Onboarding Checklists

Handbook

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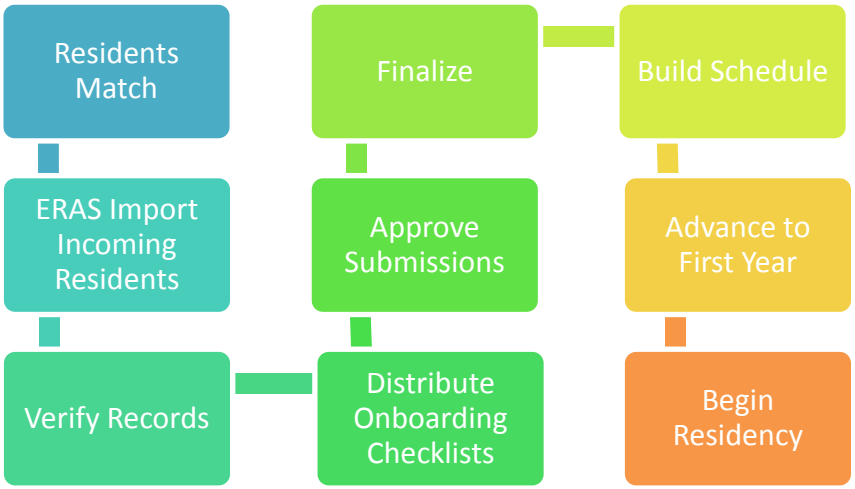
WHAT IS ONBOARDING?

Onboarding is the process of officially bringing new hires into an organization. It could include gathering required documentation, distributing orientation materials, and requiring actions from new employees. We have created a feature to enhance this process for you. Our Onboarding application is specifically designed to automate the distribution and collection of documents and tasks that residents and fellows must complete before they begin their employment with your programs and institutions. Our Onboarding application lets you:

- Build an interactive to-do list to share forms and documents with recipients
- Share links to pertinent websites
- Customize to-do lists for recipients based on special circumstances
- Send automatic notifications and reminders via email
- Receive daily status updates on your applicants completion progress
- Oversee the entire process



WHO CAN USE ONBOARDING?

You can take advantage of this feature whether you are a GME administrator or a Program administrator. Incoming Residents and Fellows can use their onboarding checklists to indicate their own progress. See Appendix A for details.

PREPARE TO ONBOARD

Before you begin building your onboarding checklist for new residents and fellows, you may want to make a list of things you distribute and collect from incoming residents and fellows as well as tasks you expect them to complete.

- Benefits and Tax Forms
- Training materials and websites
- Orientation information

This worksheet can help you collect all pertinent details:

ONBOARDING CHECKLIST WORKSHEET

Prepare to Onboard				
1. How are resident and fellows records entered into Personnel?	☐	Eras Import	☐	Manually
2. Who adds resident and fellow records to the database?	☐	Program Coordinators	☐	GME Administrator
3. Who can distribute this checklist	☐	Program Coordinators	☐	GME Administrator

Step	Document Request	Provide Blank Form?	Website	Task	Who Marks this Complete?	Are there Special Conditions?
ECFMG Certificate	☑	☐	☐	☐	GME Admin	Required only if applicant has a visa
HIPAA Training	☐	☐	☑	☐	Applicant	
W-4 Form	☑	☑	☐	☐	HR Reviewer	
Tour Facility	☐	☐	☐	☑	Applicant	
Provide transcripts with a seal	☑	☐	☐	☐	Program Coordinator	
	☐	☐	☐	☐		
	☐	☐	☐	☐		
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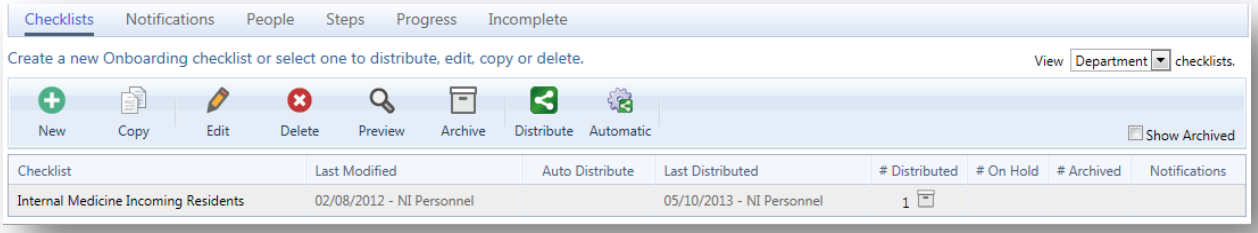
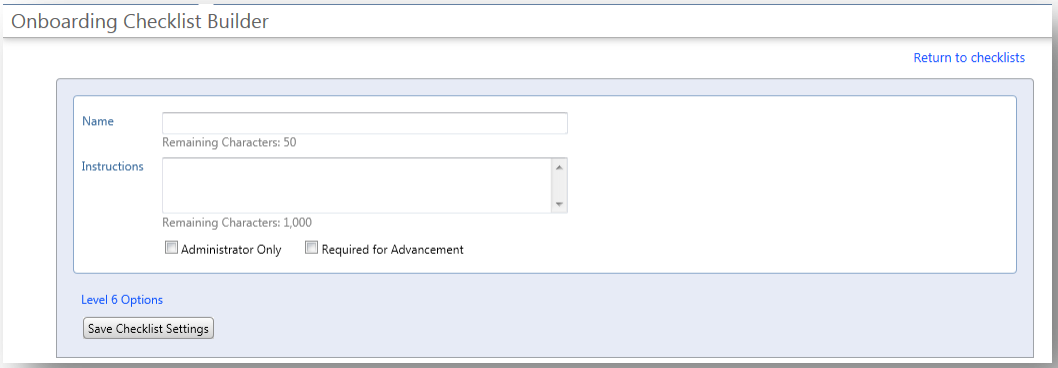
SETUP ONBOARDING CHECKLISTS

Onboarding checklists are interactive to-do lists that can contain steps as simple as confirming a task is complete or uploading a document. You can add links that the recipient can click for more information. You can also set requirements for who should be assigned to complete steps. For instance, limit an ECFMG step to only people who are graduates of foreign medical schools.



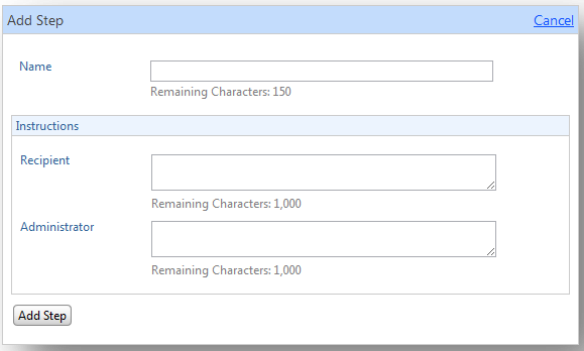
1. Go to *Personnel > Checklist > Onboarding*
2. Make sure you're on the **Checklists** tab
3. Click **New**
4. Enter a name for the checklist
5. Enter instructions for the recipient on how to complete the form
6. For Administrator Use Only – Check this box if the entire checklist will be used by an administrator for internal use only. The residents would not see any steps on this checklist.
7. Required for Advancement – Check this box if the checklist must be completed by the resident by the advancement date in order to advance their status type. If the checklist is not completed by the advancement date, the resident's status type will NOT advance in Basic Information, which is tied to Payroll. However, resident information WILL advance in training records, block schedules & conferences allowing coordinators to prepare future records.
8. *Option for Level 6 users:*
    a. Check to prevent level 5 administrators from completing steps in the checklist
    b. Check to prevent level 5 administrators from deleting steps
    c. Check to prevent level 5 administrators from modifying requirements in steps
9. Click **Save Checklist Settings**



ADD NEW STEPS

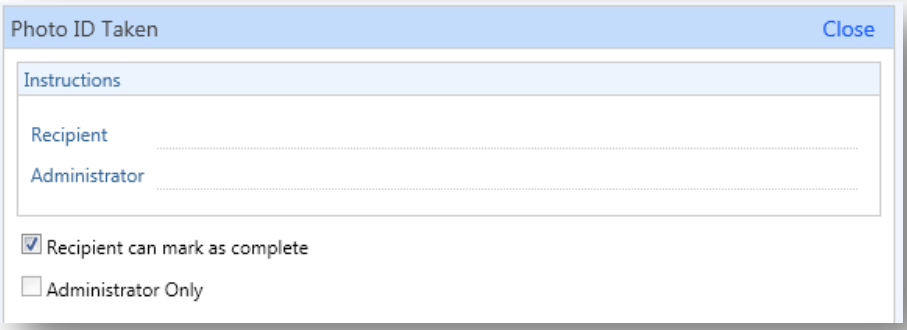
Steps are tasks that you would like an incoming resident or fellow to complete as part of the onboarding process. They can include tasks that the recipient can mark complete, links to websites, document sharing and requests for data. They can also be distributed to specific individuals based on certain criteria.

