

# Talent Recruitment Services Guide: *New Staff Onboarding*



# About This Guide

This guide is designed to provide an understanding of the flow and timing of the new employee onboarding process (**staff only**). You will find information on what type of communications your new employee receives, as well as the responsibilities that you have as a hiring manager to successfully onboard your new full-time employee.

As always, if you have any questions or concerns regarding the onboarding experience, you can reach out to our onboarding team at [onboard@bu.edu](mailto:onboard@bu.edu) or call one of our HR Service Center representatives at 617-353-2380.

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## Prior to Day One:

What communications your new employee receives prior to their start date, as well as what you as a hiring manager receive.

Who	What	Resources
<b>1. New Hire &amp; Manager</b>	<p>Once a candidate accepts their verbal offer via TRS, they will receive a “Welcome email” which contains a copy of their offer letter and the New Employee Preboarding Guide. This is sent to their personal email, with the hiring manager copied.</p> <p><i>*Please note that only regular employees, hired through BU Talent Recruitment Services, receive our Preboarding Guide and offer letter email.</i></p>	<a href="#">View Sample</a>  <a href="#">View Guide</a>
<b>2. New Hire</b>	<p>Complete Background Check through CSI. They will have 48 hours to start their background check after receiving their welcome email.</p> <p><i>*New employees will receive an email from CSI to their personal email with a link to complete the necessary information. Please note some positions will require an additional CORI form, which will be communicated to the employee by your Recruiter.</i></p>	
<b>3. New Hire</b>	<p>If applicable, new employee will schedule an appointment with Occupational Health (OCH) or Research Occupational Health (ROHP).</p> <p>Instructions on how to do so will be provided to employee in their initial Welcome email.</p>	

## Prior to Day One:

Who	What	Resources
<b>4. New Hire</b>	New employee will receive Invitation to Self-Identify to their personal email.	<a href="#">View Sample</a>
<b>5. New Hire</b>	<p>New employees will receive their “Welcome to Boston University! Next Steps To Claim Your Account” email, which allows them to create or upgrade (rehires; students; former affiliates) their university account information.</p> <p><i>*To receive this email, the Hire action must be fully approved in SAP. This typically occurs during the week prior to their start date. Exceptions to this include delays due to OCH or ROHP clearance and student employment termination delays.</i></p>	<a href="#">View Sample</a>
<b>6. New Hire</b>	<p>Once their account information has been completed, they will receive their “Boston University: Congrats On Claiming Your Account!” email.</p> <p><i>*If New Hire is in a benefits eligible position, this will include a link to complete their RedCarpet tasks. New Hires should complete their RedCarpet Tasks prior to their start date (no later than 10 days past). However, they will have access to the RedCarpet Onboarding portal for 90 days after to review the provided resources.</i></p>	<a href="#">View Sample</a>

## Prior to Day One:

Who	What	Resources
7. New Hire & Manager	<p>New employees must complete their Form I-9 <b>within 3 days of their hire date</b> or BU account access will be deprovisioned.</p> <p><i>*For remote I-9 please allow up to 24 hours to process. For questions on completing the form, please contact the HR Service Center at 617-353-2380 or at <a href="mailto:onboard@bu.edu">onboard@bu.edu</a></i></p>	<p><a href="#">View Sample</a></p> <p><a href="#">View Remote I9 Instructions</a></p>
8. New Hire and/or Manager	<p>New employees can request their BU ID card via the online request form prior to their start date (CRC employees only) or visit the HR office (25 Buick St., Second Floor) to request one in person.</p> <p>MED campus employees will need to contact the MED Campus ID office (617-358-7603 or <a href="mailto:MEDID@bu.edu">MEDID@bu.edu</a>)</p> <p><i>*Please note a BUID number will need to be generated for your new employee before either of you can submit an ID Request.</i></p>	<p><a href="#">Terrier Card Request Form</a></p>
9. New Hire & Manager	<p>New employees will receive a Zoom invite for our virtual New Employee Orientation the Friday PRIOR to their scheduled orientation date.</p> <p><i>*Please note that employees <b>CANNOT</b> attend orientation prior to their start date. They should be scheduled for orientation either on, or shortly after, their start date. If you are working with TRS for the position, your recruiter will schedule your employee for Orientation. Otherwise, please call/email the <a href="#">HRSC</a> to schedule orientation.</i></p>	<p><a href="#">Sample Orientation Invite</a></p> <p><a href="#">Additional Orientation Information</a></p>

## Prior to Day One:

Who	What	Resources
<b>10. Manager</b>	<p>Assign a Buddy for your New Hire</p> <p>*We understand not all teams have the capacity to assign a buddy, but new hires should be introduced to a peer that they can go to as a point of contact to get comfortable within their job and the BU community.</p>	<a href="#">Onboarding Buddy Guidelines</a>
<b>11. Manager</b>	<p>For further guidance on onboarding your new employee, please return to the Onboarding page under Manger Resources on the HR website.</p>	<a href="#">Manager Resources - Onboarding</a>

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## Day One & Beyond:

What your employees first few days will look like.

