

## 3G FAQ's in BrassRing and Onboarding for HR Staff

1. **Who do I contact when I've chosen an incorrect appointment action/onboard path?**
  - a. [Kuhronboarding@ku.edu](mailto:Kuhronboarding@ku.edu) – The OB'ing team will fix the onboard path to retrigger a new set of tasks to the employee. Depending on where the student is in the process and when it's caught, some tasks may need to be redone.
2. **Who will notify me when I have a student with 2 appointments in onboarding? How do those get fixed?**
  - a. [Kuhronboarding@ku.edu](mailto:Kuhronboarding@ku.edu) – The OB'ing team will notify the appropriate People Support staff when the student has 2 appointments in OB'ing that has caused data to be overridden. This will require coordination to fix. To prevent this, be sure that before a form is routed out of Perceptive Content or into OB'ing that the student has no other appointments in progress.
3. **Who do I contact when I get the notification that the student is in onboarding, but I don't see them there?**
  - a. [Kuhronboarding@ku.edu](mailto:Kuhronboarding@ku.edu) – There may have been an integration error from BrassRing to OB'ing due to an invalid email address, duplicate talent records in BR, or failure to kick off tasks in OB'ing. The OB'ing team will work with System Admins as necessary to resolve.
4. **How should I enter the background check funding for new international students?**
  - a. On the 3G form, if the student is **NEW** and the **International Box** is checked **YES**, then leave the background check funding field BLANK. This will send a "3G – Personal Information" communication to the student instead of a background request. Generally speaking, these students do not have an SSN and they can't fill out the background authorization form. A background check audit will be conducted in September for all 3G's that may have missed getting a background when they needed one.
5. **What happens if I enter funding on the 3G form and they don't need a background check?**
  - a. If there is funding entered on the 3G form, regardless of whether there is an EEID entered, that student will be sent a background request from BrassRing. If they have already been sent the background communication and they've filled it out, the department will be charged.
6. **Who do I contact when I need to correct appointment information for a 3G while it's still in the 3G HR queues?**
  - a. The HR Transaction team at [Hrtransactions@ku.edu](mailto:Hrtransactions@ku.edu)
7. **If I'm notified that a student is declining their 3G appointment, what needs to happen with the 3G form, their BrassRing status and their Onboarding tasks?**
  - a. If the student is a GTA, email [Hrrecruitment@ku.edu](mailto:Hrrecruitment@ku.edu) to let them know so they can send the GTA a letter. Any 3G needs to be discontinued if they are in BrassRing. – If the 3G is already in OB'ing, email [Kuhronboarding@ku.edu](mailto:Kuhronboarding@ku.edu) to let them know to discontinue the student in OB'ing and ask that a comment be added to their 3G form in the OB'ing queue and routed to complete.
8. **What should the start and end dates be for a GA? GRA? GTA?**
  - a. GA's and GRA's should start the day they truly begin work. The end date should only be entered if the dept wishes to term them on a specific date. Ongoing appts shouldn't have an end date entered. If a department wishes to terminate a GA or GRA appointment that did not have an end date on the offer letter identified, an ePAF needs to be submitted immediately. If the termination is retroactive, contact [Hrtransactions@ku.edu](mailto:Hrtransactions@ku.edu) to determine if other issues need to be discussed prior to an underpay being processed.

- b. GTA's generally follow the academic year dates that will populate on the 3G form (8/18 - 5/16 or 5/15 for leap years). However, if a GTA does not start on 8/18, then the Appointment period should be "Other", and the actual start date should be entered rather than retroactively appointing someone.
- 9. Who do I enter as the 3G's supervisor if not given a specific person?**
  - a. Contact the department directly if the field value is not complete.
- 10. Do I need to make supervisor changes if I am told by the supervisor indicated in PC and on the emails that they are not the true supervisor?**
  - a. Record the individual's name and email department directly for verification prior to processing a supervisor ePAF change request.
- 11. Who do I contact when my 3G form is in the hold queue for 700+ approval and we are approaching the 7–10-day window in my HR queue or processing deadlines based upon the effective date are within 3 days or less?**
  - a. Contact Graduate Studies at [graduate@ku.edu](mailto:graduate@ku.edu). If a response is not received timely, escalate to your manager.
- 12. Who do I contact for assistance with determining a student's hours limit for a G appointment?**
  - a. Review the OGS website and University policy <https://policy.ku.edu/human-resources/student-employee-eligibility-aca>. If you have additional questions, reach out to the HR Transaction team.
- 13. When will the student have access to systems such as HR Pay, etc.?**
  - a. Students will receive an email confirmation from Onboarding once the appointment has been entered in HR/Pay.
- 14. What types of position data updates require the attachment of the student's written/emailed acknowledgment? (when pay/FTE is scheduled to decrease?)**
  - a. A written notification regarding a FTE and related compensation change should be attached. This document could be a student voluntarily making the request with the supervisor's approval, or notification by the supervisor the employee of the FTE modification. If the FTE is increasing beyond
  - b. University policy, contact [Hrtransactions@ku.edu](mailto:Hrtransactions@ku.edu) for next steps. If the FTE is decreasing, written acknowledgment should be attached from the student.
  - c. Position data updates are reserved for GRA or GA appointments only.
- 15. How do I change appointment details for a 3G?**
  - a. It depends on where the appointment is in the process:
    - i. Perceptive Content: HR Transactions at [Hrtransactions@ku.edu](mailto:Hrtransactions@ku.edu)
    - ii. BrassRing: [Hrrecruitment@ku.edu](mailto:Hrrecruitment@ku.edu)
    - iii. Onboarding: [Kuhronboarding@ku.edu](mailto:Kuhronboarding@ku.edu)
      - 1. If the appointment is still in OB in an "in progress" status, contact the OB'ing team to edit the OB'ing details in the system.**
        - a. If the student hasn't completed any tasks in OB, the OB'ing team will edit the appointment details so that the correct information is presented in the offer letter and keyed into HR/Pay.
        - b. If the student has already signed the offer letter in OB, the OB'ing team will reopen the task and notify the student to re-sign the corrected letter so that it can be indexed into their employee records and keyed into HR Pay correctly.

