

Job Aid: Onboarding Communications & Deadlines

Communication	From	To	When	Deadline	Purpose and Any Action Required
Offer Letter	Hiring Department	Personal email	Pre-hire / Before You Arrive	As indicated	Sign and return to accept the terms of your employment.
PeopleAdmin Email	University of South Carolina <do-not-reply>@ted.peopleadmin.com	Personal email	Pre-hire / Before You Arrive	ASAP – upon receipt	Complete your hire. Time-sensitive pre-hire tasks for system access; triggers all other steps. Reminder emails will continue to arrive until completed.
I-9 Advantage	service@i9advantage.com	Personal email	Pre-hire / Before You Arrive	Section 1: by 1st day; Section 2: by 3rd day	Complete to verify your identity and employment authorization.
HireRight	noreply@hireright.com	Personal email	Pre-hire / Before You Arrive	5 business days from receipt	Complete your background screening. If it expires, it must be re-initiated and could delay hire.
University Account Claiming	iamnoreply@mailbox.sc.edu	Personal email	Pre-hire / Before You Arrive	48 hours from receipt	Claim your Network Username, set your password, and register for the Carolina Alert Notification System.
PeopleSoft Email #1	HPRD@mailbox.sc.edu	USC email	First Day	Complete on your first day	Indicates your hire is complete and confirmed in PeopleAdmin. Next step: log into ESS on your first day to complete onboarding tasks. Late hires will only receive this email.
PeopleSoft Email #2	HPRD@mailbox.sc.edu	USC email	First Day	Complete on your first day	Happy first day! Complete onboarding tasks in ESS. Late hires do not receive this email—they receive Email #1 only. A PeopleSoft Email #4 reminder arrives if onboarding tasks are not completed as indicated.

Communication	From	To	When	Deadline	Purpose and Any Action Required
PeopleSoft Email #3 (Benefits Enrollment)	HPRD@mailbox.sc.edu	USC email	Pre-hire / Before You Arrive to First Week	31 days from hire date	Benefits enrollment email. Eligible employees may refuse or enroll in state insurance benefits within 31 days of their date of hire; otherwise, initial enrollment must wait until the next open enrollment or a qualifying life event.
If Eligible: PEBA Retirement Email	Noreply@retirement.sc.gov	USC or Personal email	Pre-hire / Before You Arrive to First Week	30 days from hire date	Eligible employees have 30 days from their date of hire or date of eligibility to select state retirement benefits or elect non-membership if applicable. If you do not respond within 30 days, you will default into SCRS (or PORS if applicable), which is irrevocable.
Onboarding Survey Email	HPRD@mailbox.sc.edu	USC email	45 days	14 days from receipt	Assessment about your onboarding experience. Helps inform future onboarding improvements. (Columbia campus only currently.)

*Caution: December hires – benefits timelines include days the university may be closed for the holiday. Enrollments may be due prior to closure to process in time. Check Junk/Spam mail then contact your HR Contact for missing emails. International hires can receive assistance through HR International Services.