

INTRODUCTION

WELCOME! This job aid is meant to support new hires through the offer, background, and onboarding steps inside of **WORKDAY**. The following pages will help a new hire navigate through the platform to complete necessary steps and documentation. Please refer to the Table of Contents below for each section of the job aid.

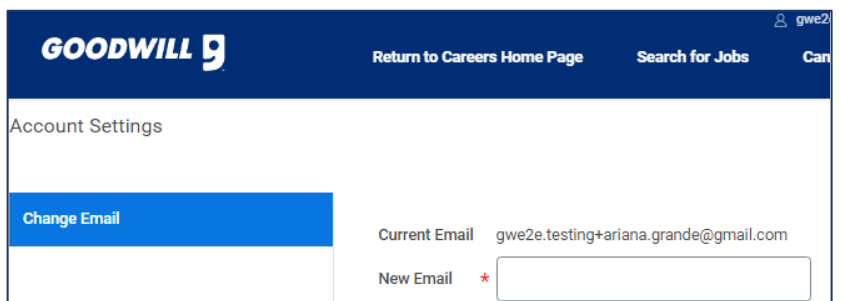
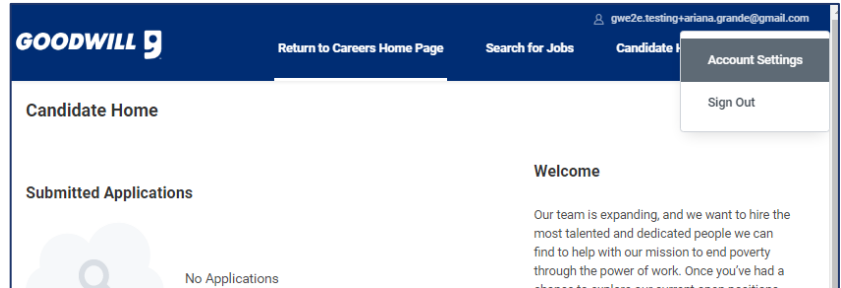
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CANDIDATE LOGIN FAQ's

- The links in the offer email redirects the candidate to our external career site. They do not need to use the link, only log back into the external career site and navigate to their candidate home account. (See page 6 below)
- As long as a candidate remembers their password, they can log into their candidate home account and change their email within the setting sections.
- If a candidate created an account with an incorrect email address, they can still use the incorrect email to log into their candidate home account.



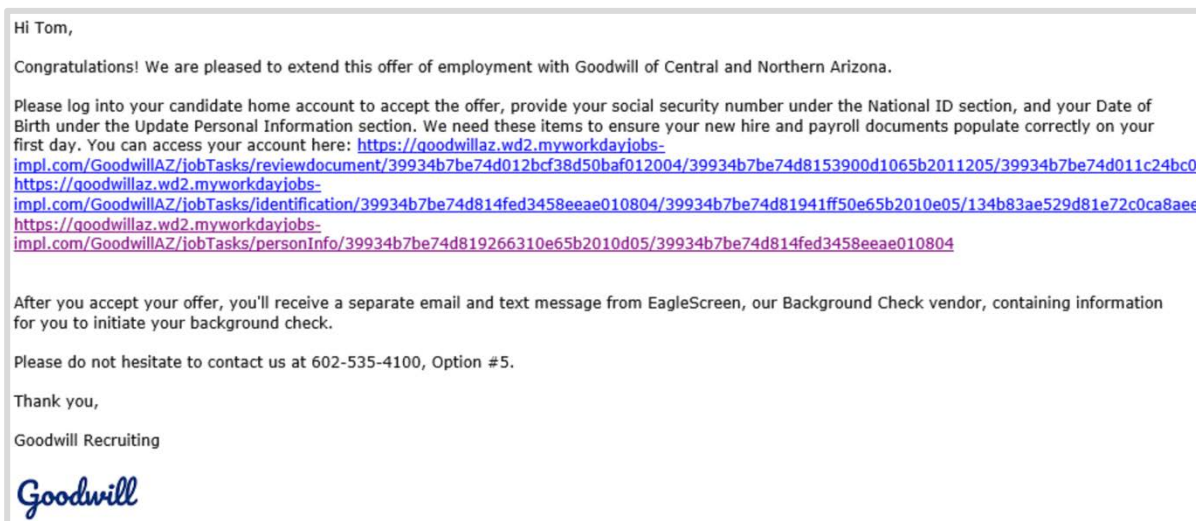
- **What to do if a candidate has locked their account.**
 - Workday automatically locks an external account for 30 minutes after 5 unsuccessful sign-in attempts. To unlock the account, the candidate needs to follow the Forgot Your Password steps. Workday limits users to 5 password reset requests within a 24-hour period. (See page 3 below)
- **What to do if a candidate has not received the password reset email or the password reset information is not working.**
 - If the password reset option is not working, the candidate will need to create a new account, with a new email address, and re-apply to the position.

Note: Have the candidate write down their login details so they don't forget.

- Once they have applied from the new account, the system will need 5-10 minutes to recognize the duplicate account and merge the profiles. Once their profiles are merged, the candidate should refresh the page.
- From their candidate home account, the offer that was originally sent (along with SSN and DOB tasks) will be waiting for them. (See page 6 below)
- If the profiles do not merge, reach out to Recruiting so their profiles can be merged.
- Do not send another offer letter to the new account.
- For any questions, reach out to Recruiting at (602) 535 – 4100 option 5

ACCEPT JOB OFFER THROUGH EMAIL

1. From your personal email address, open the *Offer of Employment* email and click on the provided link. This link will re-direct you to the candidate homepage in order to log in and accept the offer.



2. To sign in, use the email address and password you created when you applied. If you forgot your password, click **Forgot your password?** and follow the steps.

