we recommend that the HR or Onboarding User send them this link: https://help.usastaffing.gov/NewHire/index.php?title=Welcome_New_Hire. In this New Hire specific Online Help, there are many Frequently Asked Questions and Answers. One topic is "What if I can't log in?" Have the New Hire follow the steps outlined in that article first. If the New Hire still cannot log into the system, please submit a help desk ticket from within the system on their behalf, so that the technical team can troubleshoot the issue.

New Hire Record

How can I create a New Hire record?

There are two ways New Hire records can be created. A New Hire record is created when HR Users audit a certificate and designate an applicant with the Audit Code 'Selected,' the Return Status as 'Hired' or 'Vetting' and select an option for the remaining audit fields (Customer, Request Number [only required when Return Status is 'Hired'], Location, Workflow, Position Description Number, and Series). Onboarding features can also be used for new hires not selected from a certificate (i.e., if a candidate was selected using a hiring authority outside of USA Staffing). In these cases, HR Users can manually create a New Hire record to onboard an individual using the Onboard New Hire request type.

Why would I use the Return Status of 'Vetting' when auditing an applicant on a certificate?

This status allows agencies to begin the onboarding process for applicants who are tentatively selected but must go through a vetting process before a formal offer can be extended. New Hire records can be created en masse for those in a vetting status and do not require a linked request number in the audit for the record to be created. However, at the point of sending a final/official job offer and complete the New Hire record, a request must be tied to the new hire record.

If a New Hire does not come on board, how do I delete or cancel a New Hire record?

New Hires cannot be deleted from the system. New Hires may only be cancelled if the New Hire has not entered on duty, as indicated by completion of the 'Verify New Hire Arrived for First Day of Duty' task. If the New Hire was created via an Onboarding New Hire request type, the HR User can change the Status drop-down field on the New Hire record from 'Active' to 'Cancelled'. HR Users are restricted from manually cancelling a New Hire record that was created from a certificate. HR Users must update the certificate audit to reflect that the person is no longer 'Selected' and 'Hired.' Doing so will automatically cancel the related New Hire record.

Can I view the New Hire's live questionnaire?

Yes. New Hires may contact you to troubleshoot questions about their questionnaire. Users can view the questionnaire as the New Hire completes information by navigating to the Questionnaires tab, clicking into any questionnaire, and opening the chevrons. HR Users will have read-only access to questions that have been designated as editable only by the New Hire.

Can I send custom notifications to the New Hire?

Yes. Office Administrators and/or HR Users with the appropriate permissions can customize, add attachments, and copy notification templates. HR and Onboarding Users can send notifications to New Hires based on the customizable notification templates. HR and Onboarding Users may then edit the notification, attach more/remove documents as necessary, and save a draft of the notification before sending the notification to the New Hire. HR Users can also send various types of new hire notifications en masse from the certificate to a group of new hires at one time.

What if I do not know the New Hire's EOD date?

The projected EOD date can be entered and modified at any point in the process. The completion date of the Verify New Hire Arrived for First Day of Duty task serves as the actual EOD in the time to hire model.

What happens if I complete the 'Verify New Hire Arrived for First Day of Duty' task prematurely or by mistake?

The Verify New Hire Arrived for First Day of Duty task should be completed the day a new hire shows up for their first day of work and someone has physically verified their presence. To ensure data integrity, if the task is completely prematurely, it can only be modified to a date on or prior to the current system date by an Onboarding or HR user. If the New Hire is still scheduled to come on board later, the HR User can update the Completion Date of this task on the day the new hire arrives on duty. This can be done from the Assignments > Manage Tasks tab of the New Hire record. Updating the completion date of this task will also update the New Hire's Actual EOD Date/Start Date, as displayed on the Overview tab in the record.

In cases where an agency user mistakenly verified a new hire arrived when the new hire did not report for the first day of duty or is no longer coming on board (i.e., declined the position), Office Administrators have permissions to reset the Verify New Hire Arrived for their First day of Duty task.

If the New Hire's EOD date changes during onboarding, will the 90-day clock start over for transmitting forms and documents to eOPF?

Yes. The system automatically calculates the due dates for the "Transmit Forms to eOPF" and "Transmit Documents to eOPF" tasks for 90 days after the actual EOD date, which is determined by the completion date of the 'Verify New Hire Arrived for First Day of Duty' task. If the completion date later changes, the system will recalculate the due dates for the "Transmit Forms to eOPF" and "Transmit Documents to eOPF" tasks to 90 days after the new date.

