

FAQ for Sponsored Staff

Submitting Requests and Onboarding Process

- How do I get access to the online onboarding system?
 - Send an email to BWHOSS@partners.org with your full name and the BR#(s) and department name(s) you onboard for. You'll receive an email with your login credentials and a copy of the SSOBS instruction guide.

- Where do I find the onboarding forms?
 - All forms are found on [our website](#).

- What's the current workflow for onboarding once the department has entered the request?
 - We review requests in the online onboarding portal in the order they're received. When we get to your request, we'll check it over to make sure all the paperwork is in order, then either mark it back to "pending" with a note about what's missing or send it on to its next destination.
 - If onsite, the request will go on our onsite waitlist to be reviewed for occupational health compliance.
 - If remote, the request will be sent to our research compliance team to review for data security before they're allowed remote access. Research compliance will either contact you for more information or mark the request complete.
 - If a request is marked "research compliance complete – approved", there's nothing more you need to do. The request is back in our queue and we'll complete processing as soon as we're able.
 - The POI and the submitter of their request will receive a welcome email with their account login information. They **cannot** be set up with system access until they're fully onboarded by us.

- How do I know the status of my request?
 - You can view all of your requests in the online onboarding system. Their status will change as they move through the onboarding process. You can check the POI Status History section to see any notes made about the status changes. A description of what each status means is found in the SSOBS user manual.

- What is the turnaround time for a submitted request?
 - Once received, we will review the request within two weeks and either process it or forward it accordingly.
 - All requests for remote access must be reviewed by research compliance. The current processing time for research compliance review is about four weeks. Once the request has been approved, it will be sent back to OSSVS and added to our queue for final onboarding.

- We currently have a waitlist for onsite onboard requests. When we receive an onsite request, we'll review it to make sure the paperwork is in order, then add the name to the end of our waitlist. Please note that we'll be able to give you a general timeline for onboarding, but we can't promise any specific dates.
- How long is the onsite waitlist?
 - Currently, there are about 170 people on our waitlist for onsite access.
- If an employee is leaving BWH, how do I transition them to a POI?
 - Employees leaving for other workplaces are generally onboarded as collaborators. They require the full collaborator onboarding packet, including an Attestation of Outside Employment signed by an institutional official from their new place of employment. If they're retiring but would like to maintain access to their email post-retirement, they would be onboarded as a POI scholar/scholar observer.
 - If an employee is transitioning to a POI immediately from their employment, they do not need to resubmit the health screening requirements.
- How do I get my POI Epic access?
 - Remote Epic access is rarely granted and must be approved by research compliance. Our office doesn't directly grant Epic access, you can reach them directly at bwhcecaretraining@partners.org.

Renewals and Reactivations

- When submitting a renewal, will I need to re-enter the POI's information if I haven't yet entered them in the system?
 - No, all POIs who were active in PeopleSoft from 2017-now have been transferred into the online onboarding system, so you'll be able to search for their name and extend their end date using the "actions" function.
- My POI was deactivated, how can I get them reactivated?
 - If their account was deactivated due to their renewal paperwork not being submitted, you'll need to submit the appropriate renewal information through our online portal before we can reactivate them. Any POI deactivated for noncompliance (not finishing their HealthStream trainings or providing flu shot documentation in time) must be approved by HR to be reactivated.
 - The POI's manager in Peoplesoft will receive multiple automated warning emails before a POI is deactivated.
 - If the POI was deactivated more than a year ago, they'll need to be fully re-onboarded rather than renewed.

Requirements and Conditions

- How do I know what forms are needed for onboarding/renewing this POI?

- You can refer to this document [link onboarding and renewal doc] for descriptions of each role that falls under our department and the documents required for onboarding and renewal.
- Is there a maximum time POIs can work at BWH?
 - There's no maximum time for Sponsored Employees or Collaborators, though they will need to be renewed every year.
 - Research trainees can only be at BWH for a maximum of one year, unless the work they're doing is part of an academic program they're currently involved in and they can provide proof of enrollment.
 - Observers can be at BWH for a maximum of three months.
- Can a POI use self-funding as their income source?
 - No, Sponsored Employees and Collaborators need to have external funding, either from being employed at another institution or through grants.
 - Research trainees and student interns don't need to have a pay source, but they must meet the requirements in place to be allowed to be designated as those roles.
- Can I onboard a minor into my lab?
 - Minors (aged 16 and 17) can be onboarded, but they require a work permit and signed Minors in BWH Research Laboratories and Consent to Evaluate and Treat a Minor forms.

Occupational Health

- Are there specific medical forms that fill the OHS requirements?
 - For onsite requests, we require the Interactive Respirators Med Eval Questionnaire and the TB Symptoms Review forms, found on our website. The TB Symptoms Review form now takes the place of the annual TB test. It is required for all hospitals MGB-wide.
 - There is an OHS medical form on our site that POIs can get filled out by a doctor, but as long as we have a record of their immunization history, we can process it.
 - During flu season (September-March), we need documentation of a seasonal flu shot, but it doesn't have to be on a specific form.
- Will my onsite POI be assigned an occupational health appointment?
 - No, currently all requests are being screened remotely; they will not have to come to campus to visit occupational health.
- If a POI is coming to work onsite, can they get any immunizations they're missing at OHS?
 - OHS is no longer providing any immunizations to sponsored staff pre-onboard. They must get all required shots externally.

International POIs and Visas

- What's the process for onboarding an international POI?

- Notify us that you have someone coming in on a visa as soon as you know.
- We will place the individual on our onsite waitlist and give you an **approximate** timeframe for onboarding.
- For any more specific visa-related questions, contact GPS (formerly known as PIPS).

- I have a J-1 visa holder looking to get onboarded, can they be onboarded by a specific date?
 - The department shouldn't promise any specific date or date range until the Office of Sponsored Staff has specified one. We'll give you an estimate based on the current length of the waitlist, but we can't promise a specific date.

- I have a POI who needs to transfer their J-1 from Harvard to BWH, when should I do that?
 - The department should let our office know at least two months before the POI's visa is set to expire, ideally as soon as you're aware of the end date.

- If someone is working remotely from another country, do they need visa information?
 - No, if someone is working remotely and not planning on being in the US during their time working, they don't need to have visa information.