Sign In

Email Address

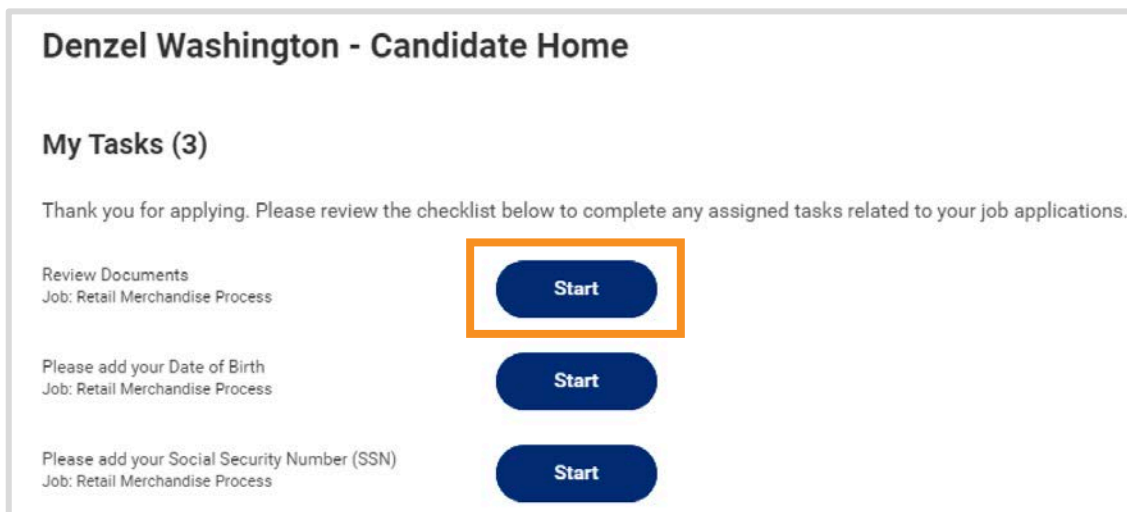
Password

Sign In

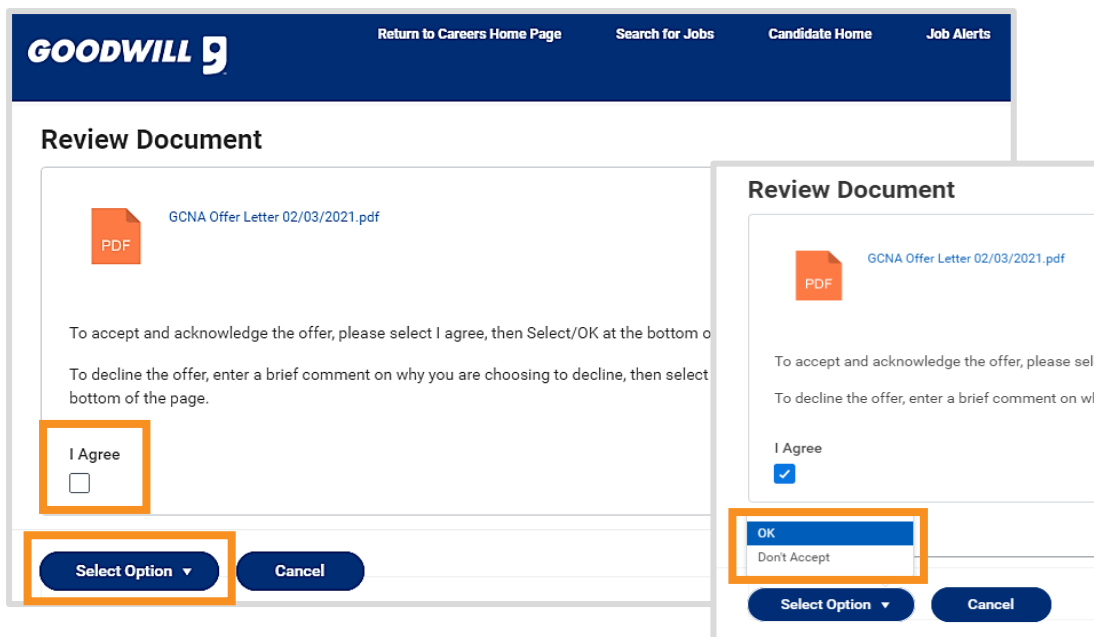
Don't have an account yet? [Create Account](#)

[Forgot your password?](#)

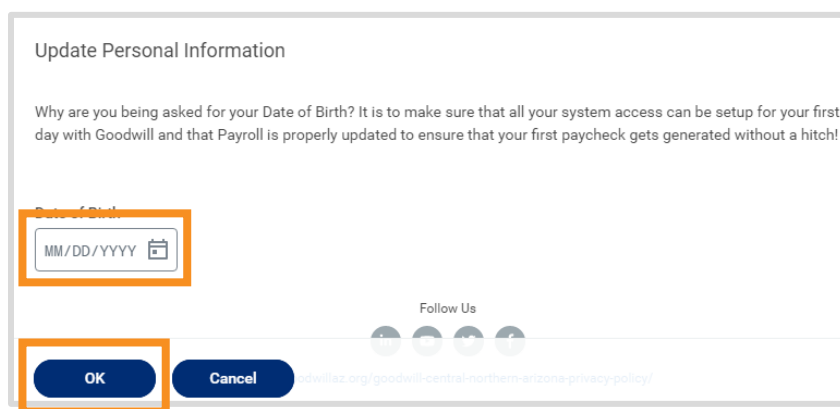
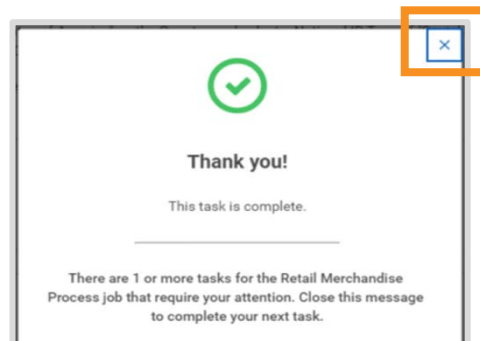
- Three new tasks await your action. Click on the first **Start** button next to *Review Documents*.



- Your offer letter will display. To download the offer, click the **GCNA Offer Letter** hyperlink. To accept the offer, click the **I Agree** Box.
- Next, click **Select Option** and click **OK**. You may also click Don't Accept to reject the offer.

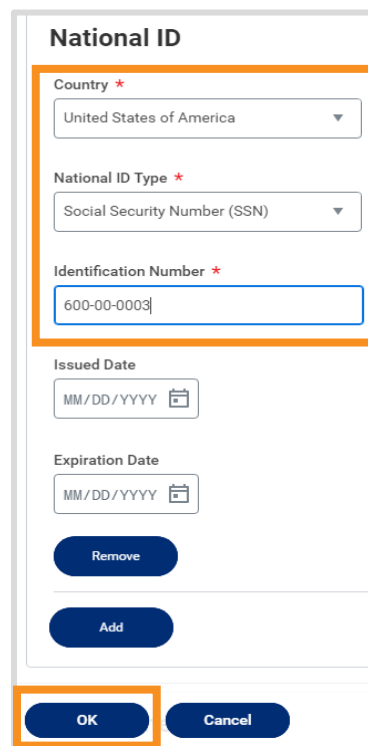


6. A *thank you* pop-up will appear. Click on the blue **X** to be taken to the next two steps. (Steps may be out of order.)
7. To submit your **Date of Birth**, click into the calendar box and select your date of birth.



8. Click **OK** and then click the blue **X** from the *thank you* pop-up, as before.
9. To submit your **SSN**, Under National ID:
 - a. Country: United States of America
 - b. National ID Type: Social Security Number (SSN)
 - c. Identification Number: ___SSN___
 - d. Leave Dates Blank
10. Click **OK** and then click the blue **X** from the *thank you* pop-up, as before.

Note: If you are a re-hire, you will notice all x's under the identification number. All you need to do is click **OK**.



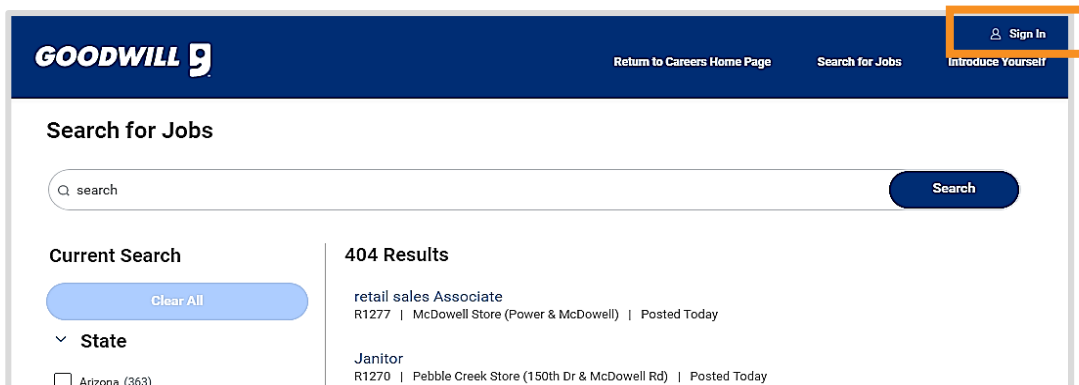
You have finished Accepting the Offer!

ACCEPT JOB OFFER THROUGH WEBSITE

1. If you wish to access the offer letter a different way, go to jobs.goowillaz.org.
2. Click on **View All Job Openings** to take you inside the Workday Career site.



3. At the top right, click **Sign In**.



4. To sign in, use the email address and password you created when you applied. If you forgot your password, click **Forgot your password?** and follow the steps.