Who	What	Resources
<b>1. New Hire</b>	Most new employees will attend New Employee Orientation on their first day. However, please note that if there is a delay in processing their hire action, they will need to wait until they are fully hired into our payroll system to attend orientation.	<a href="#">Orientation Slides</a>
<b>2. New Hire</b>	<p>Once New Employee Orientation is complete, employees have 30 days from hire date, orientation date, or when their hire action is processed, whichever is later, to completed their new employee benefit enrollment. Your new employee will receive a follow-up email from onboarding to remind them of their next steps.</p> <p>*If your employee has questions regarding benefits and enrollment, please have them reach out to the HR Service Center at <a href="mailto:HR@bu.edu">HR@bu.edu</a> or at 617-353-2380.</p>	<a href="#">Sample Next Steps Email</a>  <a href="#">Benefits Education Center</a>
<b>3. New Hire &amp; Manager</b>	In the week following orientation, your new employee will also be invited to sign-up for a <i>Campus Connects: Bridging BU</i> session. These in-person events are designed for new employees to learn more about navigating their career journey at BU, explore University resources, meet representatives from various University offices, and connect with other new employees. We encourage all managers to provide the time for their new employees to attend.	<a href="#">Campus Connects Homepage</a>

## Day One & Beyond:

Who	What	Resources
<b>4. New Hire</b>	In their second week, your new employee will receive a “Resource Refresh” email, which includes all the resources reviewed during orientation, as well as additional resources to connect them to our campus and culture.	<a href="#">Sample Email</a>
<b>5. New Hire</b>	Complete Sexual Misconduct, Harassment, and Discrimination Prevention Training  *Please make sure to assign any other required departmental trainings within their first week and give proper time for your new employee to complete them.	<a href="#">More Info</a>
<b>6. New Hire &amp; Manager</b>	Manager role review/check-in: <ul style="list-style-type: none"> <li>• Review job description and set expectations</li> <li>• Review first days, trainings, questions, concerns</li> <li>• Make sure your New Hire has your preferred mode of contact (email, teams, cell, etc...)</li> <li>• Make sure to schedule employee 1:1’s with your New Hire within their first few weeks</li> </ul>	<a href="#">Learn more about building relationships with your New Hire</a>

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# Appendix: Sample Emails

## Section 1, Step 1: Sample Offer Email and New Employee Onboarding Guide

Welcome to Boston University! We are thrilled that you are joining our diverse and energetic community. Please find attached your formal offer letter. We are confident that you will make a valuable contribution to our academic community.

As a new member of the University, we want to make sure that you feel supported and informed about our culture, policies, and procedures. To that end, we have put together a new employee onboarding guide that will ensure you have a smooth and positive experience as you approach the start of your new job.

### New Employee Preboarding Guide

Our onboarding program will include a virtual New Employee Orientation session, hosted by Human Resources. Orientation will cover a range of topics, including an introduction to our University's history and mission, resources available to support you in your work, and benefits eligibility and enrollment. Please note that orientation is only for employees who work at least a 9-month assignment and at least 50% of a full-time schedule. You will receive a Zoom link to your personal email on the Friday prior to your start date.

Please let us know if you have any specific needs or requirements during your onboarding process. Once again, congratulations on joining Boston University. We are excited to have you on board and look forward to working with you.

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## **Section 1, Step 4: Invitation to self-identify from EOO**

Boston University is committed to ensuring equal opportunity to individuals with disabilities and protected Veterans. As an employer and government contractor we take affirmative action to employ and advance in employment qualified persons who are members of these groups. We invite you to confidentially and voluntarily self-identify. Please review and/or complete the forms titled:

"Self-Identification of Disability" <https://bu.silkroad.com/epostings/?enc=FA3A26562F191F71DF1D339E7CE94150F9>

"Self- Identification of Veteran Status for Employees"  
<https://bu.silkroad.com/epostings/?enc=972EFD7DCC808FE4524A05696711B6B9CF>

We also strongly encourage you to review the Equal Opportunity policies and other information available on our website. If you have any questions or concerns related to this information, please contact the Equal Opportunity at (617) 353-9286. Equal Opportunity Office 888 Commonwealth Ave, Suite 303 Boston, MA

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## **Section 1, Step 5: Sample welcome email your new employee receives once they have been inputted into SAP**

Congratulations and welcome to the dynamic, energetic, and diverse campus of Boston University!

