Onboarding Roadmap

NYC Public Schools Human Capital Onboarding Steps

Step	Description
1 **NOMINATION RECORDED**	The nomination (job offer) has been initiated in the HR system. Your principal must record the nomination in the Galaxy system for your offer to be considered official. Once your principal completes this step, you'll receive an email with instructions on how to complete an online application via the Teacher's Support Network (TSN) candidate portal. If you do not receive a nomination email and instructions on how to access your Applicant Gateway account, please contact your principal to ensure all steps were taken and your information was entered correctly. **Questions?** Contact your principal or hiring manager (Don't know who your hiring manager is? Ask your mentor, colleague, assistant principal or school-based UFT representative.)
2 **APPLICATION SUBMITTED**	Follow the instructions on your nomination email to complete a candidate portal profile and submit an online application for the position you were nominated for. The electronic forms required for your position will populate based on your answers to the pre-employment questions on this application, so it's important that you complete this step right away or the process will not move forward. Once you submit your online application via TSN, you will receive a confirmation email.
3 **PROCESSING**	**3a. Activate Applicant Gateway Account and Confirm Applicant Information:** Once you complete the online application via [TSN (Teacher's Support Network)](#), you'll receive a second email with instructions on how to access and activate your Applicant Gateway (AG) account. Once you activate and access your account, you'll receive an email with a link to log into your AG account with your new password. Once you are in your Applicant Gateway account, make sure you complete all biographical information on your applicant profile, and review all electronic forms necessary for your onboarding. The forms included in your applicant nomination will vary based on how you completed your TSN application. After reviewing, make sure that you follow the instructions for each form to "complete" or "submit" the form(s) electronically. Your processing will not move forward until all required forms are marked complete. If you do not confirm and submit your biographical information, you will not have access to the instructions needed to complete your fingerprinting process. **3b. Fingerprinting:** To work for the NYC Department of Education, you must receive clearance through a fingerprint-supported background investigation. To access the information you'll need to schedule your fingerprinting appointment, follow these steps: 1. Log into the Applicant Gateway system using your email address and password. 2. Once logged in, you will be on the home screen. 3. Click on the "Status" link to view the status of your forms. This will bring you to a Nomination Status screen. 4. Click on the "Application Forms" link under "Processing." 5. A screen will pop up with a display of all Applicant Gateway forms and their current statuses. 6. If you are NYS certified and have fingerprints on file with TEACH, select the OSPRA103 option to have your fingerprints transferred to NYC Public Schools.

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3 **PROCESSING (CONTINUED)**	**3b. Fingerprinting (continued):** If you have not done your fingerprinting, click on the "Fingerprint Instructions Form" to access the steps and service code required to schedule your fingerprinting appointment with IdentoGO. **3c. Register for a fingerprinting appointment with IdentoGo:** 1. Navigate to the IdentoGO website. 2. Enter the correct Service Code, and hit 'Go.' **Note:** You can find your service code under the "Fingerprint Instructions Form" on your Applicant Gateway profile. 3. Select 'Locate an Enrollment Center.' You can search for a New York State Authorized IdentoGO Center by using your current location, postal code, city and state, or airport code. Appointment scheduling is available via the IdentoGO website at all times. Appointment scheduling via phone at (877) 472-6915 is available from 9:00 a.m. to 9:00 p.m. Monday through Saturday. Please note that if you have completed this step in the past, you may not need to do so again. Applicant Gateway forms should be accessed directly from your "e-forms" tab, to ensure that the correct, most up-to-date form is used. Fingerprinting results are usually available and transmitted to the NYC DOE by IdentoGO within 48-72 hours. **Questions?** Contact your hiring manager.
4 **BACKGROUND INVESTIGATIONS**	You must complete a background clearance process. If you have been at this step for more than a week, you should contact the Office of Personnel Investigations (OPI) via OPIINFO@schools.nyc.gov to find out the status of your investigation.
5 **STATE CERTIFICATION CONFIRMATION**	In this step, the Applicant Gateway system will confirm that you have a specific state certification(s) applicable to the job by receiving data directly from the New York State Education Department (NYSED)'s TEACH online system. State certification data comes directly from the candidate's NYSED TEACH account. If you have a certificate issued by NYSED, but your credential does not appear in Applicant Gateway, you should contact your principal, hiring manager, or email certappt@schools.nyc.gov and attach the letter of nomination for the position so that the NYCDOE Certification Unit can enter the credential manually. No appointment is required for this.

