

# RAMP UP: NEW HIRE PROCESS

## Equifax Compliance Center Preboarding



HUMAN RESOURCES  
COLORADO STATE UNIVERSITY

New hires and employees changing to a new employee group will complete their required new hire paperwork in RAMp Up, the pre-hire document process using Equifax's compliance center system. For new hires or rehires after a break in service, this includes:

- Form I-9
- Form SSA-1945
- Federal W4 and appropriate state tax forms
- Pay method bank details

For new hires, rehires, and those changing employee groups, forms appropriate to the hire's new assignment will be completed, including:

- Creative Works Policy
- Oath of Allegiance
- Compensatory Time Agreement

Other required forms or notices specific to the new hire's work location will be presented through RAMp Up as well.

Employees changing between student and non-student hourly assignments or being reactivated from suspended assignments will be

### Three things your new employee needs you to tell them

#### 1. Preboarding emails do not come from CSU

**Please alert your new hires that they'll be getting a request to complete paperwork that does not come from CSU.**

- When a new compliance packet is assigned to a new hire, the new hire receives an email from [donotreply@equifax.com](mailto:donotreply@equifax.com) with the subject, "RAMp Up New Hire Forms - Colorado State University."
- The email is sent to the address used to apply to the position (if hired through TMS) or the address entered as the "candidate email" (if entered in the CSU background checks form in the Oracle HR system).
- New hires must follow the directions in this email to complete their preboarding paperwork.
- You should notify new hires to expect these emails and check in clutter or junk folders to ensure they aren't missed. Reminder emails are sent every three days until the compliance packet is completed.

required to complete a new compliance packet. Every packet ends with a link to the [CSU Employee Welcome Packet](#), containing important next onboarding steps and information related to parking and transportation, benefits, foreign national resources, community and values, and more.

HR staff can have a role within Equifax that allows them to complete section 2 of the Form I-9 as well as view the current form completions status of all the new hires in their department.

If for any reason a compliance packet was not created for an employee who should have received one, email [HR\\_Rampup@mail.colostate.edu](mailto:HR_Rampup@mail.colostate.edu) with a link to or PDF of the hiring proposal (if hired through TMS). If the employee was not hired through TMS, provide the first and last name and start date as entered in the HR system background check form.

.....

## New Hire Compliance Packets

New hire compliance packets are created automatically through two different avenues:

- For admin professional, faculty, postdoctoral, and state classified employees, compliance packets are created within 24 hours of the hiring proposal being approved in the TMS search and hiring system.
- For graduate assistants, non-student hourly, and student employees, compliance packets are created within 24 hours of the background check being approved or the determination is made that a background check is not necessary.
  - Note that although not every student employee is required to receive a background check according to [current policy](#), they should still be entered into the CSU Background Checks form in the Oracle HR system to confirm that determination.
  - The RAMP Up process increases the importance of entering all student employees in this form to ensure that all hires receive the appropriate compliance packet.

.....

## 2. Human Resources can support new hires with questions

- If a new hire needs assistance understanding the content of forms or believe they are being asked to complete forms that are not relevant to their new role, they can contact [MYHR@colostate.edu](mailto:MYHR@colostate.edu) for support.
- For technical assistance, new hires should contact Equifax's Employee Service Center at 888-850-8159.

## 3. Additional onboarding after this process

- Employees will receive an employee welcome packet once they complete all of their forms in the Equifax process. That welcome packet outlines important next steps, such as how to get an email address.
- **Please tell new hires to download the packet at the end of their process to complete other important onboarding tasks.**

## Track your new hire's progress

Equifax can send emails to you to help you track your new hire's progress when completing forms. These notification emails can be sent to the new hire's department at three points during the process:

1. When the new hire's compliance packet of forms is assigned
2. When Section 1 of the Form I-9 and all other documents have been completed (allowing the department to complete Section 2)
3. When the packet has been entirely completed

To receive these notifications or to change a department email address for notifications, please email the department number and email address to [HR\\_IS@colostate.edu](mailto:HR_IS@colostate.edu).

Only one email address per department can receive these notifications, so we recommend using a distribution list or listserv for the department's HR staff. Then multiple people can receive notifications, and the recipients can be managed locally by the department rather than requiring modifications by Equifax when there are staffing changes.

---

## Steps After Packet Completion

After packet completion, the new assignment can be submitted into the workflow for final approval. Within 12 hours of Section 2 of Form I-9 being completed and the assignment being created in the Oracle HR system (whichever is later), the HR system will be updated with:

- The new hire's direct deposit pay method details
- Federal W-4 and appropriate state tax records,
- I-9 information.