Please follow the below steps to get your personal, online account with the University. It is extremely important that you setup your account as soon as possible. This will only take you a couple of minutes.

1. Complete your I-9 Remotely by the end of your third day (or earlier).  
Remote I-9 Instructions are linked here: <https://www.bu.edu/hr/employee-resources/i-9-process/>  
Further details are below.

2. Create or Update your BU login and password through this URL:  
<https://iam-identity.bu.edu/identityiq/external/registration.jsf#/register>

You must provide documentation to prove identity and authorization to work in the US; a list of acceptable documentation is located here:  
<http://www.uscis.gov/i-9-central/acceptable-documents>

We, as your employer, are held to strict rules on ensuring our employees verify their identity and establish that they are eligible to accept employment in the United States. Failure to complete your I-9 will result in a loss of access to university systems and resources and could result in the termination of your employment with the University.

Please note: All Boston University employees who are not U.S. citizens or lawful permanent residents must verify their employment eligibility by completing a Form I-9 Employment Eligibility Document at the International Student and Scholar Office within three days of beginning employment. Additional information, including location and appointments, can be found at the ISSO website (<http://www.bu.edu/isso/>).

If you have any questions regarding the account creation process, please contact: [ithelp@bu.edu](mailto:ithelp@bu.edu) or 617-353-4357 (HELP)

If you have any questions regarding your employment with the university, please contact: [onboard@bu.edu](mailto:onboard@bu.edu) or 617-353-2380

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## Section 1, Step 6: Account Creation Confirmation and Next Steps

Congratulations! Your BU login name and Kerberos password have been successfully created and registered with the university.

Note: your access was granted contingent upon the completion of both parts of your I-9 (a federal requirement).

1. If you are an employee with a 9-12 month assignment duration use your BU login to access the Red Carpet portal, where you complete several important tasks, including enrolling in direct deposit. You must complete these tasks within your first 10 days of employment. These tasks include enrolling in direct deposit. Once you complete all visible tasks, a final "Complete and Submit" task will appear. Complete this and you will have finished your onboarding steps.

<https://bu-redcarpet.silkroad.com>

2. Complete your I-9 Remotely by the end of your third day (or earlier)

Remote I-9 Instructions are linked here: <https://www.bu.edu/hr/employee-resources/i-9-process/>

3. If you require a Terrier Card (due to working on campus) you may request one by completing this form:

<https://www.bu.edu/hr/employee-resources/bu-identification-card-terrier-card/terrier-cards-during-covid/>

We, as your employer, are held to strict rules on ensuring our employees verify their identity and establish that they are eligible to accept employment in the United States. Failure to complete your I-9 will result in a loss of access to university systems and resources, and could result in the termination of your employment with the University.

Note: All Boston University employees who are not U.S. citizens or lawful permanent residents must verify their employment eligibility by completing a Form I-9 Employment Eligibility Document at the International Student and Scholar Office within three days of beginning employment. Additional information, including location and appointments, can be found at the ISSO website ( <http://www.bu.edu/isso/> ).

Staff and faculty are encouraged to use Exchange to access their BU email account. For instructions on accessing exchange, please visit:

<https://www.bu.edu/tech/services/cccs/email/office-365-outlook/> . Access to Exchange mailbox may take up to two or more hours.

If you have any questions regarding your employment with the university, please contact: [onboard@bu.edu](mailto:onboard@bu.edu) or 617-353-2380

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## **Section 1, Step 7: Boston University I-9 Not Yet Completed (Action Required)**

You recently created (or were upgraded to) a BU employee login account to access University resources.

Important Note: your access is contingent upon the completion of both parts of your I-9 (a federal requirement). If you haven't completed one or both steps yet, follow the steps below. If you do not complete these steps by the end of your third day of employment with the University, your access will be disabled.

### **1. Complete your I-9 Remotely by the end of your third day (or earlier)**

Remote I-9 Instructions are linked here: <https://www.bu.edu/hr/employee-resources/i-9-process/>

We, as your employer, are held to strict rules on ensuring our employees verify their identity and establish that they are eligible to accept employment in the United States. Failure to complete your I-9 will result in a loss of access to university systems and resources, and could result in the termination of your employment with the University.