1. Click **Add Step**
2. Add a step name
3. Enter instructions for the recipient
4. Enter instructions that only administrators can see
5. Click **Add Step**



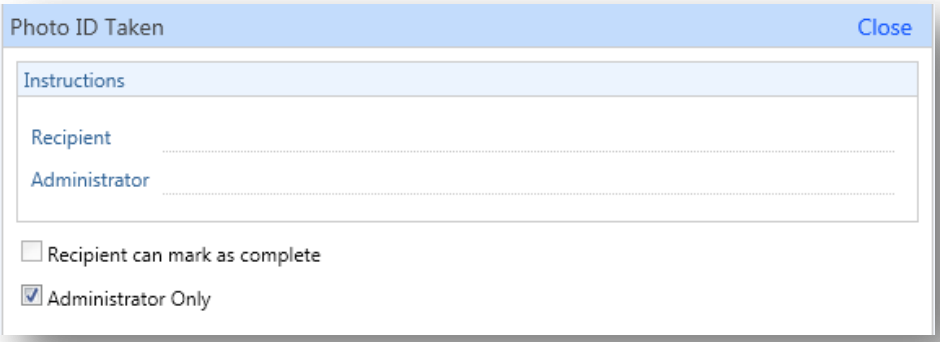
RECIPIENT CAN MARK AS COMPLETE

Check the box to allow the recipient to mark the step complete



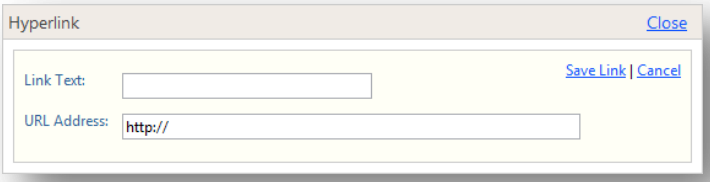
ADMINISTRATOR ONLY STEP

Check the box if this step will be for administrators only. The resident would never see this step.



HYPERLINK: ADD A WEB ADDRESS

Use this when you want the recipient go to a specific website to view or do something.



1. Click **Add** Step or select a step to add a link to
2. Click **Settings** in the Hyperlink section
3. Enter a name for the link. This will be the text that is linked to the website the recipient is to view
4. Enter the URL (web address)
5. Click **Save Link**

INFORMATION EXCHANGE

Enable document upload/download and data entry. You can use this feature to:

- Provide files for recipients
- Request a file from recipients. Allow them to upload a max of 5 files. Limit 12 MB each.
- Provide a text box for the recipient to enter information
- Supply recipients with a Personnel form to complete
- Move uploaded files to a selected folder in Files & Notes
- Confirm receipt of Sponsor and Program Policies
- Distribute Contracts. The Future Contracts feature must be set up for Contracts to appear in the drop-down list.

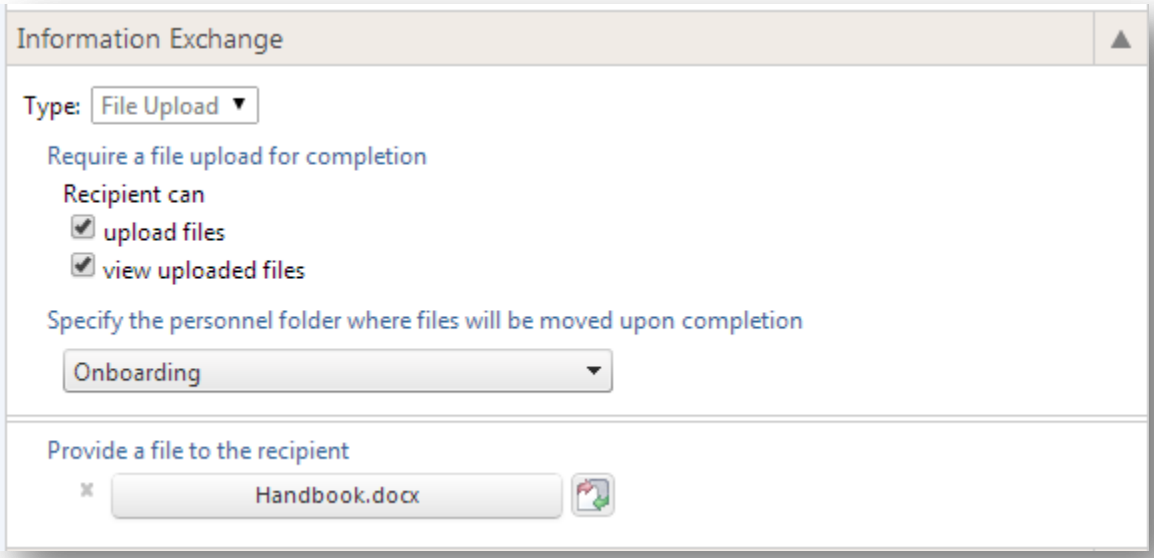
Types of Information Exchange:

Provide Document to Recipient

1. Click **Add Step**
2. Select **Provide a File**
3. Select the file from your hard drive
4. Upload file

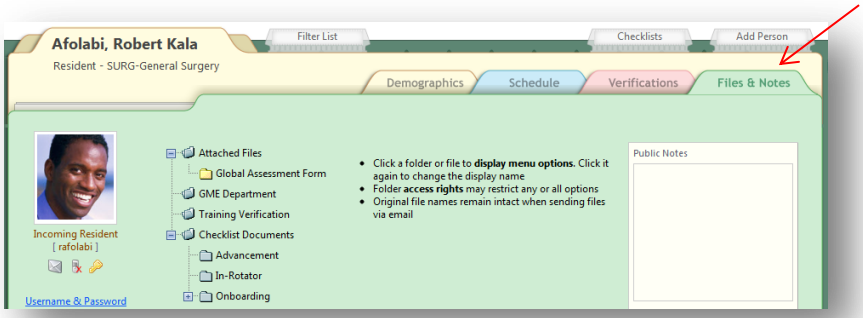
Require Files from Recipient

1. Click **Add Step**
2. Enter the step name and instructions
3. Click **Add Step**
4. Click **Settings** in the Information Exchange section
5. For Type, select **File Upload**
6. Select options:
   a. Recipients can attach file
   b. Recipients can view attached file
7. Optionally specify a folder in Files & Notes where document will be moved upon step completion.
8. Click **Upload File** to attach a document for recipients



If you would like to have final approval before the step can be marked complete, you can uncheck the box to allow recipients to mark the step complete. When the recipient uploads the file or completes a form, the status of the step will be 'Pending' until you review and approve it.

Once the step is marked complete or approved, the document will then be stored in the folder you have selected in the setup. If no specific folder is designated, the document will be stored in the resident's Files & Notes in a folder called Onboarding. From there you can move the document to the appropriate area in Personnel.

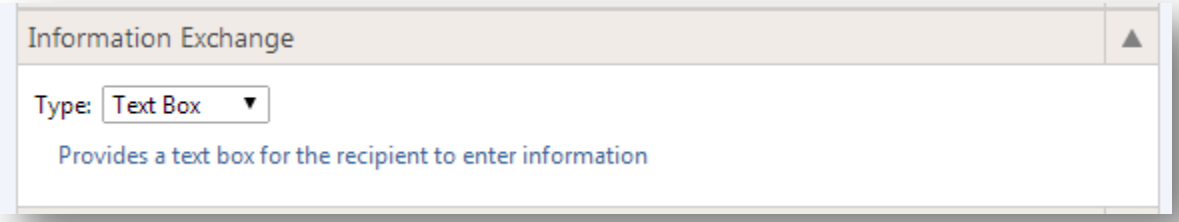


Permit Data Entry

Choose to offer a text box for recipients to complete (limit of 25 characters) or create a form for them to fill out that includes pertinent data entry fields.