Sign In

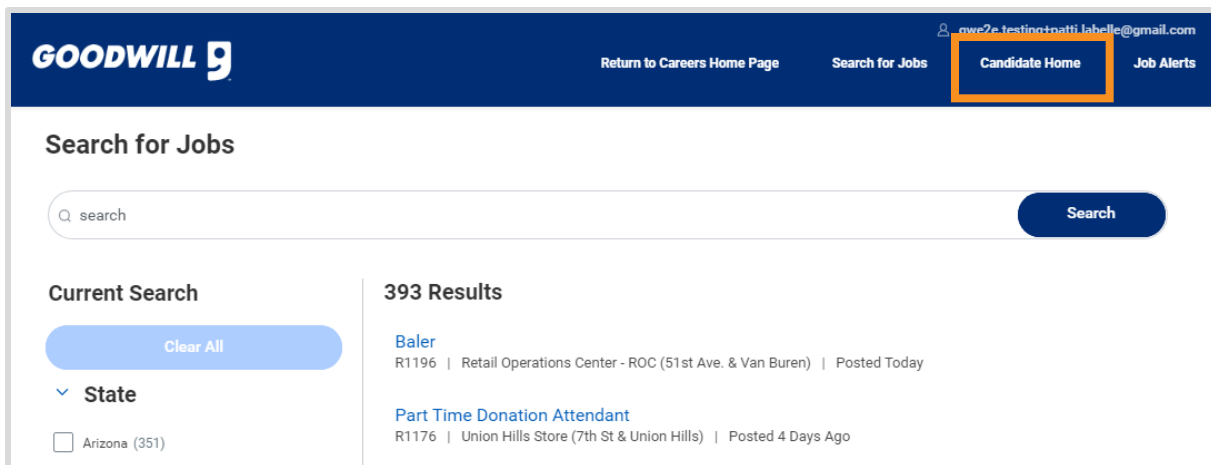
Email Address

Password

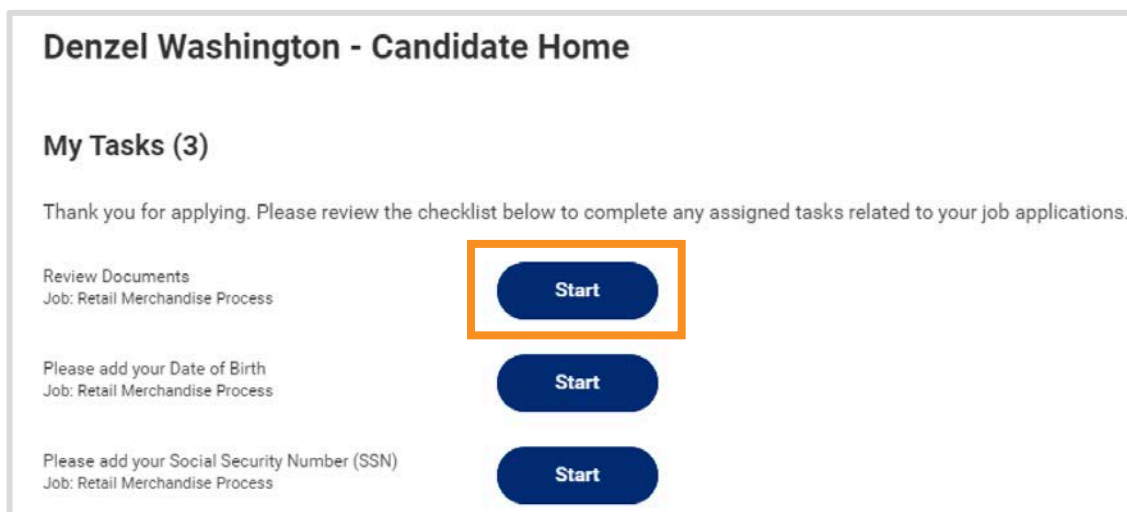
Sign In

[Don't have an account yet? Create Account](#)
[Forgot your password?](#)

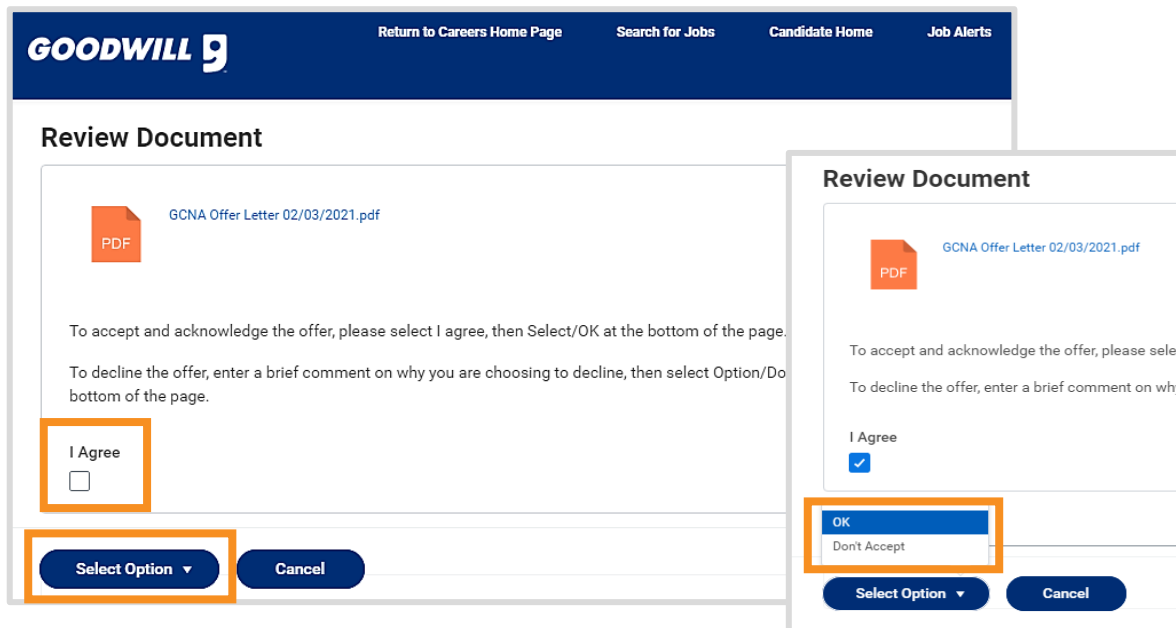
- At the top right, click on **Candidate Home**.



- Three new tasks await your action. Click on the first **Start** button next to *Review Documents*.

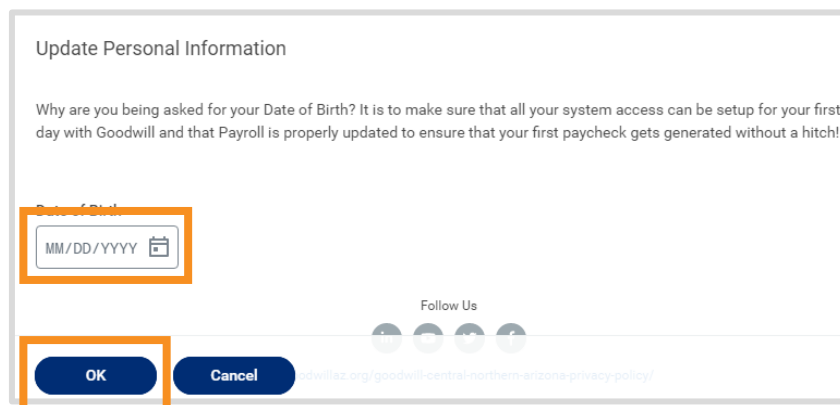
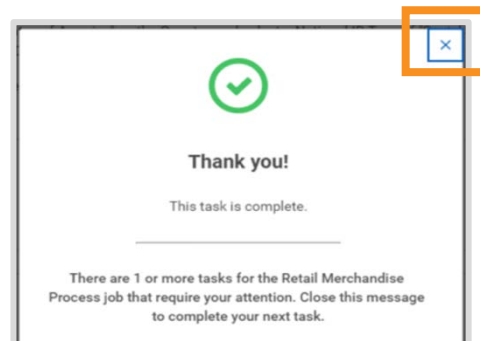


- Your offer letter will display. To download the offer, click the **GCNA Offer Letter** hyperlink. To accept the offer, click the **I Agree** Box. (See next page for picture)
- Next, click **Select Option** and click **OK**. You may also click Don't Accept to reject the offer. (See next page for picture)



9. A *thank you* pop-up will appear. Click on the blue **X** to be taken to the next two steps. (Steps may be out of order.)