---

## Next steps in onboarding

As mentioned above, the [CSU Employee Welcome Packet](#) will provide the new employee with additional onboarding steps:

- Acquiring an eID and email address
- Using DUO two-factor authentication
- Getting a RamCard

The employee receives the link to the [CSU Employee Welcome Packet](#) once they complete all of the forms.

### ! NOTES:

- Department HR staff should also remind foreign national hires to contact the CSU Tax Office at [BFS\\_ForeignTax@mail.ColoState.edu](mailto:BFS_ForeignTax@mail.ColoState.edu) and complete a tax profile using GLACIER tax software. They should also start the process of obtaining a social security number from the Social Security Administration Office.
- The [out-of-state work location form](#) is *not* included in the Equifax preboarding documents, because it should be completed by or with a representative of the new hire's department.
- The new hire has the option to choose Spanish-language versions of the Form I-9 and Form W-4.

# Accessing forms and seeing completed workflow

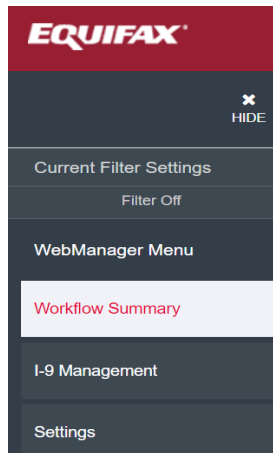
Department HR staff who are location managers can complete section 2 of the I-9 and will be able to view the new hire’s form completion status.

## Step one:

[Log into Equifax’s Compliance Center](#) using eID credentials

## Step two:

Click on **workflow summary**



## Step three:

Select a **date range**. Click **“view”** to see a summary of all the compliance packets that were created or changed status in that date range.

Begin Date:    End Date:

## Step four:

Click the **green plus sign** to view all the packets in that status.

Packet Status	Count
Packet Created	27
Filling Out Personal Information	2
Filling Out Employment Forms	8
Documents Complete - Waiting on Section 2 of I9	14
Hired	0
Packet Cancelled	12

## Step five:

Click on a **name** to view basic packet information and a list of documents assigned in the packet.

Name	Location & Position	In State Since/Creation Method
Cummings, Adminexempt	Clinical Sciences STD	02/01/2022 11:19 AM Batch
Cummings, Adminnonexempt	Clinical Sciences STD	02/01/2022 11:19 AM Batch
Cummings, Facultytwelve	Clinical Sciences STD	02/01/2022 11:19 AM Batch

**Notes:** “EC” means employee completed. “MC” means manager completed. Forms do not have to be completed in order, but the new hire must complete all documents before HR staff or a [remote agent](#) can complete section 2 in I-9 Management. For security, **view** and **print checked** options are disabled.

Cummings, Adminexempt [Return to Workflow Summary](#)

Packet Information **Documents** Tasks Notes Workflow History Activities

EC=Employee Completed, MC=Manager Completed

	EC	MC	Action
Personal Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="View"/>

# Completing Section 2 of Form I-9

**! Time sensitive:** Section 2 of form I-9 should be completed by an HR staff member or remote agent within three days of the new hire's **first day of employment**. It can be completed far in advance of the first day of employment, any time after the employment completes Section 1 of form I-9 and all other documents in the compliance packet.

- The current [Section 2 guidance](#) has not changed with the implementation of the Equifax Compliance Center preboarding system.
- HR strongly recommends that anyone completing Section 2 of the Form I-9 review the [training videos and guides](#) once per year.

## ! Crucial reminders:

- The employee's start date will be imported from the Talent Management System hiring proposal or the CSU background check form. It can be edited when Section 2 of the I-9 is completed, but it **must match the start date of the assignment created in the Oracle HR system and the start date listed on the Talent Management System hiring proposal** (if applicable).
  - Please confirm that the start date is correct before finalizing a hiring proposal or CSU background check entry and double-check it during completion of Section 2 of the I-9.
- The documents used for employment eligible verification must be noted carefully and accurately in Section 2 (and Section 3 reverifications). A list of acceptable documents and document combinations is available on the [US Citizen and Immigration Services website](#).
- Some documents used for employment verification require that a document expiration date be entered. **Please do not check the "document does not have an expiration date" box before being certain that the document has none.** If you are unsure, please contact [HR\\_Records@colostate.edu](mailto:HR_Records@colostate.edu) for assistance.

List C document - Employment authorization document issued by DHS (US Citizen or Non-Citizen)

Issuing Authority:

DHS/USCIS

[Sample Document](#)

Document #:

Expiration Date (mm/dd/yyyy):

The document does not have an expiration date