Forms and Documents

Are supporting documents available from a New Hire's USA Staffing record?

Yes. Supporting documents submitted or uploaded during the application process can be made visible in a new hire record if selected from a certificate. HR Users with access to the applicant record can control which documents are visible in the New Hire record.

Can a New Hire or HR upload documents into the New Hire's USA Staffing record?

Yes. Both New Hires and HR Users can upload documents into the New Hire record. The New Hire must be assigned a Document Upload task to upload a document. HR can upload documents to the New Hire record by clicking "Documents" and using the "Add from USA Staffing" or "Add from Desktop" options. The HR User can also select or modify the document type, so it is transmittable to eOPF.

How are Agency-specific forms added to the system?

The USA Staffing Program Office will review, prioritize, and develop appropriate forms. Agencies can request Agency-specific forms be added to USA Staffing by working with their Account Manager. Only forms listed in the Entrance on Duty (EOD) Requirements Specifications under the Entrance on Duty Standard Forms List are transmittable to eOPF by USA Staffing. Forms not included on this list may not be transmitted by an EOD system.

Are state tax forms available in USA Staffing?

Yes. All unique state tax withholding forms are available in USA Staffing. We recommend confirming the current year available on each form, and that your payroll office will accept the current year form in the system. We strive to have the latest version of each state tax form available as soon as possible, but there may be delays due to unknown revision dates from each state at different times of the year.

How do I make a correction on a form?

The HR User can return forms for both HR and/or New Hire correction. The HR User can click on the Form Name on the Forms Tab of the New Hire record and Confirm the PDF displays. Next, depending on what type of questions (HR or New Hire) the form uses to populate answers, HR will be presented with one or both options at the bottom of the form: "Return for Human Resources Correction" and/or "Return for New Hire Correction."

If the HR user needs to correct an HR question on the Questionnaire, they will click “Return for Human Resources Correction” and then be able to go back to the Questionnaire and update any necessary item themselves, and then re-sign/re-accept the form.

If the HR user needs the New Hire to correct a question end such as SSN, they will click “Return for New Hire Correction.” HR is then required to select the question(s) that needs correction, so the system can automatically return any other submitted forms that use the same question(s), thereby unlocking the question(s). At this point, a system generated notification template will appear that explains what needs to be corrected and resubmitted to the New Hire. HR has the option to either send or not send this notification to the New Hire. When the form being returned shares a question with another form that has already been submitted to eOPF, the HR User will be unable to unlock that question for correction.

Can digital signatures be used for forms in USA Staffing (i.e., OF 306)?

Yes. To be a recognized as an Entry on Duty System and to transmit information (such as Forms and Documents) to eOPF, USA Staffing is required to pass multiple certification requirements established by the Enterprise Human Resources Integration (EHRI).

One of the key requirements for this certification is the proper application of electronic signatures. The EHRI certification package explicitly states that "Federal laws and policies support the use of electronic signatures." In addition, it cites references to the Government Paperwork Elimination Act (GPEA), NIST Guidance for Electronic Signatures, and OMB Circular A-130 regarding the practical implementation of electronic signatures. This includes both the method of information captured and how it is displayed in the User Interface to both HR and New Hire users.

USA Staffing’s electronic signature methodology has been assessed and certified by EHRI to meet these implementation requirements.

Specific Authority to Place an Electronic Signature on the OF 306:

OPM has identified 24 Standard Entry on Duty forms used throughout the federal government that were specifically reviewed, in consultation with the form owner, and approved for electronic form submission and electronic signature placement.

The OF 306 is one of the forms identified in this group, and the form owner approved the use of electronic signatures as part of this review. The full list of forms and their electronic signature approval/disapproval status is available in Section 3.1 of the "Federal Data Solutions Data Warehouse Program Entrance on Duty (EOD) Requirements and System Certification."

USA Staffing’s approved electronic signature implementation method, when combined with the form owner's approval, is equivalent to an ink signature. The use of such an approved electronic signature supersedes the "sign in ink" language present in the OF 306 form.

Some forms still require a “wet signature.” These forms can be completed through USA Staffing, printed for signature, and uploaded into USA Staffing for eOPF transmission as documents (e.g., SF 1152, SF 2808, SF 2823, SF 3102, TSP 3).

Tasks and Workflows

What are task assignments?

