**“Cleared to Work” FAQ**

1. **My Neocase Proxy Manager cannot see this information in Workday.**

The Neocase Proxy Manager role has access to Manager Tools on the WorkLion Portal, but is not able to see the status of the hire or onboarding processes in Workday.

1. **I am not able to see Background Check information in Workday.**

Managers do not have the ability to see the details of an employee’s standard background check in Workday. Administration of the standard background check for new hires is handled by the Recruiting & Sourcing teams. The hire is not completed in Workday until the background check is complete and the results are deemed “eligible”. When the hire is completed in Workday, the Status Update Email is sent to the Manager. This email confirms the background check is complete.

1. **There is no clearance information in on the Onboarding Status Summary Report. I know my employee completed them.**

If the position in question is the individual’s only position at Penn State:

* If the manager is certain the onboarding session has already taken place, but the employee’s clearances are missing in Workday, the employee did not present all three of the clearances and is not eligible to work yet. The manager should reach out to the employee to confirm the status of their clearance applications.
* If the manager is certain the onboarding session has taken place and the employee has their completed, original clearances, confirm that they are designated a PA Mandated Reporter in Workday.
	+ If they are not, the clearances were not requested. If the manager believes this is an error and the position should be designated PA Mandated Reporter, transfer the manger to the FT or PT Recruiting & Sourcing team (based on position type) for a review of the hire details.
	+ If they are designated, but the clearances were not requested during onboarding, the employee will need to return to their onboarding representative to present the clearances. This was likely a mistake, but the original clearances need to be presented and verified.

If the position in question is an “Add Job”, make sure they are running PSU\_REP CR10555. This shows statuses for individuals in an “Add Job” future dated position.

1. **The Onboarding Status Summary Report says the I-9 was completed (shows the date), but the report also shows that “To Do: Complete Section 1 of the I-9” is not complete (in progress).**

In order for a To Do in Workday to move to the complete column, the employee must “submit” the task in Workday by hitting the button. In the case of Section 1 of the I-9, the employee is directed from the notification to another website when they click the link to complete Section 1. They are sent to Equifax. Once they complete Section 1 in Equifax they need to go back into Workday and “submit” the task as complete. If they don’t remember to do this, the task registers “in progress” on the report. The Manager can ask the employee to open the notification in Workday and “submit”. This is not required, as long as the I9 completion data has been entered in Workday, we can confirm this document is complete.

1. **On the Onboarding Status Summary Report, it shows that Section 1 of the I-9 is complete, but the I9 completion date is blank.**

The To Do only tracks the status of Section 1 of the I9. The I9 Completion Date column/field indicates when Section 2 is complete. If this field is blank, the individual has not attended onboarding. The manager should reach out to the employee to confirm that they have scheduled their onboarding session prior to or on their first day of work.