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7 **DUAL EMPLOYMENT**	Are you currently an employee of the NYC DOE but accepted a new position? If so, you may have to resign from your previous position before moving forward in the nomination process. **Please note that you should not resign your position before you are instructed to do so in the nomination process. If you resign prematurely from your position, please be advised that you're resigning from the NYC DOE altogether, and you may come off payroll or have an interruption in health benefits coverage or other employee benefits.** Employees who wish to work in a dual capacity must request approval to do so. Requesting approval for dual employment does not automatically confer this approval. You must wait until you have received an approval letter before you begin your second assignment. **Second Position is in a Separate City Agency (Other than NYC DOE)** You must complete and submit the DP 1021A form **Second Position is in a Different Program/Unit Within NYC DOE** You must complete and submit the DP 1021B form Instructions on where to submit the form will depend on your employee title. They are listed in the links above. **Note about Substitute Teachers who are nominated to become Appointed (full-time) Teachers:** Substitute teachers (Per Diem Teachers) will have their substitute line of service converted to a full-time credential and do not need to resign. All other titles must follow the appropriate resignation process if they are actively employed at the NYC DOE. **Questions?** Contact your hiring manager.
8 **STAFFING**	Your principal or hiring manager completes the hiring process by recording the hire transaction in the personnel system and then as a transaction in the payroll system. It is important to note that your first day cannot be before your intended start date. Your first day of employment will be the next full business day. This step is bypassed during the summer months for this specific group of employees being hired. If you report to work prior to being "staffed", your timekeeper might not be able to pay you for those hours. Only your principal/hiring manager can complete this step. If you have questions or have been stuck on this step, please reach out to them directly.

Helpful Documents

‣ New Teacher Onboarding Toolkit
‣ Welcome Letter, Inclusive Teacher Recruitment & Hiring Toolkit, p. 47

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Welcome Email	When your staffing step is complete, the system will automatically send you a "Congratulations Email" containing the following information: 1. **Your EIS ID (also known as File Number)** - This number is a DOE-specific identifier used for technology and HR systems. 2. **Your Employee ID (also known as Reference Number)** - This number is a citywide identifier used for payroll and other systems. 3. **Your NYC DOE email address** - Your DOE email address and temporary password are created within 72 hours from when you receive your welcome message. To locate it, and to reset your password, use the account confirmation tool. Be sure your password is easy to remember—you'll need it to access important online tools, systems, and support pages. **Note:** If you did not receive your Congratulations Email after 72 hours have passed, you may reach HR Connect at (718) 935-4000, Monday through Friday, 9 a.m. to 5 p.m. to have it manually re-sent. **Tidbit:** Keep your file number/employee ID handy! You will need to reference it often throughout your time at the DOE. It is also helpful to include it in emails when requesting assistance.
Paychecks and Salary	**Payroll Portal** Once you receive your first paycheck, you will be able to access the NYC DOE Payroll Portal to enroll in direct deposit (required), as well as to find pay stubs, get duplicate W-2 forms, see your payroll calendar, and more. To log into the Payroll Portal: 1. Enter your Outlook (DOE) User ID; 2. Enter your Outlook (DOE) password; and 3. Enter either your Employee Identification Number (EIN) or your EIS Number (file number). **Tidbit:** Most payroll inquiries can only be resolved by your in-school payroll secretary. Don't know who it is? Feel free to ask your mentor, colleague, assistant principal or school-based UFT representative. Your **first paycheck** should be ready on the pay date closest to the completion of your first two weeks of work and will be mailed to the address we have on file. Your pay dates will be around the 1st and 15th of each month. If there are any delays in the processing of your payroll information, you'll receive your check on the following pay date, with retroactive pay. **Questions?** Contact your school's payroll secretary or principal.
	Commuter Benefits You may also use the Payroll Portal to enroll in **Commuter Benefits**. After enrollment you will receive an email detailing when this will take effect.
	Salary Differential Applications The Salary Application is where you will submit your Salary Step and Salary Differential applications as soon as you receive your first paycheck. You must have a Master's degree or at least 30 credits beyond your Bachelor's degree to qualify. You are required to apply within six months of your start date. Please note that salary step and salary differential applications can take up to 20 weeks to process. Make sure you complete your paperwork as early as possible. Read more about salary steps here.
	Your employee health benefits are divided into two categories: 1. Health Insurance Coverage: 2. Vision, Dental, and Prescription Drug Benefits: A breakdown of each of these and how to enroll is covered in the following section

