



## Guidelines for Onboarding New Lehigh Hires Remotely

Onboarding is essential in helping new hires acclimate to the social and professional expectations of their new work environment. Onboarding remotely is never optimal, and we encourage supervisors to postpone doing so in the current pandemic crisis. However, we realize there may be times where supervisors will have to onboard their new employees remotely. We hope these tips and pointers will help with the challenges of creating a remote onboarding plan.

Please continue to communicate with your new hire prior to their first day to alleviate any concerns about their ability to work remotely and to convey your plans, guidance and expectations. Welcoming your new employee in person makes it easy to answer questions and get their reactions, and we understand this is not an option right now. Here is a checklist of items to complete in preparing your new hire to work remotely:

- ✓ **Schedule time to complete the I-9.** Employees are required by law to complete this form and bring the documents in person. A new hire will not be paid without this form completed and submitted to Payroll within the first three days of their start date. **It is your responsibility as the supervisor to complete this.** New hires may email [ini9@lehigh.edu](mailto:ini9@lehigh.edu) to schedule an appointment with an authorized representative of the university. Several staff members from the Provost's Office, Human Resources and Payroll have volunteered to assist you with this process and will be on campus one day a week (every Thursday starting with Thursday, May 14) to process I-9's.

We suggest you communicate this information to your new hires by ensuring they read their I-9 paperwork carefully so that they bring the necessary documentation with them to campus. They are also required to wear the [proper mask](#) when meeting with the Lehigh representative. Once the appointment is scheduled, the representative will be in touch with the new hire confirming the date, time and location. If your new hire is not local, they will still need their I-9 validated in person by an authorized representative. This can be accomplished through any notary public. UPS stores are open and most provide this service. To find a store and schedule an appointment click [here](#). The notary public who completes the form as a Lehigh's authorized representative should not stamp the form with his seal. Instead, the notary public should authorize that they did physically examine, with the employee being physically present, each document

presented to determine if it reasonably appeared to be genuine and related to the employee presenting it.

- ✓ Once the document is completed and signed, the new hire will need to make a copy of the documents they provided and scan and upload both the completed form and the attached documents. This should be sent to the Payroll Department using [FileSender](#).
- ✓ Have your new hire upload their W4, Act 32 form and direct deposit form if applicable (along with their I-9) into [FileSender](#).
- ✓ Have the new hire send their completed Employee Information Form to [inhro@lehigh.edu](mailto:inhro@lehigh.edu).
- ✓ Have your new hire contact the LTS Accounts Office at 610-758-3011 to receive a temporary password to open their Lehigh Computing Account; identity verification will be performed over the phone and the new hires will be expected to answer questions based on information they have already provided to the university. Without their account, they cannot get access to email, Banner, and other software. Please see the [Security webpage](#) for more information on the LIN/PIN.
  
- ✓ Coordinate a time to get the employee the equipment necessary to work from home. You are responsible for ensuring your new hire has the technology and/or other tools they need to work remotely. LTS is your partner in this process. As you can imagine, they are experiencing a much higher volume of work than in usual circumstances. Please follow their procedures to assist them in serving the entire Lehigh community. There are good remote working resources available for you and your team provided by LTS here: <https://lts.lehigh.edu/business-continuity>.
- ✓ Please ensure that your new employee is completing their necessary background checks. They should have received [information and instructions](#) for completing the required background checks via email. **Keep in mind if their position has direct contact with minors they will not be able to start until all checks have been completed, submitted and approved by HR. This may pose a problem for the foreseeable future in regards to the FBI fingerprinting. All fingerprinting sites have been closed in all of Pennsylvania. Our vendor is still processing our PATCH and Child Abuse orders and will process the FBI checks when the fingerprinting sites reopen.**
- ✓ Contact Parking Services to get your new hire a parking pass when they return to work on campus. Supervisors may request a complimentary visitor permit for the new employee's first day. Requests should be submitted via email to [inpark@lehigh.edu](mailto:inpark@lehigh.edu) with their full name, Lehigh ID number, and Lehigh email address to request a permit application. New Hires who work at 306 S. New Street will be issued a permit to park in the New Street parking garage on their first day if the supervisor requests this with advance notice.
  
- ✓ Contact the IDEAL Office to obtain your new employee's ID card. The new hire will need to email a photo as a .jpg file to [inideal@lehigh.edu](mailto:inideal@lehigh.edu). Please contact the IDEAL Office at [inideal@lehigh.edu](mailto:inideal@lehigh.edu) with any questions.

You can find helpful information on what to do before the first day on our [website](#).

Once all of the necessary tasks are complete, create a training plan and itinerary and share that with your new hire. Make sure to schedule Zoom meetings or use other video conferencing tools daily in order to get them acclimated. It is important that your new hire has direction and feels connected. If you are concerned with training your new hire remotely, keep in mind that you can utilize video conferencing technology to complete this just as you would in person. Video conferencing technology is also a good way to connect them with their new colleagues.

Make sure to educate your new employee on their role/responsibilities and the systems they will use to complete them. Use this time to share goals, projects and provide access to shared employee resources. This is a great time to give projects to the new employee. This will provide them with meaningful work and connect them with your goals during this unprecedented time. Make sure to schedule time to train them on these projects and set milestones and deadlines. Even while working remotely, providing feedback is important.

Working remotely can be a challenge for those accustomed to a traditional workspace, so do your best to make sure your new hire feels comfortable. Be flexible and understanding; they may have more questions and it may take them longer to fully grasp their role. Remote employees who feel a connection with you and your team will be more motivated to make a positive impression. As always, continue to use the [onboarding resources](#) we have for you.

Please feel free to contact Aubrie Sobieski at [auf214@lehigh.edu](mailto:auf214@lehigh.edu) or Lori Claudio at [loc205@lehigh.edu](mailto:loc205@lehigh.edu) with any questions.