10. To submit your **Date of Birth**, click into the calendar box and select your date of birth.




11. Click **OK** and then click the blue **X** from the *thank you* pop-up, as before.

12. To submit your **SSN**, Under National ID:

- e. Country: United States of America
- f. National ID Type: Social Security Number (SSN)
- g. Identification Number: ___SSN___
- h. Leave Dates Blank

13. Click **OK** and then click the blue **X** from the *thank you* pop-up, as before.

 **Note:** If you are a re-hire, you will notice all x's under the identification number. All you need to do is click **OK**.



You have finished Accepting the Offer!

National ID

Country *
United States of America

National ID Type *
Social Security Number (SSN)

Identification Number *
600-00-0003

Issued Date
MM/DD/YYYY

Expiration Date
MM/DD/YYYY

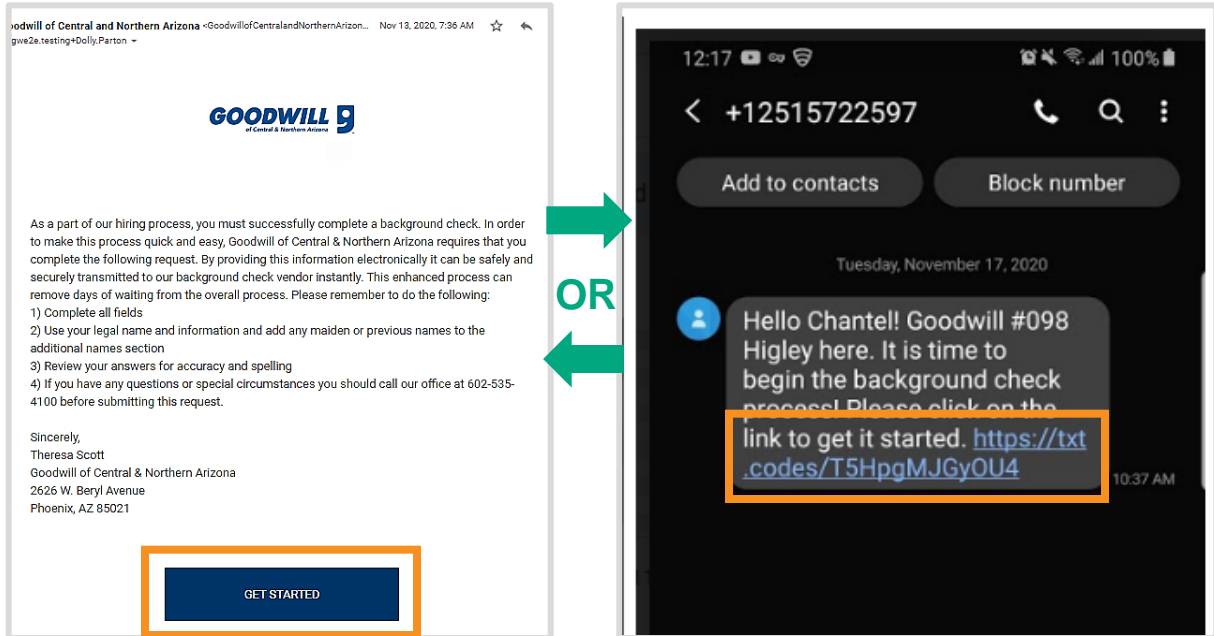
Remove

Add

OK Cancel

COMPLETE BACKGROUND CHECK

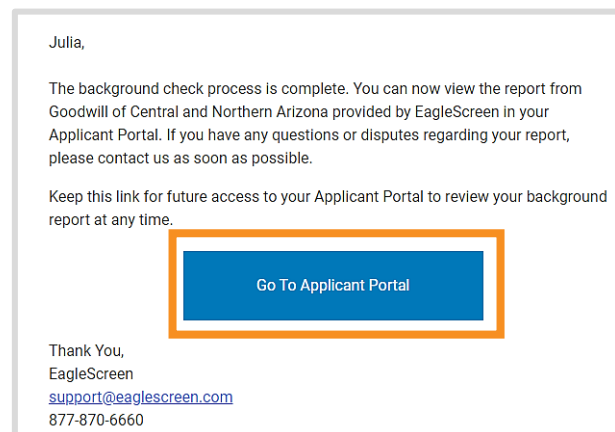
1. You will receive both a text and email notification from EagleScreen to complete your background check. Click on either link to get you started.



2. Follow the directions provided by EagleScreen to submit your background check.
3. Once completed, EagleScreen will send an email to your personal email address. Click **Go To Applicant Portal** in order to check your results and submit any additional documents requested.

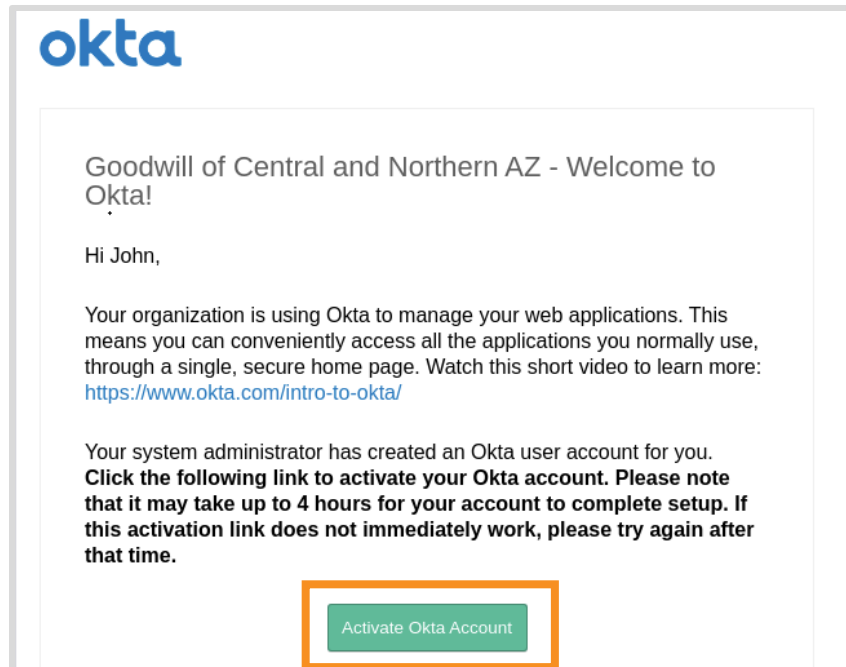


You have finished your Background Check!




FIRST DAY LOGIN

1. You will receive a notification in your personal email with an activation link to set up your account. Click **Activate Okta Account**.