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Health Benefits	**Health Insurance Coverage:**
	
	The City of New York provides its eligible employees with health insurance from a number of providers. The insurance coverage is administered by New York City's Office of Labor Relations (OLR). New enrollments or changes in enrollment for active employees must be processed through the HR Connect Benefits Unit, which acts as a liaison between Department of Education (DOE) employees and the health insurance carriers.
	
	Note: To access the links below, you will need to have access to your NYC DOE email credentials.
	
	As a new employee, you may perform one of the following three options within 31 days of your hire date:
	
	1. Enroll in Health Benefits
	   a. Add an optional rider
	   b. Add dependents
	2. Waive health benefits. For more information, please see: Waiving Health Benefits.
	3. Enroll in the Buy-Out Waiver program. For more information, please see: Buy-Out Waiver Program.
	
	You may still enroll in benefits after 31 days have elapsed from your hire-date as a late enrollment, but this may affect your benefits effective date. For more information, see Enrolling in Health Benefits - Late Enrollment.
	
	To enroll in a health benefits plan within 31 days of your date of hire:
	
	1. Log into NYCAPS Employee Self-Service (nyc.gov/ess). Learn more about NYCAPS ESS.
	2. Click Health Benefits.
	3. Click Benefit Enrollment.
	4. A screen containing Open Benefit Events will appear.
	5. You MUST select the event related to your status as a New Hire (for example, "New Hire - 90 Day Wait.")
	6. Depending on the time of year, you may see other Open Benefit Events available. It is important that you select the correct one. See important note below.
	7. Complete the rest of the online application form. All sections must be completed. Review all fields carefully. You will be unable to amend your application once it has been submitted.
	8. **IMPORTANT: Do not log out of NYCAPS ESS before you complete and submit your application. You will not be able to access your application again if you log out before completing it.** If this happens to you, you should submit your application using a Health Benefits Application Form (ERB).
	9. Once you submit your online form, you will receive an email confirming that your request has been received.
	
	Health Benefits Coverage Effective Date
	
	Appointed teachers and specified school-based personnel are covered retroactively to their first day of employment. Benefits coverage will be dated back to your date of hire if you have applied for health benefits within 31 days of your date of hire. Your effective date will be your **date of hire**.
	
	Where can I find more information about enrolling in benefits? Processing Time, Vision, Dental, etc.? Please see: Health Benefits Overview.

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Healthcare, *continued*	**Vision, Dental, and Prescription Drug Benefits:** Vision and Dental coverage are not administered through your NYC Health Benefits. These will come from your union or welfare fund. Prescription Drug coverage will come from your union if you are working in a unionized title. If you are not in a unionized title, you must elect an optional rider to your NYC Health Benefits to have prescription drug coverage. All appointed teachers are part of the United Federation of Teachers (UFT), and receive vision, dental and prescription coverage through their union benefits. Visit the UFT website to enroll in welfare fund benefits (dental, vision, prescription drugs, etc.). **Questions?** Contact your UFT representative.
Retirement Benefits and Employee Discounts	Take a look at these three great benefits that you now have access to. 1. Download the **Teachers' Retirement System** Enrollment Application and submit the completed form to confirm your personal information and beneficiaries (TRS contributions are automatically deducted beginning with your first paycheck - learn more at the TRS website). 2. (Optional) Enroll in the TRS Tax Deferred Annuity (after you've submitted your TRS application). 3. Employee discounts