Add a Text Box

1. Click **Add Step**
2. Enter the step name and instructions
3. Click **Add Step**
4. Click **Settings** in the Information Exchange section
5. For Type, select **Text Box**

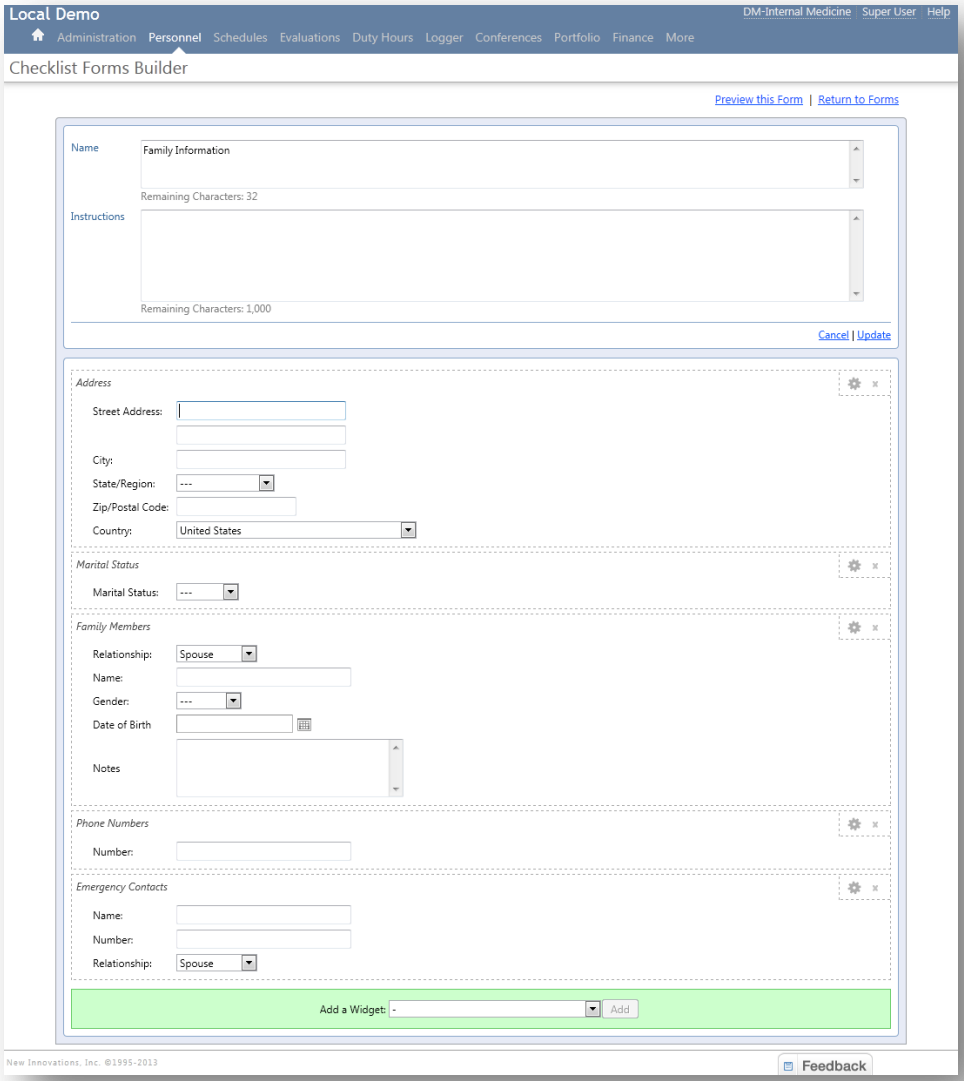


Add a Form

You can provide a form that contains fields from Personnel. Recipients can then complete them and submit their entries to you for approval. Recipients cannot mark steps with forms complete. Information submitted through a form will require administrator approval because the data will be directly added to recipients' records. Before you can create a step with a form attached to it, you need to create a form first. Here are the steps:

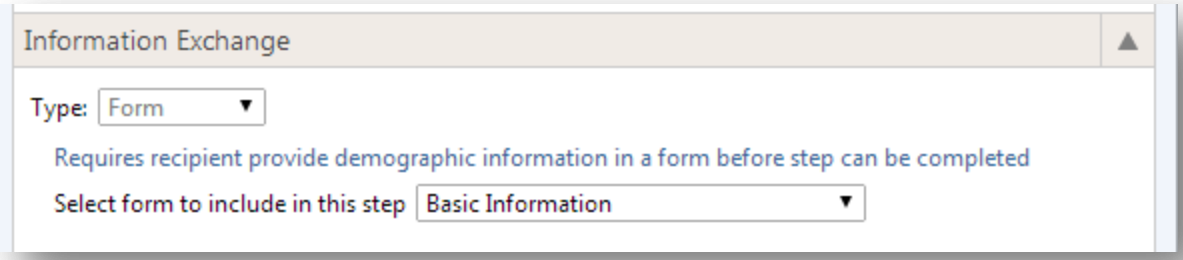
1. Go to *Personnel > Checklists > Onboarding*
2. Click **Forms**
3. Click **New**
4. Enter a name for the form
5. Add instructions for the recipient
6. Click **Update**
7. Select a field from the **Add a Widget** dropdown list

8. Click **Add**
9. Use the gear icon in the widget to add instructions or to move the widget. Click **Update** when finished.
10. Click **Return to Forms** at the top right when the form is completed. The form is automatically saved as you create it.



Add a step:

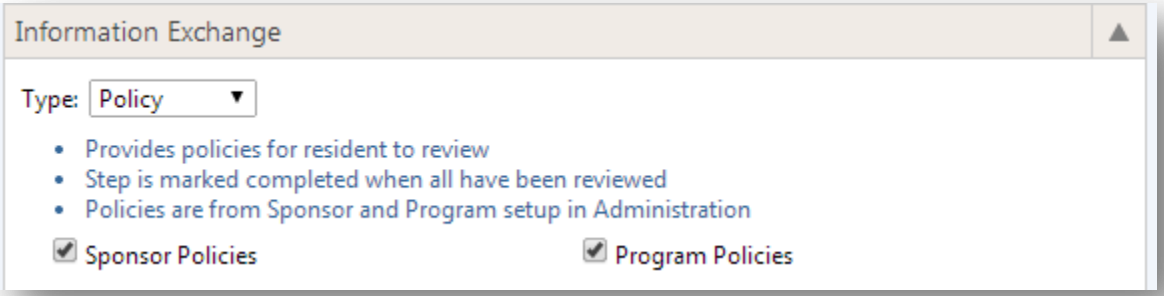
1. Click **Add Step**
2. Enter the step name and instructions
3. Click **Add Step**
4. Click **Settings** in the Information Exchange section
5. For Type, select **Form**
6. Select the form



Confirm Viewing of Policies

Recipients can confirm that they have received and read both Sponsor and Program Policies. Policies can be uploaded into the Administration module of the software before or after this step is added to a checklist.

1. For Type, select **Policy**
2. Check **Sponsor Policies** if you want the sponsor policies distributed to the resident
3. Check **Program Policies** if you want the program policies distributed to the resident

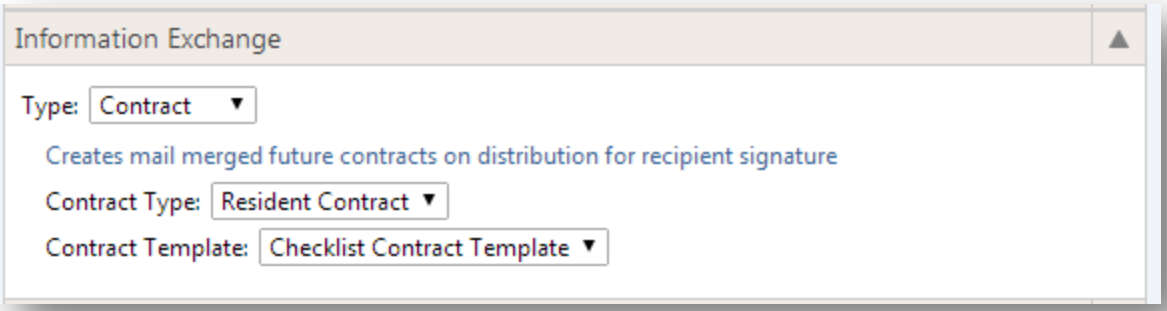


Notes:

- To upload Sponsor Policies, go to *Administration > Sponsor > Policies > Add Policy*
- To upload Program Policies, go to *Administration > Program > Policies > Add Policy*
- When the policies have been confirmed by the resident, results will appear on the CLER Visit screen in Administration

Future Contracts

You are able to distribute contracts to your residents and fellows by using our Future Contracts feature. Because this process requires a fair amount of setup, please see the Handbook for Distributing Contracts Electronically.