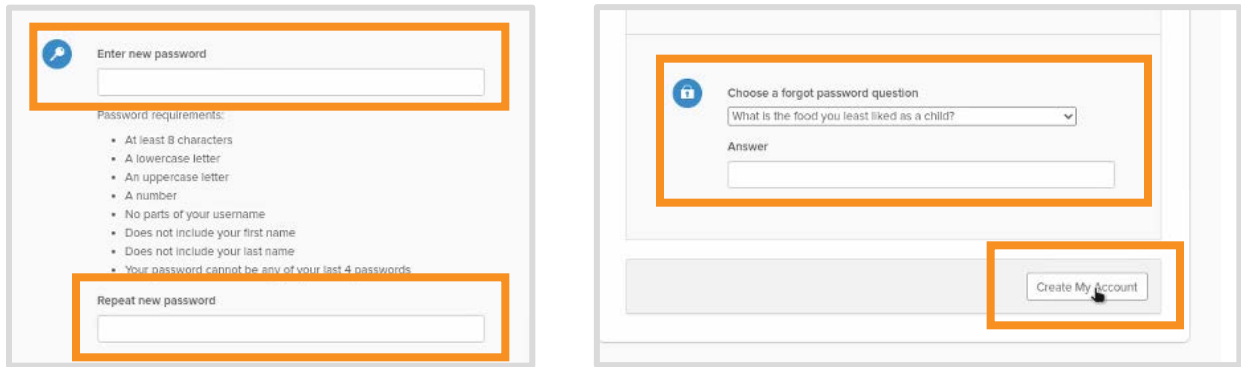


2. After being redirected to Goodwill's Activation page, fill in the requested details and then click **Activate Account**.

 **Note:** If you do not know your username, ask your manager for your ID number and use that. After clicking "Activate your Account", you will see a pop up appear that shows your username. Click **Reset Password** to continue.



3. On the next page, fill out each field to set up your password and then click **Create My Account**.



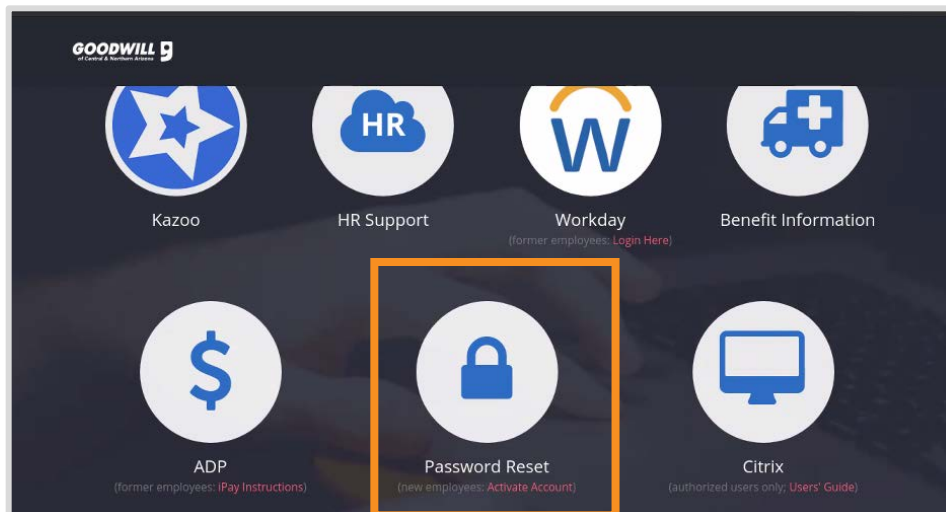
4. A page with various applications appears. To begin Workday processes, find the Workday application and click on it to be logged in.



You have finished your First Day Login!

Didn't receive an email to activate account? Follow these steps:

1. Visit the employee portal at: www.my.goodwillaz.org.
2. Click on **Password Reset (New Employees: Activate Account)**.
3. Follow the steps 2-4 from *First Day Login*.



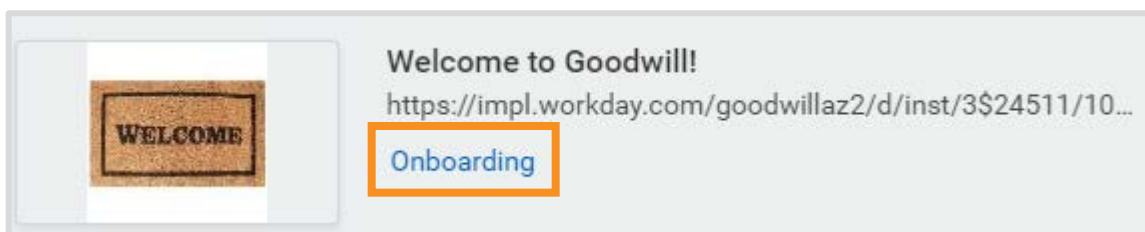
Onboarding Documents Checklist

The Workday inbox will not populate onboarding documents in the same order for every team member. To ensure you have completed all necessary documents, use this checklist to track your progress. Continue to the next page to begin.

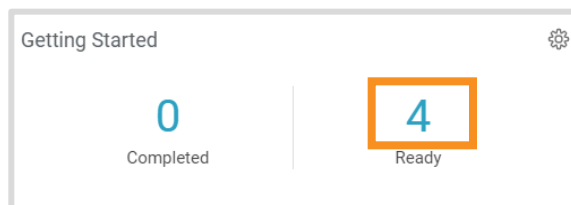
- Enter Legal & Preferred Names
- Edit Government ID
- Enter Personal Information
- Enter Home Contact Information
- Change Emergency Contacts
- Complete Form I9
- Complete State and Local Withholding Elections
- Payment Election
- Disability Self Identification for Onboarding
- Veteran Status Identification
- Complete Federal Withholding Elections
- Complete Questionnaire
- Photo Change
- Benefit Change – Hire (*Full-time only*)

ONBOARDING DOCUMENTS

1. From the employee portal (www.my.goodwillaz.org), click on Workday and log in.
2. Under the *Announcements* section, click on **Onboarding**.



3. Click on the **Ready** link (4) containing the tasks that need to be completed.
4. Your inbox appears. Each task will populate in a different order. Find and click the inbox item titled, **“Enter Legal & Preferred Names.”**
5. Review your legal name and correct it if necessary. Ensure to use appropriate capitalization (no ALL CAPS/no all lower case). You may enter a preferred/different name under the *Preferred Name* section.



6. Click **Submit**.

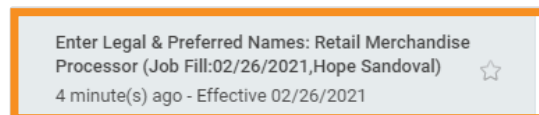
Going back to your inbox, find and click the inbox item titled, **“Edit Government IDs.”**

7. Your SSN should already be entered with X's. If it is not, add it in the National ID section.



Note: Please do not enter additional ID information such as driver's license, passport or Visa numbers.

8. Click **Submit**.



Edit Government IDs Hope Sandoval
 4 minute(s) ago - Due 02/24/2021

National ID - Social Security Number: Please enter your social security number and attach a copy of your social security card

Proposed IDs
 National IDs: 1 item

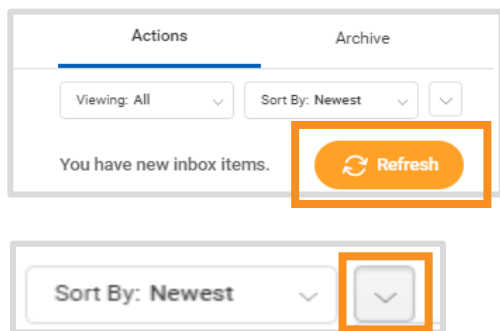
	*Country	*National ID Type	Current ID	Add/Edit ID
	United States of America	Social Security Number (SSN)	XXX-XX-XXXX	...

Additional Government IDs: 0 items

	*Country	*Government ID Type	Identification #	Issued
No Data				

Buttons: Submit, Save for Later, Cancel

9. Going back to your inbox, find and click the inbox item titled, “**Enter Personal Information.**”
10. Review gender, date of birth, race/ethnicity, and any other information. Edit if necessary.
11. Click **Submit**.
12. Going back to your inbox, find and click the inbox item titled, “**Enter Home Contact Information.**”
13. Update if necessary and then click **Submit**. Again, use appropriate capitalization.
14. Your inbox will ask you to refresh so that the rest of the documents can populate. Click **Refresh**. If this does not show, click the arrow in your inbox, next to the *Sort By* menu, and click **refresh**.