Tasks are activities that must be completed to onboard a New Hire. Tasks can be designated as owned by the HR User Only or the New Hire. Tasks assigned to the HR User can serve as internal reminders and checklists for the HR staff to ensure all onboarding requirements are completed. Tasks assigned to the New Hire communicate specific actions need to be completed to finalize the onboarding process (e.g., fulfilling various background investigation requirements, drug testing, physical fitness tests, and other pre-employment obligations).

What are workflows?

A workflow is a set of tasks that can be assigned to HR Users or the New Hire. Workflows provide HR Users with an option to simultaneously assign tasks that are routinely assigned to New Hires. This feature eliminates the need to individually assign tasks and reduces inadvertent omission of assignments to New Hires.

Who can create tasks and workflows?

HR Users with appropriate permissions can view, create, edit, and delete tasks and workflows using the Manage Tasks or Manage Workflows pages. However, any user within an organization or office with permissions to ‘Add Tasks’ can assign Tasks and/or Workflows to a New Hire record.

How can a schedule be created for tasks within a workflow?

HR Users with permissions to ‘Create/Edit Workflows’ can create a schedule for when each task should be completed to ensure timely entry on duty. This can be done by accessing the workflow within Admin>Workflow Templates> Manage Workflows and opening the ‘Workflow Activities’ chevron. From here, setting ‘Task Rules’ allows the system to automatically activate tasks, update due dates and/or send data to a third party system when tasks are completed based on the criteria set.

Can an HR User edit the task once it has been assigned to the New Hire?

Yes. HR Users with appropriate permissions can edit the name, instructions, and due date of tasks that have been assigned but not yet completed by a New Hire.

Can a New Hire mark tasks as complete?

Yes. New Hires may mark General and Document Review tasks as complete by entering a completion date; form and questionnaire related tasks cannot be manually completed. This completion date will also populate on the HR User interface indicating to the HR User the task is complete.

Interconnectivity

How is USA Staffing integrated with other systems (e.g., Agency payroll system, eOPF, etc.)?

USA Staffing provides electronic forms and data to the eOPF system as defined by EHRI EOD requirements. The data feed is accomplished through a secure interconnection with eOPF. USA Staffing also sends new hire information via a data interconnection to the Selective Service System to complete the Selective Service registration verification process. In the future, USA Staffing hopes to interconnect with E-Verify, NBIS and other 3rd party systems.

Various agency personnel systems can be interconnected with USA Staffing and can receive status updates about the onboarding process through Request Processing or New Hire Interconnections. These systems can also send Task Results to USA Staffing via the TaskUpdate API. Please contact your USA Staffing Account Manager for additional information on agency specific interconnections.

eOPF Interconnection

What is the current process for creating an employee record in eOPF?

USA Staffing does not create employee records in eOPF. An agency must create the employee eOPF record first using the manual or automated process the agency has in place. The employee record must be active in eOPF before any forms can be transmitted using USA Staffing.

How are forms/documents pushed to eOPF?

HR Users add eOPF eligible forms/documents to an eOPF transmission queue. When files are queued, a transmit date is calculated and set based on the completion date of the 'Verify New Hire Arrived' task and the delay time frame configured for your organization. Once in the queue, the transmission service will process the transmission and update the transmission status to one of these values, as appropriate: Queued, Transmission in Progress, Error, or Confirmed.

How are beneficiary forms uploaded into eOPF?

Both New Hires and HR users may upload documents, including signed beneficiary forms requiring wet signatures, into USA Staffing. If the document type selected at the time of upload is eligible for transmission to eOPF, the file can be added to the eOPF transmission queue.

What do the different eOPF transmission statuses mean?

Ready to Transmit. The form/document is eligible and ready for transmission to the new hire's eOPF.

Ineligible for Transmission. The form/document has been flagged as ineligible for transmission to the new hire's eOPF.

Elected Not to Transmit. The form/document has been marked by an HR user to not transmit to the new hire's eOPF.

Queued. The form/document is added and awaiting transmission to the new hire's eOPF. The form/document is queued to give the agency time to create the new hire's eOPF and process the required actions. The Queued status indicates the form/document is on hold. The length of time a form/document is queued is determined by your agency.

Transmission in Progress. The form/document has been transmitted and is awaiting confirmation from the eOPF system.

Confirmed. The form/document has been successfully transmitted to the new hire's eOPF.

Error. The transmission process received an error from the eOPF system. This status will display the error code associated with the transmission issue. Please check USA Staffing's Online Help to determine how to correct an error.

What is the Scheduled Transmit Date and how is it determined?