ADD ADDITIONAL REVIEWERS

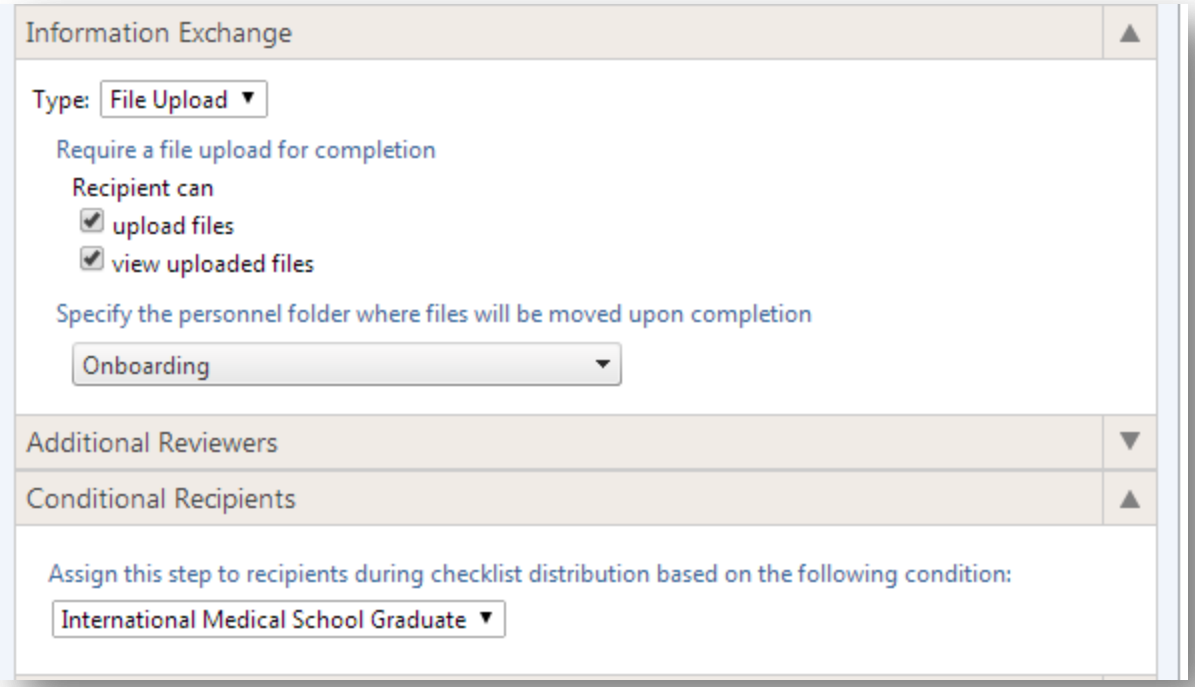
If there are people in your onboarding process who need to monitor a select few checklist items, you can select them as additional reviewers for specific steps. For example, maybe your Human Resources administrators are responsible for collecting W-4 forms and benefit forms. You can create steps for them to complete, as long as they have at least level 1 access to Personnel Data.

1. Go *Personnel > Checklists > Onboarding*
2. Click on a specific checklist
3. Click on a specific step
4. Beside Additional Reviewers, click **Settings**
5. Click one of the below:
    a. **Add reviewers** – Select a Department and person
    b. **Use existing review group** – Select a group
6. Click **Done**

ADD CONDITIONAL RECIPIENTS

Conditional Recipients settings are optional and they allow you to assign steps to a subgroup of incoming residents and fellows who meet one of the following criteria:

- Belongs to a certain program
- Has a specific employer listed their personnel data records
- Has a certain PGY level
- Has a Visa or a certain visa type
- Is a graduate of a foreign medical school
- Has a certain pay source identified in their personnel data records
- Belongs to an accredited training program

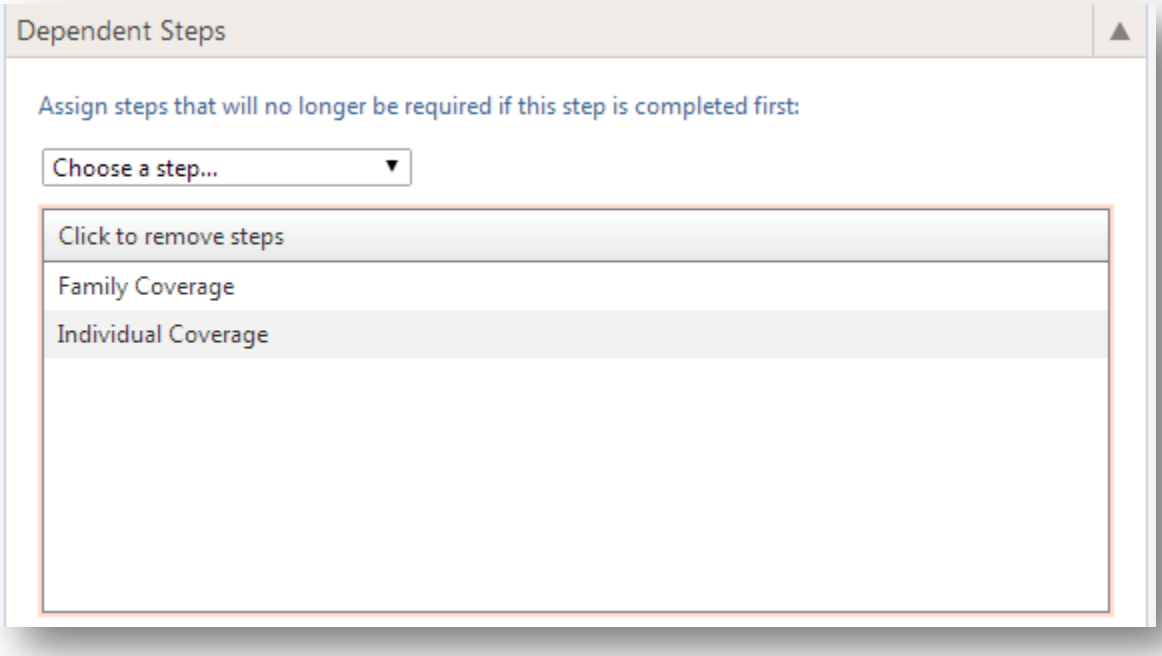


1. Click **Settings** in the Conditional Recipients section
2. Select the condition for distributing this step
3. Click **Add values that qualify for this condition**
4. Click all relevant values to add them to this condition
5. Click **Save Step**

DEPENDENT STEPS

Use this option to cancel other steps if the step specified here is completed. For example, you might have questions about benefits that allow the recipient to select one option: Full Coverage, Single Coverage or Waive Coverage. When the recipient chooses one step, the steps indicated in this option will be disabled.

1. Click **Dependent Steps**
2. Choose the steps
3. Click **Add**

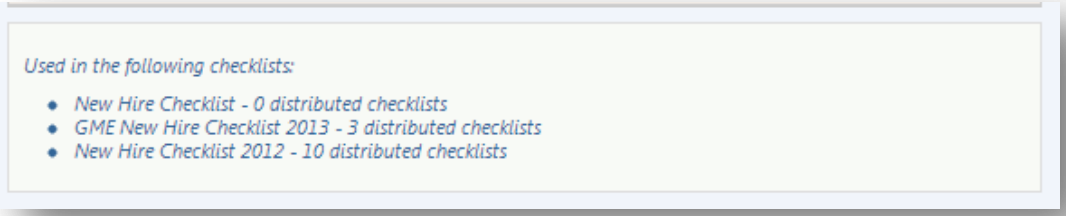


ADD EXISTING STEPS

1. Click **Add Existing Step**
2. Select the step from the dropdown list. View a list of your own steps or steps from all departments.
3. When a step is shared from another department you can change:

    - Whether the Recipient can mark as complete
    - The setting for the Conditional Recipient
    - Additional Reviewers
    - Dependent Steps

There is also an indication if the step is used in other checklists and if that checklist has been distributed:



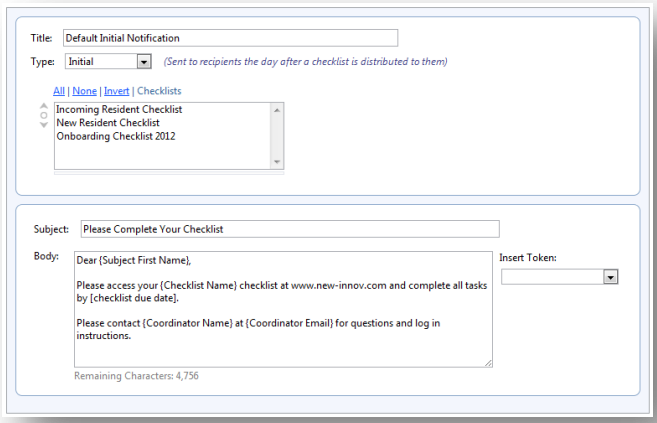
DISTRIBUTE NOTIFICATIONS AND CHECKLISTS

Once your checklist is complete and ready to send to incoming residents and fellows, you can set up distribution and notifications.

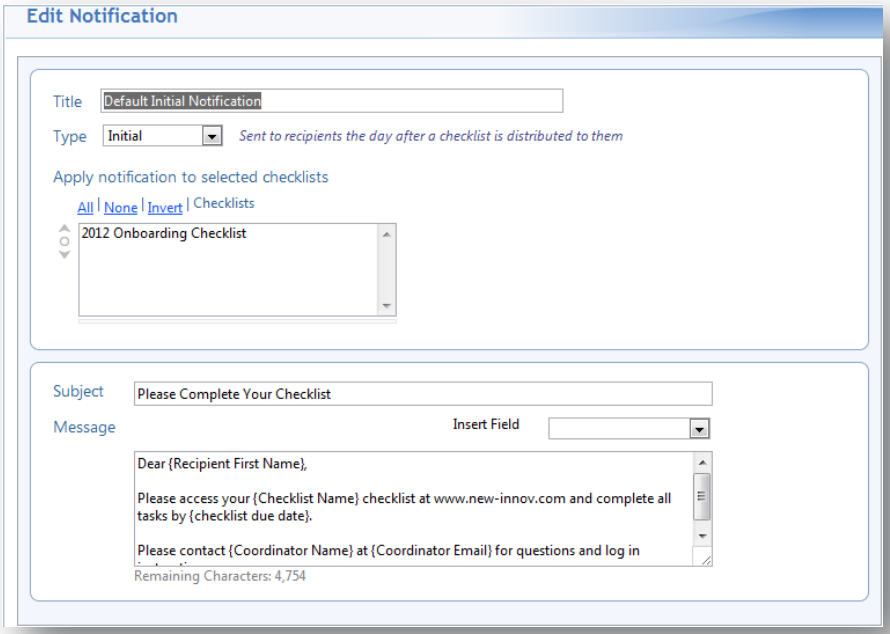
NOTIFICATIONS

You can configure email notifications to go to recipients when their checklists are available, when their checklists are complete, and when and if they become overdue. You can also set up administrative email that will inform you of how your recipients are progressing with their onboarding tasks.