Other Helpful Contact Information	1. The HR Connect Web Portal* is where you can find answers to all of your HR quesitons including benefits, leaves of absence, certification, payroll, personal & tax data changes and more! This portal is open 24 hours a day, 7 days a week.
	2. The NYC Public Schools Info Hub is the online home for NYC Public Schools employees. Use your DOE username and password to access important online tools and support pages, including HR Connect and Employee Self-Service.
	3. Use Employee Self-Service (ESS) to manage your employee information. Log in using your 7-digit DOE Employee ID number (listed at the top of the welcome message you received). **Note that you will not be able to access ESS until after your first day of employment.**
	   a. Your **temporary ESS password** consists of:
	      i. The last two digits of your Social Security Number followed by an underscore ("_"), plus
	      ii. The first three letters of your birth month (must be upper case), plus your birth day (including the leading zero, if applicable) and birth year. For example, the password for an employee with a SSN of XXX-XX-XX99 and a birth date of 01/02/1900 would be 99_JAN021900.
	   b. After logging in with your temporary password, you will be prompted to change it. Passwords must contain a minimum of eight characters, including at least one number, one letter and one of the following special characters:
	     ! @ # $ % ^ & * ( ) - = + \
		[ ] { } ; : / ? . > < _
		   c. If you have trouble logging in, or if you need your Employee ID number, call HR Connect at (718) 935-4000.
		   d. If you do not remember your password or would like to change it, you can reset your password via the NYCAPS ESS "Forgot My Password" page. If you are unable to reset it and need further assestance, please call the NYC DOE NYCAPS password reset line at (718) 935-4001. This phone line is available 24 hours a day, 7 days a week.

* The HR Connect Web Portal requires sign-in to reach many of the links in this document.

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Payroll Contacts	Please note that most payroll issues can only be resolved by your payroll secretary or timekeeper. Don't know who it is? Feel free to ask your mentor, colleague, assistant principal or school-based UFT representative.
	For payroll questions or concerns you should ALWAYS contact your school's payroll secretary first. If your payroll secretary is unable to assist, they should escalate to their payroll support personnel.
	Other payroll contacts:
	▸ Inquiries about Direct Deposit/529 Plan Inquiries: EFTBenefits@schools.nyc.gov (718) 935-3545
	▸ Termination Pay Inquiries: TerminationUnit@schools.nyc.gov (718) 935-2221
	▸ W-2 Duplicate Copy Inquiries: W2Unit@schools.nyc.gov (718) 935-4373
	▸ Per Diem/Per Session Pay Inquiries: PDPSPayroll@schools.nyc.gov
	▸ Per Diem (718) 935-2236/Per Session (718) 935-2229
	▸ Service Compensation/Final Entitlement Inquiries (E745 and Q744): FinalEntitlementHourlySupport@schools.nyc.gov; (718) 935-3030
	▸ Pedagogic Terminal Leave Inquiries: MLR@schools.nyc.gov
Photo ID	**Obtaining a Photo ID as a New Employee**
	If you are a new employee and have a confirmed I-9 appointment, your photo will be taken at the same time.
	If you have already completed your I-9 appointment and still require your photo to be taken, please schedule an appointment with the HR Connect Service Center.
	I already took my photo but never received my ID. How do I obtain my photo ID card after my photo has been taken?
	After you have your photo taken at the HR Connect Service Center, your photo is kept on file. Once you are fully staffed, please submit a Photo ID Replacement Form through the Upload Document feature of the HR Connect Portal, so that your photo ID can be mailed to you. Your DOE photo ID card will be mailed to the location that you include on the form. Please allow 2-3 weeks to receive the DOE employee Photo ID Card.