The Scheduled Transmit Date column, on both the forms and documents subtabs within a New Hire record, displays the date that new hire forms/documents will be transmitted to eOPF. The calculation of this date is: [New Hire Actual EOD Date/Start Date] + [eOPF Transmission Delay Period configured for your organization]. When a file is queued for transmission and the calculated transmit date is before the current system date, then the Scheduled Transmit Date will be the current system date (today's date). If the calculated date is on or after the current system date, the Scheduled Transmit Date will be the calculated date.

Selective Service System Interconnection

What data points are used to verify the new hire's Selective Service registration status?

When the OF 306 is assigned to the new hire, and they answer they were born a male after December 31, 1959, the Verify Selective Service System Registration for Eligible New Hires task is automatically assigned to the record. The interconnection will then send the Last Name, Date of Birth and Social Security Number from the new hire questionnaire via a data interconnection to the Selective Service System. If any of these data points are inaccurate, simply return the OF 306 form for correction so the new hire can update the inaccurate field(s) and re-initiate the process. Refer to the Selective Service System Interconnection Frequently Asked Questions for additional information.

Training and Online Help

What type of online help is available in the system?

USA Staffing's Online Help includes additional information for all pages and detailed instructions for performing common activities. For technical issues, there is a ticket-oriented help desk, which is accessed by clicking the question mark (?) icon in the upper right-hand corner of all USA Staffing pages.

Does USA Staffing offer training for the Onboarding features?

Yes. Structured online and custom training is available. The structured online Onboarding course provides an overview of the Onboarding features within the system. During this course, HR Users will learn how to initiate the onboarding process, assist New Hires, and complete New Hire records. Please contact your USA Staffing Account Manager for more information or to schedule Onboarding training.

General System Questions

Is USA Staffing a system of record?

USA Staffing's Onboarding features captures data from the New Hire and HR Users to populate and generate forms. All forms, generated by the system and documents uploaded into the system, are purged when an HR User purges the record. USA Staffing is not a system of record for the PDF form/documents.

In accordance with the archive process established by the NARA disposition schedules, data captured from a New Hire is not retained by the system for use in subsequent onboarding processes. However, an audit trail tracks when data was inserted, modified, or deleted in case of litigation. All data retention is covered under the GOVT-1 System of Record Notice (SORN).

Is there a timeout feature in USA Staffing?

Yes. For security reasons, the entire USA Staffing system is set to timeout 15 minutes after the last action performed by the user, excluding mouse clicks and text entry. Users should click "Save" after they enter data to ensure information is not lost when the system times out.

What reporting capabilities are available in USA Staffing for Onboarding?

USA Staffing provides both standard reports and ad hoc reporting capability, exclusively through the business intelligence tool Cognos. Standard reports on New Hire information, forms, transmissions, and time to hire are available, and new reports are continuously being added. Ad hoc reporting is supported on both transactional and warehouse data structures, giving users access to either real time data, or faster report execution on data loaded nightly, whichever is more appropriate. Both standard and ad hoc reporting capabilities allow for tabular reporting, as well as integrated visualizations. Automated reporting using Cognos is also available through an API. For more information regarding the reports available in Cognos for Onboarding, please contact your USA Staffing Account Manager.

Is USA Staffing 508 compliant?

Yes. USA Staffing is continually tested for security and 508 compliance prior to each system release.

How does USA Staffing comply with Government mandates and guidance, OPM requirements, etc.?

The system complies with all aspects of EHRI guidance and follows the HRLOB Concept of Operations. USA Staffing meets all Federal Information Security Management Act (FISMA), National Institute of Standards and Technology (NIST), and Office of Management and Budget (OMB) security and compliance requirements.

Who should I contact with questions about USA Staffing's Onboarding features?

Contact your USA Staffing Account Manager with questions or for additional information about the Onboarding features available in USA Staffing.

Helpful Links

- USA Staffing Resource Center: https://go.usa.gov/xVe8P
- USA Staffing Online Help: https://help.usastaffing.gov/
- New Hire Online Help: https://help.usastaffing.gov/NewHire/index.php?title=Welcome_New_Hire
- USA Staffing Production url: https://www.usastaffing.gov

- USA Staffing Stage url: https://stage.usastaffing.gov/
- USA Staffing Training url: https://core.train.usastaffing.gov/
- eOPF Test Environment: https://qeopf.opm.gov/qa_eod/
- USAJOBS Test url: https://www.uat.usajobs.gov
- USAJOBS Production url: https://www.usajobs.gov/
- USA Staffing Online Course Portal: https://usastaffing.usalearning.gov/