SETTING UP INITIAL, COMPLETION, AND REMINDER NOTIFICATIONS



1. Go to *Personnel > Checklists > Onboarding*
2. Click **Notifications**
3. Click **Add Notification**
4. Enter a name for the notification
5. Select the type of notification. They are sent in the daily consolidated email.
    a. Initial - *(Sent to recipients the day after a checklist is distributed to them)*
    b. Reminder *(Sent to recipients with incomplete steps remaining on their checklist)*
    c. Complete *(Sent to recipients the day after all checklist steps are completed)*
6. Select all checklists that this email applies to

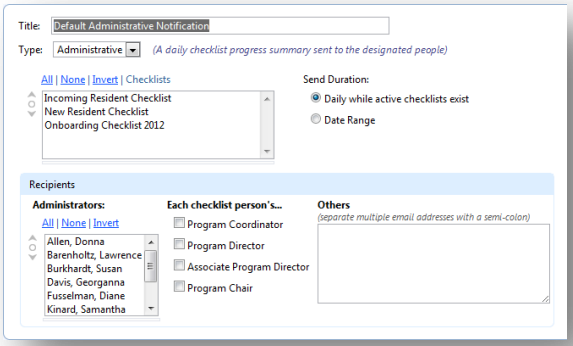


7. Enter a subject for the email
8. Enter the body of the message
9. You can insert tokens or fields into the body of the message from the list on the right to personalize your onboarding emails, including:
    a. Recipient Name
    b. Recipient First Name
    c. Recipient Last Name
    d. Program Name
    e. Program Start Date
    f. Coordinator Name
    g. Coordinator Email
    h. Checklist Name
    i. Checklist Due Date
    j. Institution Login
10. Click **Save**

Reminder Email

1. You can select send options that include
    a. A reminder x number of days prior to the due date
    b. An option to send the reminder at regular intervals
    c. An option to cc both the Program Director and the Program Coordinator

SETTING UP ADMINISTRATIVE NOTIFICATIONS



1. Go to *Personnel > Checklist > Onboarding*
2. Click **Notifications**
3. Click **Add Notification**
4. Enter a name for the notification
5. Select the Administrative type of notification.
6. Set the send duration
    a. Daily summaries are sent whenever there are active (not archived) checklists for people in your department
    b. Daily summaries are sent during a certain date range
7. Select email recipients
    a. Administrators: Level 6 users
    b. Each checklist recipients…: Summaries will be sent to recipients' Program Coordinator, Program Director, Associate Program Director, and/or Program Chair. These people are identified in Program Demographics (*Main > Administration > Global Setup > Programs*)
    c. Others: Add email address to send summaries to people who are not one of the above
8. Click **Save**

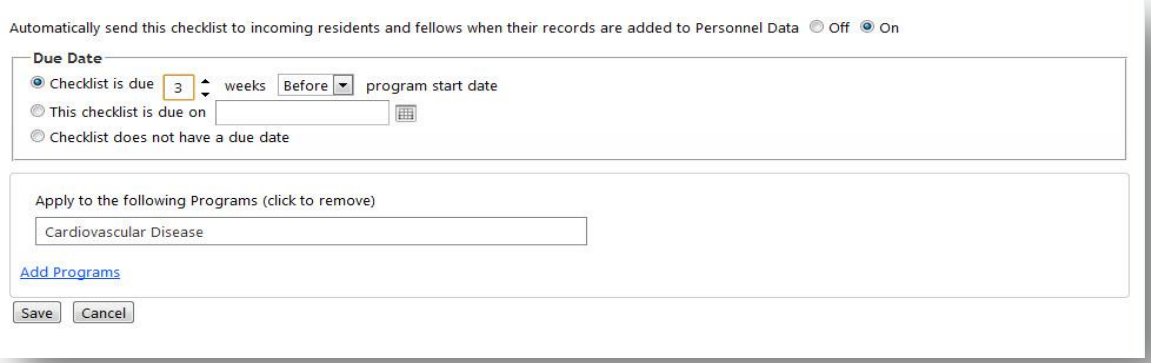
Message From: New Innovations **Subject:** Onboarding Administrative Summary **Reply Address:** (none)
INCOMING RESIDENT CHECKLIST: 15 of 37 (41%) completed. 14 currently on hold 0 initial emails sent today 22 reminder emails sent today 8 completion emails sent today 0 people assigned this checklist, but do not have a primary email in the system

CHECKLIST DISTRIBUTION – AUTOMATIC OR MANUAL?

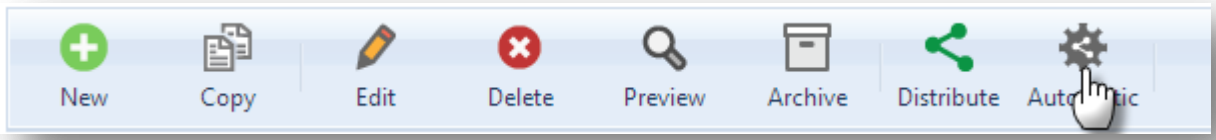
You can choose to send your checklists out automatically after you add new incoming resident and fellow records to the database or you can distribute them at a later date.

- Use Automatic if you are building your checklists prior to adding Incoming Residents and Fellows
- Use Manual if you are building your checklist after adding Incoming Residents and Fellows or if you'd prefer to review the checklists before distributing

AUTOMATIC DISTRIBUTION



1. Go to *Personnel > Checklists > Onboarding*
2. Click **Checklists**
3. Select a checklist
4. Click **Automatic**

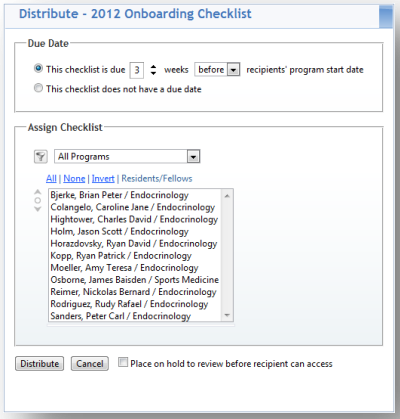


5. Set the due date for when the checklist is to be completed
6. Click **Add Programs**
7. Click each program you want to automatically distribute this checklist to
8. Click **Done**
9. Click **Save**

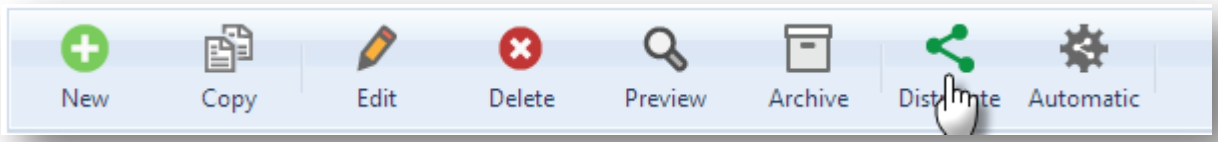
Once incoming residents and fellow records are added to the software, they will have a checklist assigned to them and will receive an email notification the next day, if an initial email is configured.

MANUAL CHECKLIST DISTRIBUTION

When you are ready to distribute onboarding checklists, you can set up manual distribution.



1. Go to *Personnel > Checklists > Onboarding*
2. Click **Checklists**
3. Select a checklist to distribute



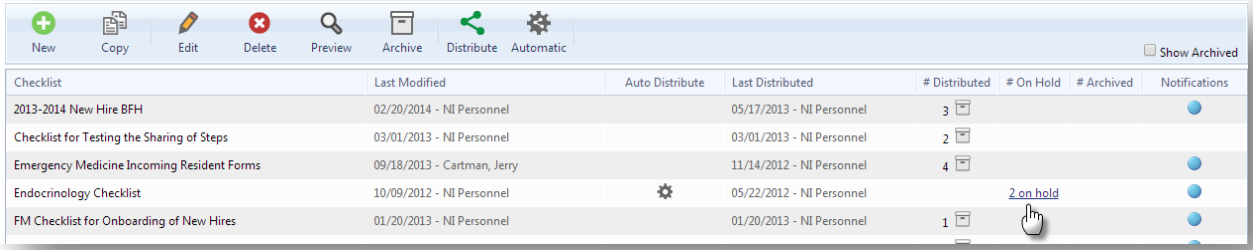
4. Click **Distribute**
5. Set the due date preferences for this checklist
6. Select incoming residents and fellows from all programs or click the filter to narrow down the list
7. Optional: Check the box to place checklists on hold for review before sending them
8. Click **Distribute**

If you have configured an initial email, it will be sent to recipients the next day, unless the checklist is on hold. Then the email will go the day after you release it.

