Onboarding Portal Help

Who has access:

1. Candidates whom have passed from Taleo to Onbase
   - Once they can login they can always log in (even when terminated)

2. Manager/delegate
   - All HR departments excluding TempForce (108252)
   - Anyone noted as “Hiring Manager” or “Hiring Mgr. Assistant” on the req from Taleo
   - Anyone with the Learning Exchange Delegate role in PM, regardless of company
   - Anyone with PA Initiator, HE Executor or SigAuth role in PM

What can a Candidate/New Employee SEE and DO:

SEE
- Current status of onboarding
- Status of
  - Immunizations
  - I-9
  - Work authorization (which includes background)
  - Job information
  - Personal information
- Can only see themselves

DO
- Has links to take them to do things but can actually NOT do anything in the portal.
  - Occupational Health to upload immunization records
  - Access VU to activate vunetID
  - Parking
  - Benefits
  - Badge photo
  - LMS
  - COI

What can managers/delegates SEE and DO:

SEE
- Everything that a candidate can see
- All candidates

DO
- NOTHING

I can’t log in:

Candidate cannot log in:
- When logging into the portal you should be using the Candidate ID (not vunetID) and the initial password supplied in that email as well. If you need
to reset the password, you will need to enter the Candidate ID and the email address that was used on your application process. When entering your email address please ensure that it is entered in all lower-case. Then you should be able to reset the password.

- Ensure they are using the correct candidate ID# and email address from application
- They are using their candidate ID# and not their vunetID
- They are using all lower case in their email address
- If a candidate has two records in Onbase with the same candidate ID# but two different email addresses, Onboarding will only store the first email address and that one must be used to reset the password.
- If trying all of this fails to gain access, contact hrsystems.vumc@vanderbilt.edu

Manager/Delegate cannot log in:

- Ensure they hold one of the needed roles in the “Who has Access” section
- If a user believes they satisfy the noted criteria and cannot log in they can contact hrsystems.vumc@vanderbilt.edu for assistance