iv. Keyed into HR Pay: Submit PAF to update appointment or go through Position Data Update for GRA or GA appointment changes. If GTA – Contact [HRrecruitment@ku.edu](mailto:HRrecruitment@ku.edu). If FTE or Bi-weekly is increasing, a new offer letter will have to be issued outside of the system. (Please note any GTA appointments exceeding .50 FTE total will require approval from Graduate Studies prior to reissuing an offer letter.) If FTE is decreasing based upon a voluntary request made by the student, a PAF may be issued with the documentation attached. If FTE or Salary Rate is decreasing and it is a Unit request, contact [Hrtransactions@ku.edu](mailto:Hrtransactions@ku.edu) for assistance.

**16. How can I assist students with their onboarding password? How can I get them a new welcome email?**

- a. 3G appointments will load with the KU email address. The OB system uses a unique password that is not tied to their SSO password. On the Onboarding log in page ([onboarding.ku.edu](http://onboarding.ku.edu)), students can utilize the “Forgot Password” link to have a password reset emailed to their KU email address.

**17. What if I entered an incorrect BR Req number on the 3G form and it’s already been sent to BR to be loaded?**

- a. [HRrecruitment@ku.edu](mailto:HRrecruitment@ku.edu) – HRM will need to move that candidate into the correct BR Req and fix the 3G offer form in BrassRing.

**18. What do I do if a student believes all onboarding tasks are complete, but it reflects differently to me in Onboarding?**

- a. [Kuhronboarding@ku.edu](mailto:Kuhronboarding@ku.edu) – The student should see multiple tabs in his onboarding profile home page. Each tab is titled with the name of the hiring department. If each tab shows that all tasks are completed, you should double check in 2XO on the student’s profile page to find their username. The student could be logging in with the incorrect username/email address.

**19. At what time should I expect to see my candidates loaded into BrassRing the day after I’ve routed them from my 3G HR queue?**

- a. [Employ@ku.edu](mailto:Employ@ku.edu) – HRM will load the 3G file from Image Now first thing in the morning, so you will see your appointments in either BrassRing or Onboarding by 10:00 am.

**20. Who can help my candidates with log in problems into Onboarding?**

- a. [Kuhronboarding@ku.edu](mailto:Kuhronboarding@ku.edu) - The OB'ing team can assist the student by confirming their correct log in username/email and instruct them on how to reset their onboarding password and utilized the Forgot Password link or the correspondence log to send a new welcome email.

**21. What constitutes as a position data update for the 3G form?**

- a. Action Code Position Data Update is reserved for existing GRA or GA appointments in HR/Pay that a change is needed to FTE, funding, or pay rate. These are reviewed by the Transaction team and processed by the Appt team.

**22. A GTA was offered a position after the beginning of the academic year or semester term. What should the start date be?**

- a. The start date should be the first day that the GTA will begin or start working in that position. The bi-weekly amount MUST meet the minimum amount established by the MOA.

**23. A GTA which was offered a position on 8/18 or 1/1 but was unable to complete required onboarding documents by the start date.**

- a. **International Students (New to KU)** – Contact [HRrecruitment@ku.edu](mailto:HRrecruitment@ku.edu) . The offer letter will need to be revised outside of the system for signature for the actual date the person started working and had valid work authorization. Compensation for that academic semester will need to be compressed. \*

- b. **US Citizen (New or Rehire Greater than One Year) or International Student (Rehire Greater than One Year):** If the person did not complete onboarding documents and didn't begin working until Onboarding documents were completed, work with [Hrrecruitment@ku.edu](mailto:Hrrecruitment@ku.edu) to generate a revised offer letter outside of the system and pay should be compressed for the academic semester the appointment began.\*
- c. **US Citizen or International (Rehire Less than a Year):** Refer to item b. above. However, if the person did not complete onboarding but started working on the start date and work authorization is valid, the start date and bi-weekly rate remains as specified in the original offer letter.

**\*HR Onboarding can reopen the offer letter task with corrected start date for employee to sign if Onboarding tasks are not completed.**

**24. What should I do if the employee is not responding to Onboarding requirements or I notice a 3G Appointment form is late (i.e., start date has passed or is in 3 days or less).**

- a. The OB'ing team should utilize established escalation procedures.
- b. If the form is late, reach out to the department contact/chair or dean's office. If the appointment is New or is a Rehire Greater than a Year, identify if the person has already begun work. If the person has already started work activities, inform the unit they must cease until Onboarding can be completed. If work has not begun, determine if the student can meet the I-9 deadline as well as complete all Onboarding requirements on or before that date.