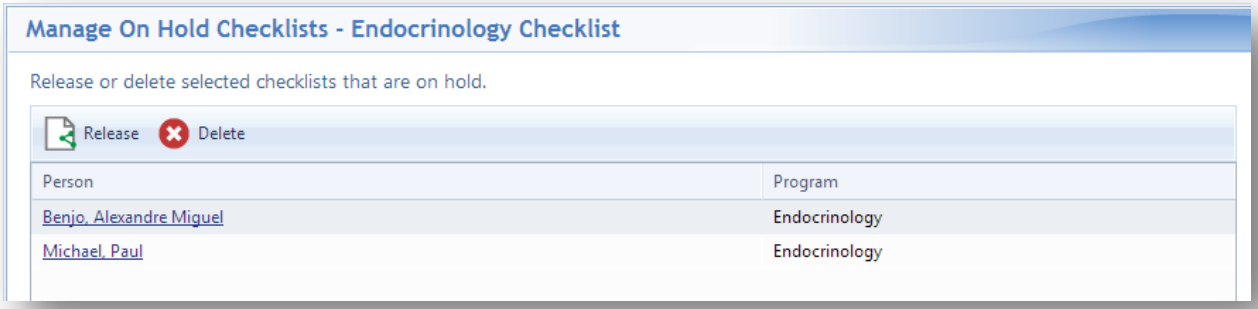
RELEASE CHECKLISTS ON HOLD FOR REVIEW

1. Go to *Personnel > Checklists > Onboarding*
2. Click **Checklists**

3. Click the link to access people whose checklists are on hold



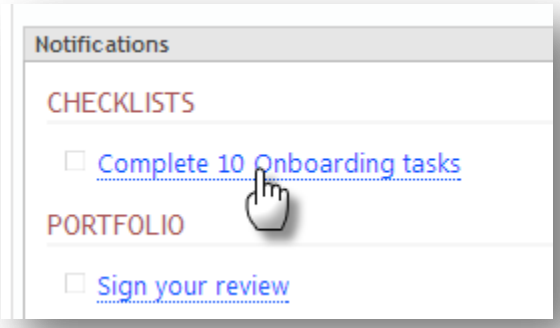
4. Click the checklist that you want to distribute
    a. Ctrl + Click to select multiple checklists



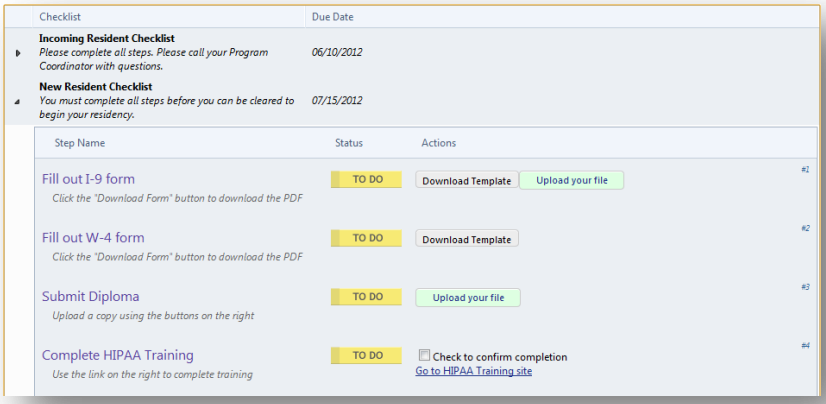
5. Click **Release**

WHAT DO INCOMING RESIDENTS AND FELLOWS SEE?

When your incoming residents and fellows log in to New Innovations to complete their checklists, they will see this banner across the top of their home page:



They can click **View My Checklists** to access their to-do lists.



From here, they can mark steps complete, access blank forms, upload files and go to specific websites.

MANAGE ONBOARDING CHECKLISTS

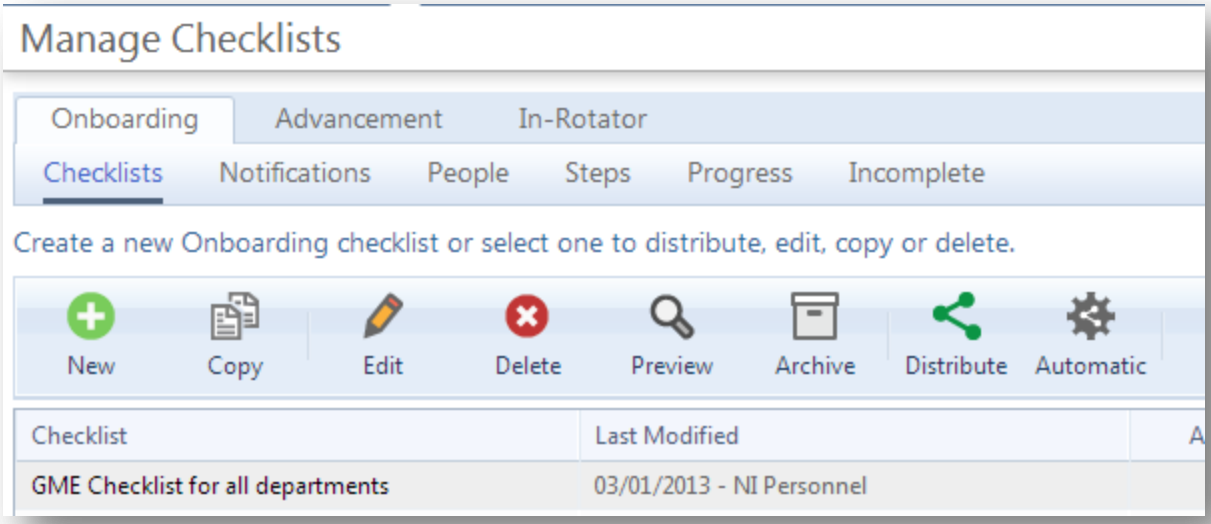
Once you have distributed your checklists, you can get detailed information about progress by using the management pages in the Onboarding application. Go to *Personnel > Checklists > Onboarding* and click the appropriate tab.

CHECKLISTS TAB

Copy a Checklist

You have the ability to copy a checklist to your own program or to another department.

1. Go to *Personnel > Onboarding > Checklists tab*
2. Select the checklist you want to copy
3. Click the **Copy** icon
4. Enter a name for the copied checklist. This cannot be the same name as the original.
5. Select the Department. Your own department will be selected by default.
6. Click **Copy**



Preview a Checklist

View your checklist to see how it will appear to your residents.

1. Go to *Personnel > Onboarding > Checklists tab*
2. Select your checklist
3. Click **Preview**

Archive a Checklist

1. Go to *Personnel > Onboarding*
2. Click the **Checklists** tab
3. Select the checklist you want to archive
4. Click the **Archive** icon
5. The pop-up box will display the following question: 'Would you also like to archive all distributed checklists?' Select one of the following:
    a. Yes, archive them all.
    b. No thanks
    c. Cancel

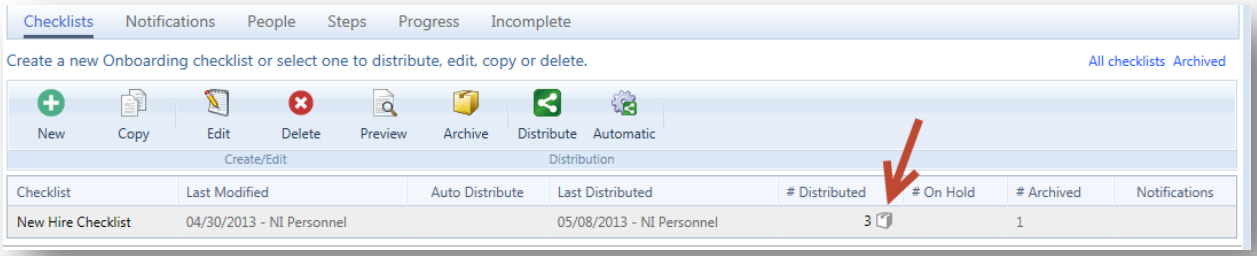
Notes:

To view the archived checklist, check the box for **Show Archived**

To unarchive a checklist, check the box for **Show Archived**, select the checklist and click the **Unarchive** icon.