15. Find and click the inbox item titled, “**Change Emergency Contacts.**”

- 16. Enter your emergency contact information and then click **Submit**.
- 17. Going back to your inbox, find and click the inbox item titled, “**Complete Form I9.**”
- 18. Most Section 1 details should populate for you. Review and select an option from 1 – 4.

Section 1. Employee Information and Attestation
Employees must complete and sign Section 1 of Form I-9 no later than the first day of employment, but not before accepting a job offer.

Last Name (Family Name) * First Name (Given Name) *
 Middle Initial Other Last Names Used (if any)
 Address (Street Number and Name) * Apt. Number
 City or Town * State *
 ZIP Code *
 Date of Birth * U.S. Social Security Number
 Employee's E-mail Address
 Employee's Telephone Number

I attest, under penalty of perjury, that I am (check one of the following boxes):

- 1. A citizen of the United States
- 2. A noncitizen national of the United States (See instructions)
- 3. A lawful permanent resident (Alien Registration Number/USCIS Number):
- 4. An alien authorized to work until (expiration date, if applicable, mm/dd/yyyy) Some aliens may write "N/A" in the expiration date field. (See instructions)

- 19. Select **I Agree** for your signature.
- 20. Select your answer for Preparer and/or Translator Certification. If yes, fill out the information that pops up.
- 21. Click **Submit**.

Signature of Employee
I am aware that federal law provides for imprisonment and/or fines for false statements or use of false documents in connection with the completion of this form.
 By checking the I Agree check box, I acknowledge that I have read the attestation statement above and am electronically signing this Form I-9.

I Agree * Today's Date

Preparer and/or Translator Certification (check one):

- I did not use a preparer or translator.
- A preparer(s) and/or translator(s) assisted the employee in completing Section 1.

22. Going back to your inbox, find and click the inbox item titled, “Complete State and Local Withholding Elections.”

Note: If you work and live in a different state, you will see additional help text. See image below.

The information below is provided for your reference to complete the proper state withholding form. Please review these steps carefully. If you need further assistance or have questions, please consult your tax advisor.

WORK and LIVE in Maryland:

- 'State' will default to Maryland.
- 'Withholding Form Type' will be 'MWS07'
- Click 'OK'
- On the next page, complete required fields. Ensure the Home County is also Completed.
- Click 'I Agree' and 'Submit'.

WORK in Maryland, LIVE in Pennsylvania:

- 'State' will default to Maryland
- 'Withholding Form Type' will be 'MWS07'
- Click 'OK'
- On the next page, complete required fields. Ensure that you select the Exempt Check Box and an appropriate option for 'Reason for Exemptions': I'm a resident of Pennsylvania and a resident of a Pennsylvania local that does not tax earnings on Maryland residents (lines 5 and 7). **(please consult your tax advisor)**
- Then click 'I Agree' and Submit.

WORK in Maryland, LIVE in Virginia or West Virginia:

- 'State' will default to Maryland
- 'Withholding Form Type' will be 'MWS07'
- Click 'OK'
- On the next page, complete required fields. Ensure that you select the Exempt Check Box and an appropriate option for 'Reason for Exemptions': I'm not a resident of Maryland (line 4), and select the State of Domicile as Virginia or West Virginia. **(please consult your tax advisor)**
- Then click 'I Agree' and Submit.

Edit Step Help Text

23. Make sure the correct state is listed. Click **OK.**

24. Choose a withholding percentage, click **I agree and then click **Submit**.**

Worker: katherine belson

Company: Goodwill of Central & Northern Arizona

Effective Date: 07/12/2021

State: * Arizona

Withholding Form Type: * A-4 - Withholding

Arizona A-4 Data

View Blank Form

Withholding Percentage * [input field]

Additional Amount: 0.00

I Agree *

Submit Save for Later Cancel

25. Going back to your inbox, find and click the inbox item titled, **“Payment Election.”**

26. Select your preferred payment method.

Note: If you are using a Goodwill Pay Card, your manager will have the card and bank details.

27. Fill out the Account Information (if applicable).

Preferred Payment Method

Regular *

Check

Direct Deposit

Pay Card

Account H...

Sample Check

Account Information

Account Nickname (optional)

Routing Transit Number *

Bank Name *

Bank Identification Code

Account Type * Checking Savings

Account Number *

28. Click **OK**.

29. **Read Carefully:** Right now, your full pay will be deposited into the account details you provided. If you want to add another account to split your pay deposit into, follow steps 30 – 38. If not, click **Submit** and skip to step 39.

30. Click the **Add** button under *Manage Payment Elections*.

Manage Payment Elections

40 minute(s) ago - Due 02/24/2021

Person Hope Sandoval

Default Country United States of America

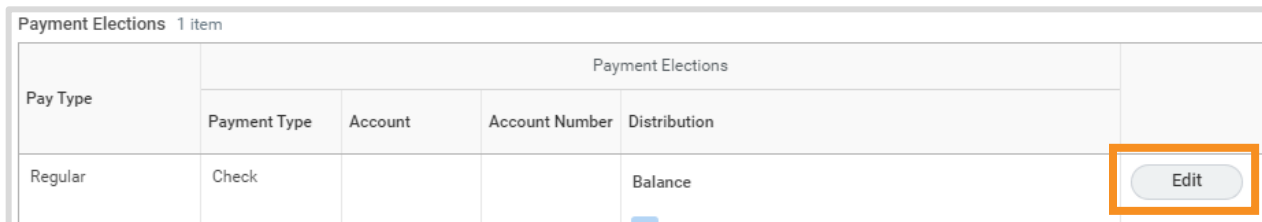
Default Currency USD

Status In Progress

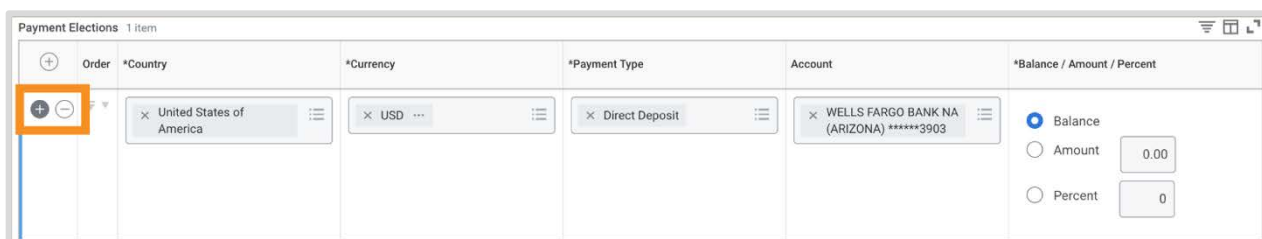
Last Updated 02/22/2021 02:23 PM

- No accounts found.

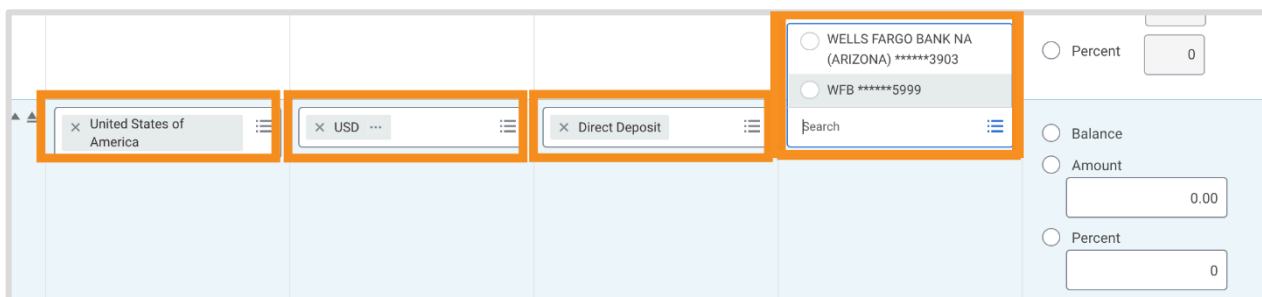
31. Follow the same steps you did before to edit *Account Information* - this time for a new account.
32. Click OK.
33. Scroll down to *Payment Elections* and click the **edit** button



34. Click the **Add Row** icon to add a payment election.



35. Click inside each field and make your selections. Be sure to select the new account you made when editing the *Account* field.