Please note: All Boston University employees who are not U.S. citizens or lawful permanent residents must verify their employment eligibility by completing a Form I-9 Employment Eligibility Document at the International Student and Scholar Office within three days of beginning employment. Additional information, including location and appointments, can be found at the ISSO website ( <http://www.bu.edu/isso/> ).

If you have any questions regarding this requirement, please contact: [onboard@bu.edu](mailto:onboard@bu.edu) or 617-353-2380

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## Section 1, Step 9: New Employee Orientation Invitation

Welcome to Boston University, we look forward to hosting your new employee orientation!

To acquaint you with the variety of benefits and resources that are available to you as an employee, you are scheduled for a virtual orientation program on [Date] at 9:00 AM via Zoom.

If you would like to review the orientation slides prior to the presentation you can find them [HERE](#). Attached to this email are a copy of the Transportation slides, which will also be reviewed during orientation, and a voucher for new employees to attend our Men's and Women's ice hockey, basketball, and lacrosse games.

Instructions on how to access the Zoom platform can be found [HERE](#). If you are unable to attend on this date, please email [onboard@bu.edu](mailto:onboard@bu.edu) to reschedule as soon as possible and notify your direct supervisor.

### Key Reminders & Resources:

- Complete your Form I-9 remotely, or in-person, by the end of your third day (or earlier). Instructions are emailed to your personal email but can also be found [HERE](#). Please note that if you are completing your I-9 remotely to allow up to 24-48 hours for processing.
- If you are working on the Charles River Campus (CRC) or the Fenway Campus, you can request your Terrier Card [HERE](#). If you are working on the Medical Campus (MED) you will need to visit the MED ID Office, located on the first floor of 650 Albany Street (X Building). An appointment is not required.
- If you would like to review benefit information (plans, rates, etc.) prior to orientation, please visit our Benefits Education Center.
- If you have any additional questions prior to your start date, please visit our Contact Page to find your best point of contact, or please reach out to your manager.

If you have any questions regarding the resources provided or your orientation, please reach out to us at [onboard@bu.edu](mailto:onboard@bu.edu) or at 617-353-2380.

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### Zoom Info

[https://bostonu.zoom.us/j/99083282964?](https://bostonu.zoom.us/j/99083282964?pwd=RGZlTFZjU3NLNDBsZml2R3N6N051Zz09)  
[pwd=RGZlTFZjU3NLNDBsZml2R3N6N051Zz09](https://bostonu.zoom.us/j/99083282964?pwd=RGZlTFZjU3NLNDBsZml2R3N6N051Zz09)  
Meeting ID: 990 8328 2964  
Passcode: 313781

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## Section 2, Step 2: Post Orientation “Next-Steps” Email

Thank you again for attending New Employee Orientation! We hope your first week as a Boston Terrier is going well.

Attached to this email are some reminders and suggested next steps for you to take during your first few weeks as a new employee. We have also included a link to the New Employee Orientation slides and an attachment to the Transportation slides for your reference.

Lastly, below are some helpful links to resources that were mentioned during your orientation:

- Blue Cross Blue Shield: The BCBS website has plan summary information & resources to find In-Network care.
- Review the Health Plan Comparison
- Health Plan Coverage Advisor Tool
- BCBS High-Cost Hospital List
- Fidelity Microsite for The BU Retirement Savings Program
- BCBS Fitness & Weight Loss Reimbursements Information
- FitRec Pass & Membership Information
- How to Apply for Tuition Remission benefit

If you have any questions or concerns, please reach out to the HR Service Center by phone at 617-353-2380, Monday-Friday 8:30am-5pm, or email at [hr@bu.edu](mailto:hr@bu.edu).

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## Section 2, Step 4: Resource Refresh

Dear New Employee,

Congratulations on completing your first week with us as a valuable member of the BU community!

In our continuous effort to support you during your onboarding experience, we want to ensure that you have key resources that are just a click away! In this email you'll find our "[Resource Refresh](#)" which covers many of the employee resources reviewed during orientation, as well as additional links to help you better acquaint yourself with the BU community and culture.

Lastly, we wanted to remind you to RSVP to an upcoming Campus Connects: Bridging BU session. This in-person event will give you the opportunity learn more about navigating your career journey at BU. You will also have the chance to meet with resource groups on campus and connect with other new employees. To learn more about this exciting event, click [HERE](#). To RSVP to our next Campus Connects session, click [HERE](#).

As you continue this exciting journey at Boston University, we remain committed to your growth and success. Should you require any further assistance, please do not hesitate to contact Human Resources at [hr@bu.edu](mailto:hr@bu.edu) or at 617-353-2380.

Sincerely,  
The Onboarding Team

Boston University Human Resources  
Talent Recruitment Services

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