Archive residents' checklists en masse

1. Go to *Personnel > Onboarding*
2. Click the **Checklists** tab
3. Click the small folder beside the number in the Distributed column
4. Click **OK**



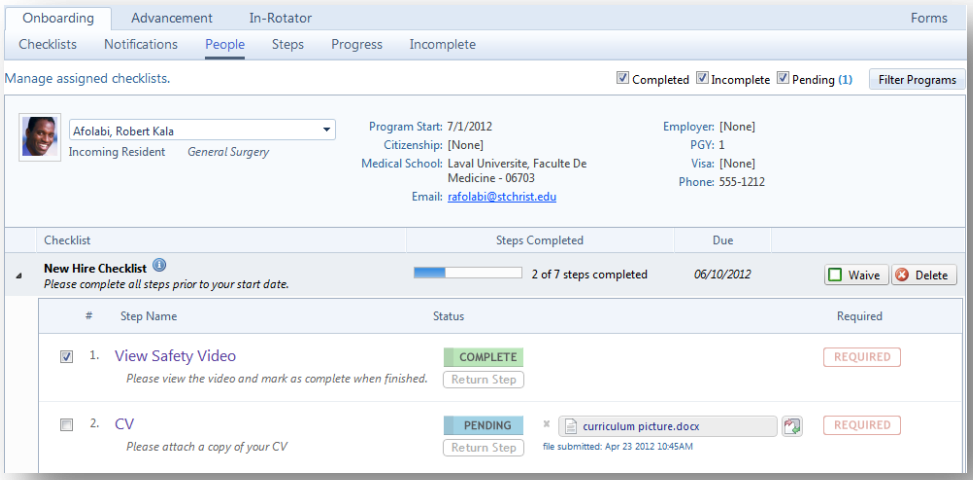
PEOPLE TAB

You can select individual residents and check their progress completing their pre-employment tasks

On this page, you can:

- Review submitted documents and forms
- Delete incorrect documents that have been submitted
- Mark steps complete
- Make a step required or not required
- Delete checklists for individuals.
- Waive a checklist for a person to suspend work on it

Click **Filter Programs** to limit who you see by program.



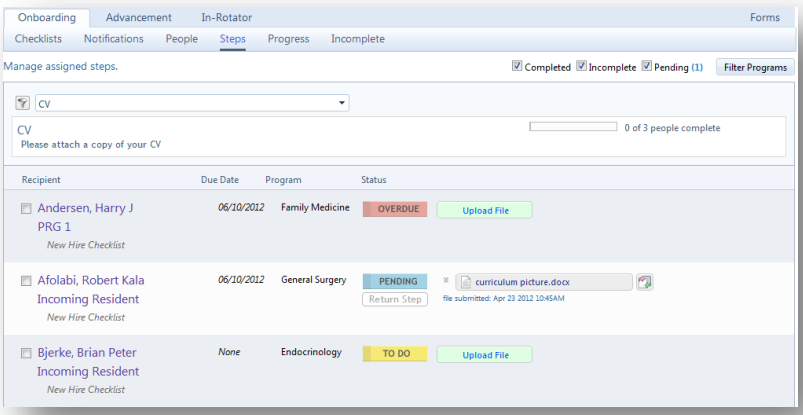
Pending: A document or form has been submitted for administrator review.
To Do: The recipient has yet to complete this task
Complete: The recipient or administrator has completed this task
Overdue: The checklist due date has passed and the step is not complete

Click **Return Step** to send the step back to the recipient and add a note clarifying what you require them to submit.
Click the blue “i" icon to see a history of changes made to steps in this checklist.
If a resident has submitted the wrong document, click the “X” in front of the document to delete it.

STEPS TAB

You can review progress by checklist step on the Steps tab. You can narrow the list of steps you see to steps from certain checklists by clicking the filter icon to the left of the dropdown list.

Click **Filter Programs** to limit what you see by program. Use the view checkboxes to see steps that are completed, incomplete, or pending administrative review. The number following “Pending” indicates how many items are pending administrative review.

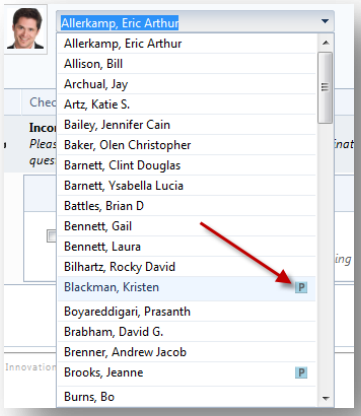


APPROVING PENDING DOCUMENTS OR FORMS

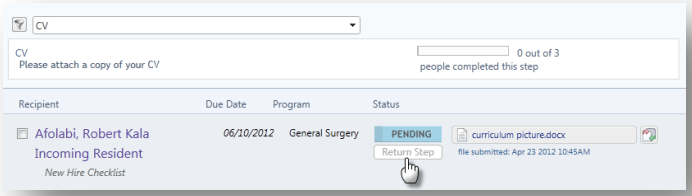
If you have added steps to your checklist that require recipients to upload documents and you’ve not allowed recipients to mark the step complete, those steps will require your approval. You will also need to approve all forms submitted, since recipients are not permitted to mark these steps complete. Access the pending items by person or by step to review the documents and mark the steps complete.

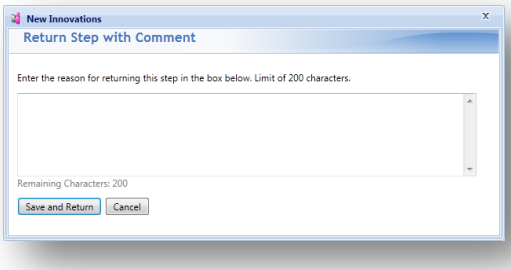
Approving Documents - By Person

1. Go to *Personnel > Checklists > Onboarding > People tab*
2. Select an individual with a pending icon next to their name



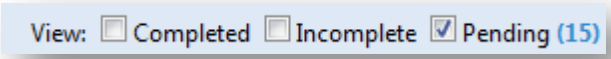
3. Click the file to open it and review it then check the box to approve it or click **Return Step** to send it back to the recipient. Add a note to explain
4. Check the box to approve it or click **Return Step** to send it back to the recipient. Add a note to explain



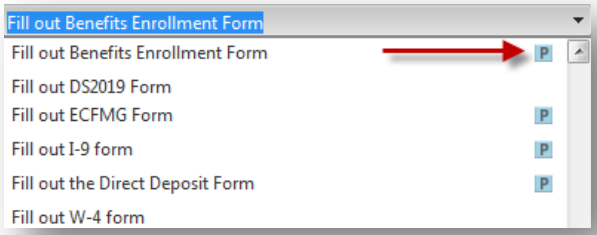


Approving Documents - By Step

1. Go to *Personnel > Checklists > Onboarding > Steps tab*
2. Uncheck "Completed" and "Incomplete" so that only pending steps will show up on the page



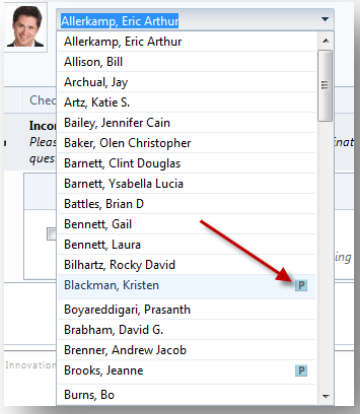
3. Select a step with a Pending icon



4. Click the document to open
5. Approve it by marking the document step complete
6. Once approved, documents are stored in the Files & Notes tab in the recipient's Personnel Data file

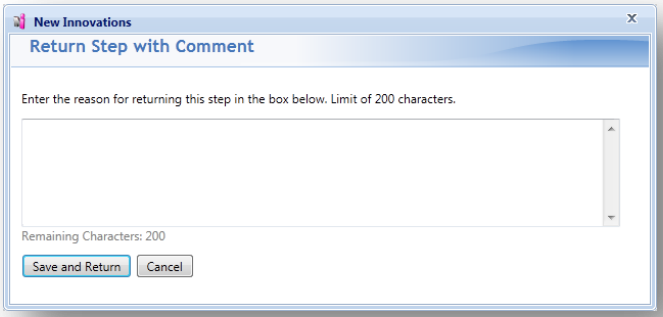
Approving Forms - By Person

1. Go to *Personnel > Checklists > Onboarding > People tab*
2. Select an individual with a pending icon next to their name



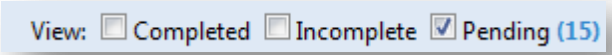
3. Click the **Review Form** to open it and review it

4. Click **Save and Commit to Demographics** to transfer this information from the form to the recipient's Personnel Data record. Click **Save and Close** to save your changes but not submit them just yet
5. Click **Return Step** to send the step back to the recipient and enter a reason for returning it



Approving Forms - By Step

7. Go to *Personnel > Checklists > Onboarding > Steps tab*
8. Uncheck "Completed" and "Incomplete" so that only pending steps will show up on the page



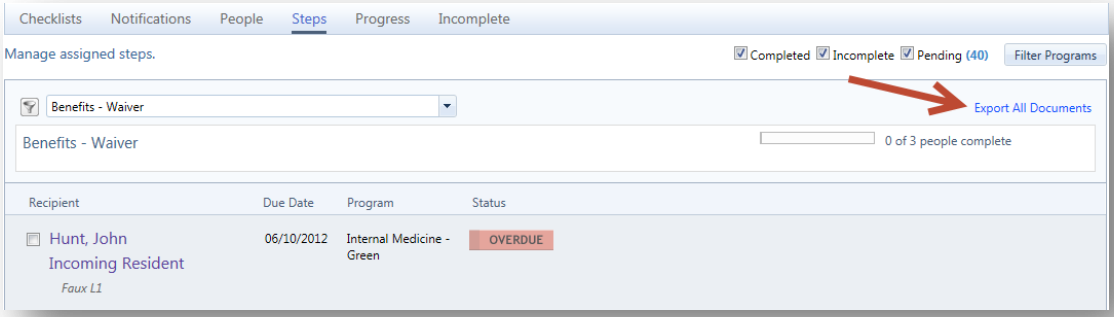
9. Select a step with a Pending icon
   Click the **Review Form** to open it and review it
   Click **Save and Commit to Demographics** to transfer this information from the form to the recipient's Personnel Data record. Click **Save and Close** to save your changes but not submit them just yet
10. Click **Return Step** to send the step back to the recipient and enter a reason for returning it
    Check the box to approve the submission or click **Return Step** to send it back to the recipient. Add a note to explain

Saving and committing form data to demographics is a one way trip. Once the data is committed, it will be located in Personnel and no longer open for editing on the checklist form. If you need to make further changes, you need to go to Personnel to do so.