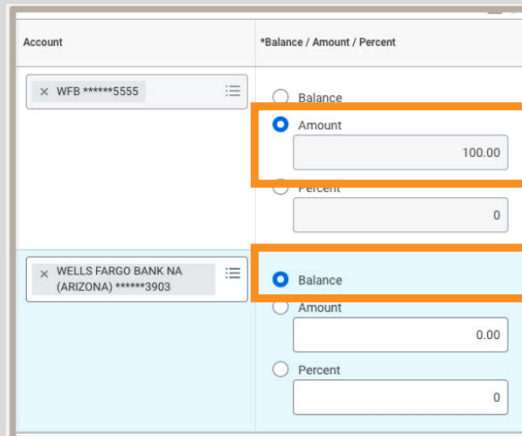


36. Select either Balance, Amount, or Percent (see the following page for more detail).

“Amount” selection example: You want to direct deposit \$100 of your pay into the first account you made, with the remainder of your pay going into the second account.

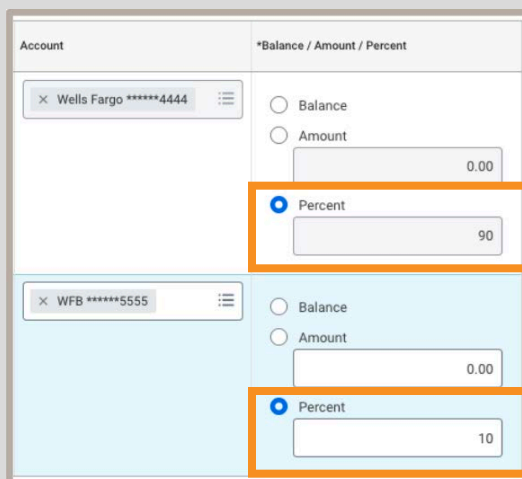
- Click the **Amount** button and type in 100.00 for the first account.
- Click the **Balance** button for the second account.

*The “balance” must be the last election shown on the screen. If it is not, edit the accounts to reflect this order.



“Percent” selection example: You want to direct deposit 10% of your pay into the first account you made, with the remainder of your pay going into the second account.

- Click the **Percent** button and type in 10 for the first account.
- Click the **Percent** button for the second account and type in 90.

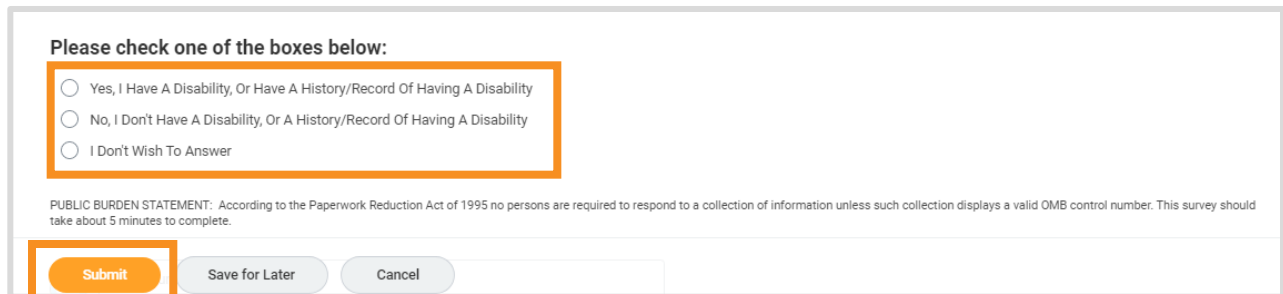


37. Click **OK**.

38. Click **Submit**.

39. Going back to your inbox, find and click the inbox item titled, **“Disability Self-Identification.”**

40. Select one of the three answers and then click **Submit**.



Please check one of the boxes below:

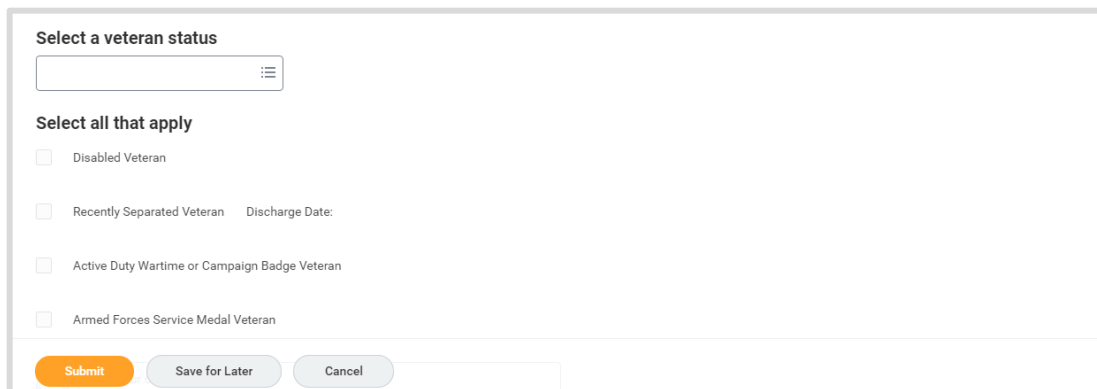
- Yes, I Have A Disability, Or Have A History/Record Of Having A Disability
- No, I Don't Have A Disability, Or A History/Record Of Having A Disability
- I Don't Wish To Answer

PUBLIC BURDEN STATEMENT: According to the Paperwork Reduction Act of 1995 no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. This survey should take about 5 minutes to complete.

Submit Save for Later Cancel

41. Going back to your inbox, find and click the inbox item titled, “**Veteran Status Identification.**”

42. Select your veteran status and then click **Submit**.



Select a veteran status

Select all that apply

- Disabled Veteran
- Recently Separated Veteran Discharge Date:
- Active Duty Wartime or Campaign Badge Veteran
- Armed Forces Service Medal Veteran

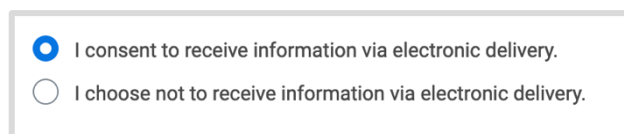
Submit Save for Later Cancel

43. Going back to your inbox, find and click the inbox item titled, “**Complete Federal Withholding Elections.**”

44. Fill out all required information, select **I Agree** and then click **Submit**.

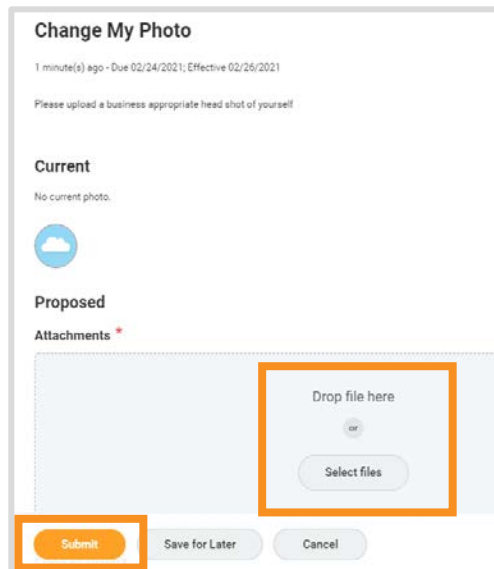
45. Going back to your inbox, find and click the inbox item titled, “**Complete Questionnaire.**”

46. Review *GCNA Consent to Receive Electronic Deliver*. Click either **I consent to receive information via electronic delivery** or **I choose not to receive information via electronic delivery**.