Bulk Printing

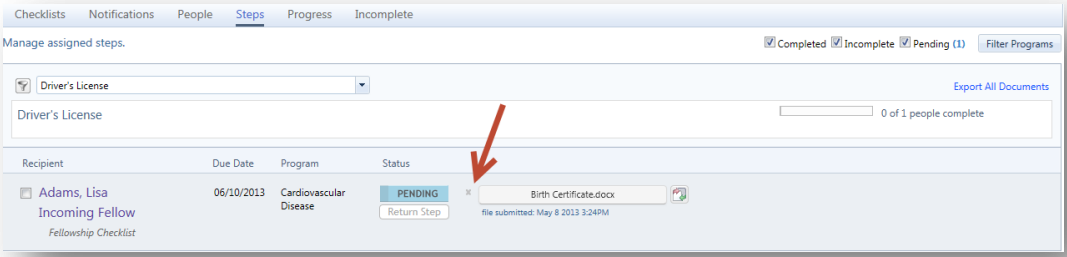
On the People and Steps tabs, you are able to print multiple documents at one time. The documents are exported into PDF format which can then be printed. For example:

1. Go to *Personnel > Onboarding*
2. Click the **Steps** tab
3. Select a step
4. Click **Export All Documents**
5. Select one:
    a. Click **Open** to open the PDF document
    b. Click **Save** to save the PDF document to your computer
6. The PDF document can then be printed



Delete Submitted Document

If a resident submits the wrong document, you can delete the document and send the step back to the resident.



PROGRESS TAB

Use the Progress Tab to see a summary of how everyone is progressing on their checklists. Select the Checklist from the dropdown list to get a list of recipients and a count of how many steps have been completed.

You can also use this page to delete checklists when they are no longer need. View the page by people:

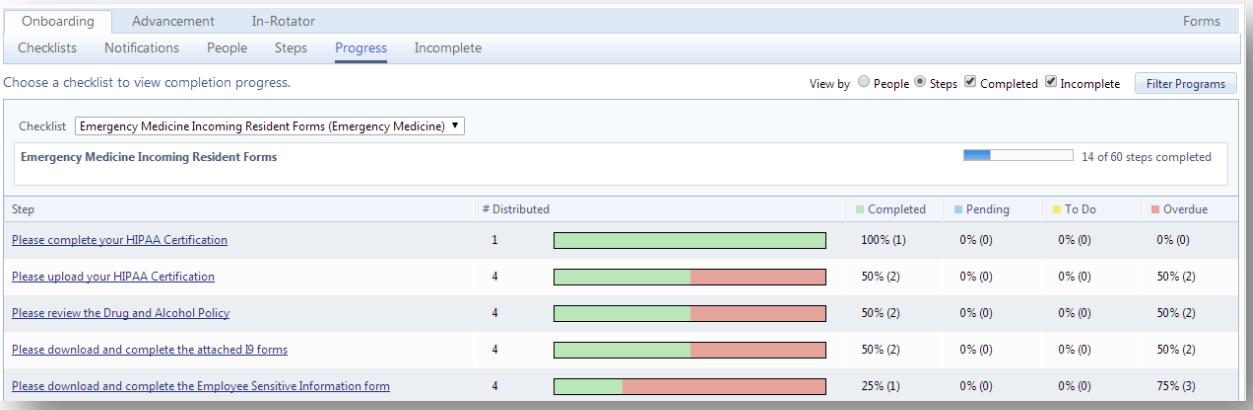
You can take the following actions on this page:

- View the overall summary of progress for each checklist you have distributed
    - By step or by person
- Click a person's name to access his or her checklist
- Click and drag to select multiple rows
- Click the arrow and select one of the following actions:
    - Click **Delete** to get rid of selected checklists
    - Click **Archive** or **Unarchive** a checklist for a person
    - Click **Update Due Dates** to change the due dates for selected checklists
    - Select a type of email to send to people with selected checklists:
        - Initial: Sends the initial email you have configured for this checklist
        - Reminder: Sends the reminder email you have configured for this checklist
        - Completion: Sends the completion notice that you have configured for this checklist
        - Custom: Opens an email from your email program so that you can create a custom message and send it

Notes:

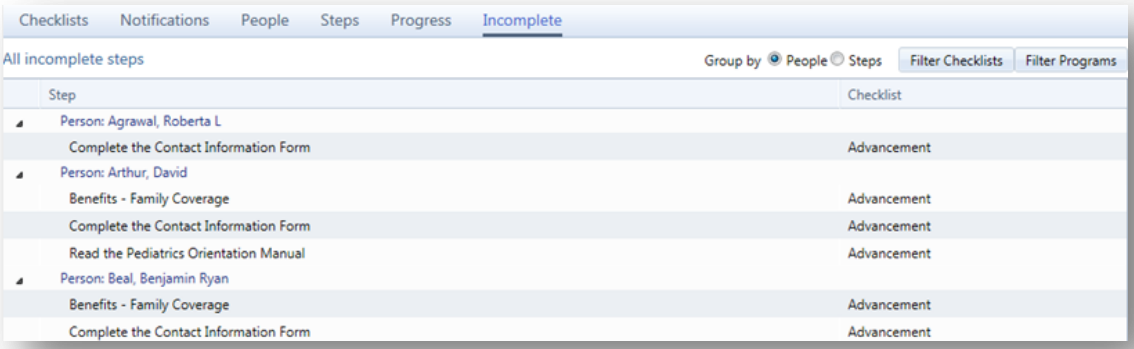
- To view the archived checklists, check the Archived box in the View filters.
- An entire checklist can be archived on the Checklist tab

View the page by step:



INCOMPLETE TAB

You can click the **Incomplete** tab to see a list of steps that have not been done by your recipients. This includes steps from all Advancement checklist types. You can either group the list by person or by step:



APPENDIX **A** – ACCESS TO CHECKLISTS

GME ADMINISTRATORS – LEVEL 6 ACCESS

Administrators who oversee other programs and have **level 6** privileges in Personnel Data can:

- Create, edit, view any checklists in any department
- Supply blank documents for any incoming resident or fellow
- Create and attach forms to checklists
- View progress and steps for all checklist recipients in all programs
- Approve all submitted documents
- Approve data collected in forms and send it to recipients' Personnel Data records
- Mark any step complete

GME ADMINISTRATORS WITH LEVEL 5 ACCESS AND PROGRAM ADMINISTRATORS

Administrators who are responsible for specific programs should have **level 5** privileges in Personnel Data so that they can:

- Create, edit, view any checklists created in departments they have access to
- Supply blank documents for recipients
- Create and attach forms to checklists
- View progress and steps for all recipients in programs they have access to
- Approve documents submitted by recipients in their program
- Approve data collected in forms and send it to recipients' Personnel Data records, provided they are not prevented from doing so by customized security
- Mark steps complete for people in programs they have access to

People with **level 4** access can view checklists assigned to people in their departments and monitor their progress.

ADDITIONAL REVIEWERS

Reviewers are people who are given very specific access to certain steps on a checklist. You can identify certain people who are responsible for specific steps. For example, your human resources administrators may collect benefits enrollment forms. You could create a review group for them and assign the step "Submit benefits enrollment forms" to them. Then when they log into New Innovations and access checklists, they will only see the benefit enrollment form steps they are responsible for and no other steps.

Reviewers need to have **level 1 access or higher** in Personnel so that they can:

- Review and approve specific materials submitted for steps they have access to

INCOMING RESIDENTS AND INCOMING FELLOWS

People with Incoming Resident and Incoming Fellow statuses are the only people who can receive Onboarding checklists. They do not need privileges in Personnel to complete a checklist, but they do need privileges in at least

one module to be able to access the software. You may want to consider giving them at least **level 1** access so that they can view their own Personnel record. Incoming Residents and Fellows can:

- View steps they can act on
- Submit documents
- Mark steps complete