- I consent to receive information via electronic delivery.
- I choose not to receive information via electronic delivery.

- 47. After your manager has finished your I9, come back to your inbox. You should have an inbox item titled, **“Photo Change”**.
- 48. Upload a current, work-appropriate photo that shows your face (no cartoon avatars or Bitmojis). Your manager will approve this photo.
- 49. Click **Submit**.
- 50. If you are a Full-Time employee, an inbox item titled, **“Benefit Change – Hire”** will appear. Click this to review and select your benefits.



Change Benefit Elections Hire (Waiting Period) for Hope Sandoval - Step 1 of 8

Read Carefully:

Goodwill of Central and Northern Arizona offers team members a variety of benefits to meet your needs. As a new Team Member of GCNA you are able to enroll in benefits in Workday through your employee self-service. We also offer enrollment through ARIS group, a third-party enrollment agency that can help you enroll, answer any benefit questions you may have and provide you information in reference to our enhanced voluntary worksite products that we offer.

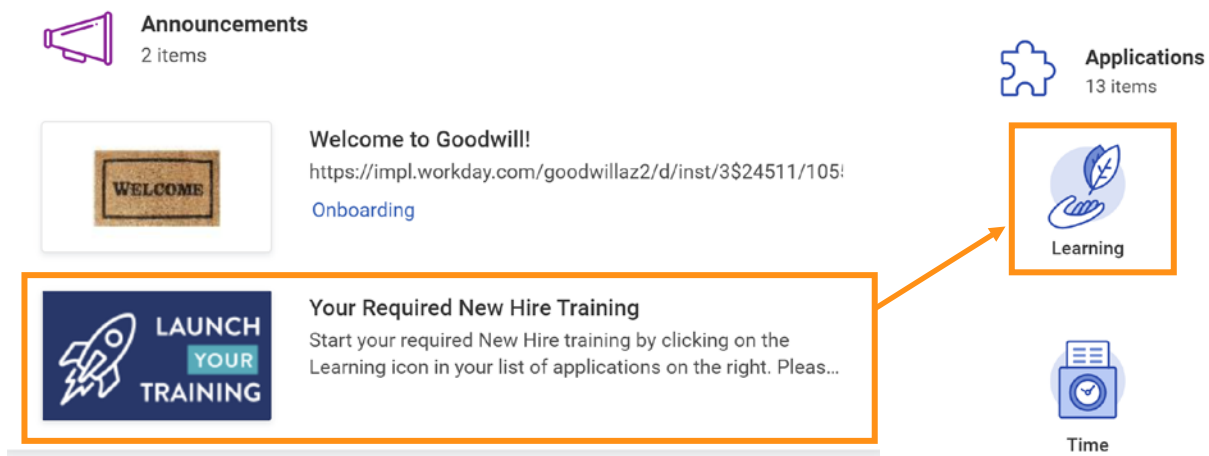
- Please note that there is a waiting period based on your date of hire before your benefits become effective.
- You have 45 days from date of hire to complete your benefits enrollment.
- If you have any questions related to your benefits, completing your enrollment please contact your HR Benefits Department at 602-535-4100 option 6.



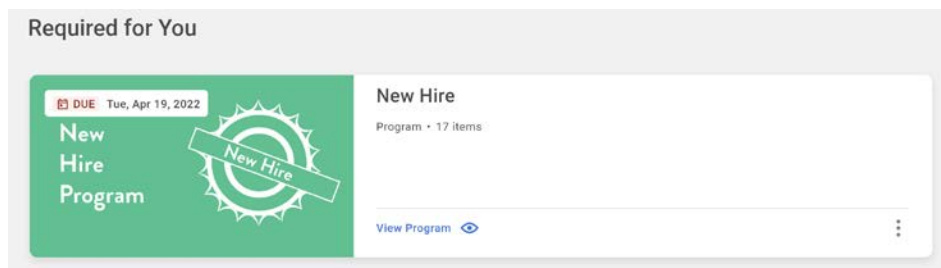
You have finished all Onboarding Documents!

COMPLETE NEW HIRE TRAINING

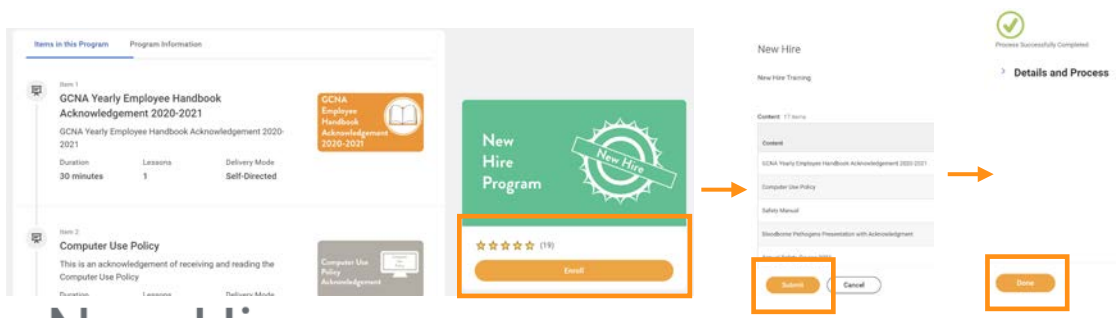
1. From your Workday Homepage, under *Announcements*, click on the blue **Required Training** link.
2. A pop-up will appear. Click **Required Training**.



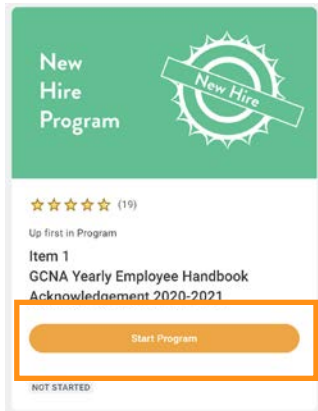
3. From your Required Learning section, click on the New Hire Program link to get started.
Note: Depending on your role, your list of trainings may look different than someone else's.



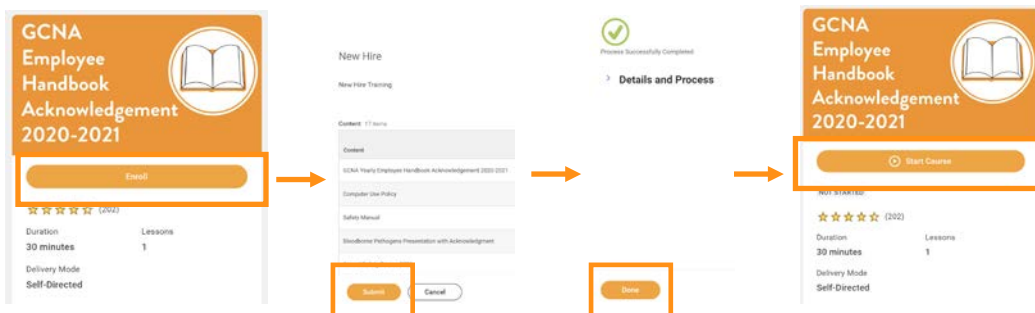
4. Click the Enroll button on the right, you will be directed to a new screen, click submit on the lower left corner, then click done.



- You are now enrolled in the New Hire Program. The program contains multiple courses, next click the Start Program button.



- Each course of the program will now be loaded for you to enroll in, click Enroll, Submit, and Done like earlier, then click Start Course. You will do these steps for each course in the program.



- After you complete each course you will see a *Course Completed* sign on the page. Click the back arrow labeled New Hire Program in the upper left corner to return to the program and click Resume Program to continue to the next course.

